

Volkswagen Collision Repair Standards Position Statement

Suspension, Steering, and Drive Axle Parts Replacement

Applicable to All Volkswagen Models

To promote and maintain its rigorous standards of quality and safety, Volkswagen of America, Inc. (VWoA), an operating unit of Volkswagen Group of America, Inc., provides collision repair centers with critical information pertaining to collision repair and parts replacement on Volkswagen vehicles.

Volkswagen suspension, steering, and drive axle components may be constructed of special alloys that include aluminum, nodular iron, and special steel alloys.

VWoA does not support the use of recycled parts, commonly known as "junk yard" parts, since there would be no clear indications of previous damage to these parts.

Crack/fatigue damage can only be detected by sophisticated testing such as dye penetrant, zyglow, magnaflux, or x-ray. Alignment of critical surfaces cannot be checked by visual inspection only, but require the proprietary design blueprint.

WARNING: Recycled suspension, steering, and drive axle parts may not meet the specifications of Genuine Volkswagen Suspension, Steering, and Drive Axle Parts, and are not an acceptable method of repair on any Volkswagen vehicle.

Recycled suspension, steering, and drive axle parts, or any suspension, steering, and drive axle parts, are not approved by VWoA, and may cause unsafe vehicle operation and performance, including loss of control, which may result in injury or death.

Official VW Repair Procedures

All vehicle repairs should be made following VW repair procedures obtained directly from erWin (erwin.vw.com) or ElsaPro (for VW dealers).

erWin and ElsaPro are online applications that contain the most up-to-date VW repair and service information developed and provided by Volkswagen Group of America.

Using VW Repair Procedures

Departure from VW instructions provided in erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety.

Failure to follow these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

Parts

Recycled, salvaged, aftermarket, and reconditioned parts (including body parts, wheels, and safety restraint components) are not authorized by VWoA.

Contact

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