



Volkswagen Collision Repair Standards Position Statement

Fasteners Applicable to All Volkswagen Models

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

Do not re-use any fasteners that are worn or deformed in normal use. Some fasteners are designed to be used only once, and are unreliable and may fail if used a second time. This includes nuts, bolts, washers, circlips, and cotter pins. Always follow the recommendations in erWin and ElsaPro repair manuals; replace these fasteners with new parts where indicated, and any other time it is deemed necessary by inspection. If there are doubts as to whether fastening elements should be reinstalled, install new fastening elements.

Always replace self-locking nuts and bolts, and nuts and bolts that are tightened with an additional tightening angle. Contact corrosion may occur with aluminum and other specialty materials used in Volkswagen vehicles. For this reason, only fastening elements with a special surface coating (Dacromet®) are installed. These elements can be recognized by their green color.

Damage due to contract corrosion is not covered under Volkswagen's New Vehicle Limited Warranty. VWoA only recommends the use of genuine replacement parts. They have been checked and are compatible with specialty materials used in Volkswagen vehicles.

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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