

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 118

Date Received

11-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856735

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield on drivers side)	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 2000	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06135000	Part Name(s) FUEL:FUEL FILTER LINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>27-JAN-2000</u> Mileage at Failure(s) <u>3774</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 20 MPH ON THE HIGHWAY VEHICLE BEGAN TO STALL. AFTER DRIVING FOR ANOTHER 5 MILES, VEHICLE DIED COMPLETELY AND WOULD NOT RESTART. DEALER WAS AWARE OF THE PROBLEM. FUEL FILTER WAS CHANGED, AND CONDITONER ADDED TO THE FUEL. ALSO, THE VEHICLE HAD TO BE THAWED OUT. THE TEMPERATURE WAS SIX DEGREES WHEN THE PROBLEM HAPPENED. PLEASE PROVIDE ANY FURTHER INFORMATION. ^AK

CONTINUED ON BACK (118)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 118 Date Received <u>11-FEB-2000</u> 11-FEB-2000 OFFICE DEFECTS INVESTIGATION Reference No. <u>856735</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted] <u>589766</u>			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an owner's signature, please print name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date <u>3/6/2000</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>3VWRF29M2YM004449</u>		Vehicle Make <u>VOLKSWAGEN</u>	Vehicle Model <u>JETTA</u>
		Vehicle Year <u>2000</u>	Current Odometer Reading <u>5,500</u>
Purchase Date <u>11/22/99</u>	Dealer's Name <u>Vyletel Buick Volkswagen</u>		Engine Size (CID/CC/L) _____ No Cylinders <u>4</u>
☒ New ☐ Used	City <u>Sterling Heights</u> State <u>MI</u> Zip Code <u>48313</u>		☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☒ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utility ☐ Truck ☐ Motorcycle
		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>06138400</u>	Part Name(s) <u>FUEL:FUEL FILTER LINE</u>		Location ☐ Left ☐ Right ☐ Front ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures <u>1</u>	Date(s) of Failure(s) <u>27-JAN-2000</u> Mileage at Failure(s) <u>3774</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No	
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured _____	Number of Fatalities _____
		Estimated Property Damage _____	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING ABOUT 20 MPH ON THE HIGHWAY VEHICLE BEGAN TO STALL. AFTER DRIVING FOR ANOTHER 5 MILES, VEHICLE DIED COMPLETELY AND WOULD NOT RESTART. DEALER WAS AWARE OF THE PROBLEM. FUEL FILTER WAS CHANGED, AND CONDITONER ADDED TO THE FUEL ALSO, THE VEHICLE HAD TO BE THAWED OUT. THE TEMPERATURE WAS SIX DEGREES WHEN THE PROBLEM HAPPENED. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK <i>"thawed" is correct; I was told that part of remedy was to move the car into the service area and allow the car to be warmed up or thawed-out.</i>			
CONTINUE ON BACK, IF NEEDED			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

March 11, 2000

To: US Dept. of Transportation
National Highway Traffic Safety Administration

From: [REDACTED]

To Whom It May Concern:

I am returning the Vehicle Questionnaire with some additional attachments. I am including a letter I sent to the President of Volkswagen of America. I am also sending you some pages printed from the internet, where other owners of this vehicle discussed a very similar problem. To sum things up, I received a refund for the servicing of the car after it failed. But it did nothing to alleviate my fears that the stalling problem would not reoccur. It is particularly disturbing to be because the car failed on one of the coldest nights of the year. I live in a remote area of the country and this could be life threatening in subfreezing temperatures.

When I called the towing service, the night of the failure, I was told that this was occurring with great frequency to this make/model car. The service attendant even told me the exact servicing that was to be occur on the car. When I showed up to the VW service dealer, they seemed very familiar with the problem and told me what they would do to the car without first looking at it. Yet the only diagnosis that I've gotten is that the fuel filter or fuel line either waxed up or froze. I have received assurances from my fuel supplier that their fuel is winterized against these type of problems down to -45 degrees F. There have not been any other customers with fuel freezing problems from this source. This seems plausible, but one clue is that this TDI technology (diesel) has been in production since 1996 by VW. The failures are only reported by owners of 1999 1/2 and 2000 VW TDI owners. There are discussions on the web that suspect the culprit is a check valve which was changed in these models. The discussion also says that dealers in Canada are changing these valves.

I have found the VW of America Customer Relations department to be useless and unwilling to listen to me. Instead, they have contended that this failure is not covered by the warranty and that it is my problem for putting insufficiently winterized fuel. This is the same company that sold me the car 3 months earlier with assurances that I would not have to use any additional fuel additives.

I have to add that the Service Manager at Howard Cooper VW in Ann Arbor did give me a refund on the service cost as a goodwill gesture.

I appreciate your support. Thank you.

Regards,
[REDACTED]

February 14, 2000

To: Gerd Klauss, President
Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326

From: 

Dear Sir,

I am writing you to ask for your assistance in resolving a matter involving my 2000 Jetta TDI. I purchased this vehicle in November and a few weeks ago with 3,774 miles on the odometer the car began to stall on I-94 in extremely cold weather. I drove another few miles before it totally failed and had to be towed. I was on my commute from work and the temperature was 6 degrees Fahrenheit. This was very alarming because the car was so new and reliability was a great consideration for my wife and I when purchasing it.

Upon my visit to the Dealer Service Center the following day I was told that the car would have to be "thawed out", the fuel filter was to be replaced and conditioner added. I was surprised to find that I was to be billed for the costs. I therefore called the Customer Relations number and over the course of that day I spoke with a number of individuals. I feel that I was lead to believe that VW of America was aware of the problem affecting these cars and was willing to cover these costs. This all changed by late afternoon. When I went to pick up my car the Customer Relations individual (Charlene Turner) told me that it would not be covered by the warranty and I would be responsible for the charges. Furthermore, I was frequently told that the problem was a result of non-winterized fuel. I asked for a written statement from them detailing this position and have yet to receive anything; this took place on January 28, 2000. In addition, the Service manager cannot specify a definitive diagnosis.

Suffice it to say that for the sake of brevity I have omitted several details all of which do not reflect well on Volkswagen of America. I would be happy to discuss them with you.

The whole experience is troubling and unsatisfying to me as a customer of a newly purchased automobile. Further research into the situation suggests that the problem with this particular car may be widespread. Through the use of the Internet I have found some discussions regarding a check valve as a possible culprit of this "freezing" problem.

I would like your assistance in getting the car fixed to avoid future occurrences of this problem, or if VW of America concludes otherwise, I would like to receive a written statement to this effect. I am at your disposal to discuss any detail of this episode with you anytime, my work number is (734) 622 - 3686 or I can be reached at home (734) 428 - 0455. Since I do live in Michigan I would also be happy to meet with you, if you so desire.

In closing I would just like to say that I have been a proud owner of over 6 different VW vehicles during my lifetime, three of which were diesel fueled. I was very happy to see the new Bug introduced and so widely accepted because I believe in VW engineering and the philosophy. I believe you are a man of integrity and intend to do what is right by your customers.

Thank you for your consideration, your cooperation is greatly appreciated.

Regards,


32873

96848

**HOWARD
COOPER**

INVOICE

• Import Center •

2575 SOUTH STATE ST.
ANN ARBOR, MI 48104
TELEPHONE 734-761-3200

PAGE 1

SERVICE ADVISOR: 223 PAUL STEC

COLOR	YEAR	MAKE/MODEL	VIN.	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	00	VOLKSWAGEN JETTA	3VWRF29M2YM004449		3767/3767		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
22NOV1999					64.00	CASH	04FEE2000

B.O. OPENED

READY

OPTIONS: ENG:1.9_Liter_Turbo

10:47 04FEB00 15:45 04FEB00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

B GENERAL

CAUSE: ADD FILTER TO CLAIM 2D0127399..PER G.P. 02/02/00

2300710 INJECTION SYSTEM: ENGINE DIFFICULT TO

START/NO START

19 STEVICK, BRADLEY LIC#: M224703

WVW 0.00

(N/C)

00 GENERAL

19 STEVICK, BRADLEY LIC#: M224703

WVW 0.00

(N/C)

FC: 23006600C2

PART#:

COUNT:

CLAIM TYPE: W2

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C GENERAL

00 REPLACED FUEL FILTER/ADD ANTIGEL/CUST MAILED

CHECK FOR \$80.75

20 STEC, PAUL LIC#: M124782

CVW 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ORIGINAL ESTIMATE SUMMARY			HOURS	DUST ACCEPT.	AUTHORIZED ADDITIONS	DATE	TIME	REPAIR FACILITY REGISTRATION #	DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL						F101234	LABOR AMOUNT	0.00
									PARTS AMOUNT	0.00
									GAS, OIL, FLUE	0.00
									SUBLET AMOUNT	0.00
									MISC CHARGES	0.00
									TOTAL CHARGES	0.00
									LESS INSURANCE	0.00
									SALES TAX	0.00
									PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE.ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN
COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 500)

CUSTOMER COPY

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 General TDI Discussion
 "Frozen" A4 TDI? Maybe it's the check valve!

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Author

mickey

Veteran
Member/Moderator

Posts: N/A
 From: Park City,
 Utah, USA
 Registered: Apr 99

Topic: "Frozen" A4 TDI? Maybe it's the check valve!

 posted January 25, 2000 18:25    

RickB posted some excellent information near the bottom of this thread:
<http://tdiforums.abahn.bc.ca/NonCGI/Forum3/HTML/001521.html>

It seems that a check valve on the fuel tank can freeze up on 99.5 and Y2K TDIs. Dealers have been instructed to replace the valve with the older '98 style, which apparently doesn't suffer from the same problem. If you have a newer TDI with "fuel gelling" problems in very cold temperatures, this might be your answer!

-mickey

IP: [Logged](#)

VW Derf

Administrator

Posts: N/A
 From: Maple Ridge,
 BC, Canada
 Registered: Feb 99

 posted January 25, 2000 19:04    

If someone can get some more confirmation on this, I'll add it to the FAQ. It sounds very possible, but before I add it there I'd like to get a few confirmations from other sources. Anyone?

IP: [Logged](#)

Robert Reetz

New Member

Posts: N/A
 From: Detroit, MI
 Registered: Jan
 2000

 posted January 25, 2000 19:25    

Your not joking. I just got back from the dealer today and left behind my 99.5 TDI golf. Yesterday night she just went belly up on me. When I limped her into the dealer they told me that it was the check valve. They have had a rash of 99.5 in for the same problem.

IP: [Logged](#)

KO

Veteran Member

Posts: N/A
 From: Tulsa, OK
 USA
 Registered: Aug
 1999

 posted January 25, 2000 21:36    

Does this check valve only malfunction in subzero weather? When the climate warms does the problem disappear, or abate somewhat? Or is the check valve toast after the first occurrence?

VWDerf, love the FAQ. Are there too many variables to consider listing

1999

popular aftermarket part numbers for some of the PM items, air filters, oil filters, etc?

IP: Logged

mickey
Veteran
Member/Moderator

 posted January 26, 2000 09:36    

I checked the VW tech page. No TSBs on this one yet.

Posts: N/A
From: Park City,
Utah, USA
Registered: Apr 99

-mickey

IP: Logged

jaydhal
Veteran Member

 posted January 26, 2000 11:56    

Mickey, can you post some pictures of the check valve or mention where it might be? I do not have a bently yet and would like to know where the fuel check valve is that is at the tank?

Posts: N/A
From: Aurora,
Colorado USA
Registered: Apr 99

Sorry, I meant to say check valve! Had never heard of it before and fingers remembered cutoff valve. Fixed the above text.

99.5 Jetta GLS Silver Arrow
Tuningbox received! Now need to install it...

[This message has been edited by jaydhal (edited January 26, 2000).]

IP: Logged

Karl Roenick
Veteran Member

 posted January 26, 2000 00:03    

Let's focus on this thread somehow so the info doesn't get scattered over several threads.

Posts: N/A
From: Albany, NY,
US
Registered: Sep
1999

I called my local dealers and they haven't heard of anything.

When I spoke to the VW Roadside Assistance dispatcher (nationwide) to get my car towed, he said that there was a rash of 99's and 00's tdi, but no 98's. He said that VW was "looking into it".

I looked hard at my Bentley's yesterday and saw no check valve.

IP: Logged

mickey
Veteran
Member/Moderator

 posted January 26, 2000 13:05    

According to RickB's post it is somehow involved with the fuel level sending unit. I'll have to look at the diagram in the Bentley again. I don't remember seeing any such valve; but then I wasn't looking for one either.

Posts: N/A
From: Park City,
Utah, USA
Registered: Apr 99

-mickey

IP: Logged

JeffT
Veteran Member

 posted January 26, 2000 16:33    

Is there someone who can tell the rest of us where this thing is located, Mickey?

Posts: N/A

From: Clinton, CT
USA
Registered: Oct
1999

It would be good to know cause maybe we can attack a stalled car by warming up this valve if we know where it is located in our cars.

IP: Logged

flaftsew
New Member

 posted January 26, 2000 18:00   

Posts: N/A
From: ON Canada
Registered: Jan
2000

FWIW

While talking to the sales manager @ Peterborough Volkswagen today he told me there have been some occurrences of the check valve at the fuel tank clogging with jelled fuel. His service manager told him that it has only happened on the new Jetta's.

Louls

I miss my 97 Golf GL Diesel, my 98 F-150 serves my needs for now.

[This message has been edited by flaftsew (edited January 27, 2000).]

IP: Logged

mickey
Veteran
Member/Moderator

 posted January 26, 2000 18:16   

Posts: N/A
From: Park City,
Utah, USA
Registered: Apr 99

I've checked the Bentley manual and I can't see hide nor hair of any "check valve" in the fuel tank or sending unit diagram. There is a gravity overflow valve involved in the fuel filler neck assembly, but that just prevents fuel from spilling if you roll the car. It doesn't have anything to do with the supply or return lines. The valve in question might be integrated into the sending unit assembly. That's a distinct possibility, actually, because the supply and return lines pass through the fuel gauge sensor. That would be a logical place to install a check valve. Such a valve must be in there somewhere to prevent fuel leakage in the event of an accident. I would guess that replacing the valve involves the replacement of the entire sensor assembly.

The sensor drops into the top of the tank and is held in place by a threaded retaining ring. It would be simple to remove and replace IF you can get access to it! But I think you have to remove the entire tank to get to it. If anybody has a wild hair to attempt this sort of fix themselves, though, they should thoroughly investigate the possibility that you can access the sending unit from the top through the vehicle's trunk or something. I doubt that's possible, but you should at least look into it. It might save you a lot of trouble.

I'm of the opinion that this check valve problem is caused by gelled fuel. The fuel might flow through the filter OK, but the new valves might be more prone to sticking as the wax precipitates out, even though the winter grade fuel and your additives reduce the size of the crystals. Perhaps an extra large dose of anti-gel might prevent this problem. Who knows? I know it's been damn cold Back East recently, but several of these problems have occurred in temperatures far too warm to be caused by plugged filters. It's got to be something else, and this elusive check valve sounds like a likely candidate.

-mickey

IP: [Logged](#)

Jimmymac
New Member

Posts: N/A
From: Canada
Registered: Dec
1999

 posted January 26, 2000 19:28    

Power on my 99.5 Jetta has dropped by 30-40% - absolutely no guts! On Dealers suggestion, tried anti-gelling additive to diesel. No change! Further discussion with dealer revealed this is a well known problem and yes, it is to do with the damn check valve. Seems VW changed the design in the new TDI engine resulting in a smaller orifice. I guess the extreme cold weather thickens up the deisel to the point where it just gets gummed up in the valve. The dealer advises that new check valves are on back order - big demand wouldn't you know - He suggests in the meantime to get the car into heated space and it may right itself.

Now I know why us poor saps in Canada have such poor warranty coverage!

IP: [Logged](#)

HowardZ
Veteran Member

Posts: N/A
From: Silver Spring,
Maryland, USA
Registered: Oct
1999

 posted January 26, 2000 19:56    

We want to know the VW part number of the older 1998 valve for the New Beetle.

IP: [Logged](#)

Karl Roenick
Veteran Member

Posts: N/A
From: Albany, NY,
US
Registered: Sep
1999

 posted January 26, 2000 20:11    

Jimmymac: What dealer was that?

IP: [Logged](#)

Karl Roenick
Veteran Member

Posts: N/A
From: Albany, NY,
US
Registered: Sep
1999

 posted January 26, 2000 21:06    

Speculation: Would there be a check valve to prevent the outlet from draining back into the tank?

IP: [Logged](#)

Ric Woodruff
Veteran Member

Posts: N/A
From: Oviedo, FL
USA
Registered: Feb 99

 posted January 27, 2000 05:56    

It seems to me that a check valve would not have an orifice and resulting restriction in flow. I would think you would want a straight thru passage of fuel. Furthermore, when a check valve fails, it allows fuel to go both ways, which means that if the purpose of the check valve is to keep fuel from running back out of the lines, resulting in air getting in your lines, it actually does it's job when the engine is off.

Once you are driving, the check valve would actually not be doing anything, so if it failed, you wouldn't know it until your engine was shut off and you tried to restart it sometime later after it sat for a while.

The above is pure speculation on my part, though (having good check valve knowledge).

Ric Woodruff

Braumeister von Sehr Guter Bier
Since the Last Millenium

IP: Logged

Karl Roenick
Veteran Member

Posts: N/A
From: Albany, NY,
US
Registered: Sep
1999

 posted January 27, 2000 06:26    

Speculation: The postulated check valve might not "fail" in the usual sense, but somehow, the design encourages wax formation.

Aside: I did have it parked up a steep embankment the other day and it was a LITTLE hard to start.

IP: Logged

marco
Veteran Member

Posts: N/A
From: Ottawa,
Canada
Registered: Aug
1999

 posted January 27, 2000 09:59    

Well my car died on me on the highway. If they can't find anything at all I will bring them a copy of this subject so they can read up on it and decide if that is the problem.

I will be requesting a car from them if they can't fix the problem by tonight.

IP: Logged

cars wanted
Veteran Member

Posts: N/A
From: Rockville,
Maryland U.S.A.
Registered: Jul 1999

 posted January 27, 2000 14:43    

mickey, you can get access to the fuel sender unit without removing the fuel tank. The fuel tank has been living under the back seat ever since the days of the Rabbits. Lift up the sit part of the back seat, fold back the carpeting, and voila! a circular access plate to the fuel sender unit. I read on some other thread that for Jettas, the rear seat can be removed easily enough, revealing a flap that can be opened to reveal said plate.

IP: Logged

Switca
Veteran Member

Posts: N/A
From: Wilmington,
DE
Registered: Mar 99

 posted January 27, 2000 17:46    

Is this problem made worse by bad fuel or a near empty tank?

Gregor Switca

Torque is a beautiful thing

IP: Logged

los_reyes
New Member

Posts: N/A
From: Ann Arbor,
MI, USA

 posted January 31, 2000 10:40    

My 2000 Jetta TDI is only two months old and froze up and stalled last Tuesday night on the way home from work the temp was about 6 degrees F. If the dealers are replacing the check valve in Canada what are some folks experiences in the US? The dealer wanted to charge me \$125.00 for

Registered: Jan
2000

changing the fuel filter and adding conditioner, but changed his mind. VW of A's position was that it was my fault for not winterizing my fuel enough. I told them about the check valve and they do not acknowledge this account.

IP: Logged

All times are PT (CDN)

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