

Volkswagen of America, Inc.



Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-5000

February 15, 2005

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
NSA-11
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

DEPARTMENT OF TRANSPORTATION
RECEIVED
2005 MAR -4 P 12:08

**Subject: Recall Campaign VY (04V-586)
2004-2005 Model Year Volkswagen Jetta and Jetta Wagon,
Golf and New Beetle with 1.9L TDI-PD (Pumpe-Düse) Engine
2004-2005 Model Year Volkswagen Passat with 2.0L TDI-PD (Pumpe-Düse) Engine
Check/Install Diesel Pump Kit**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.5 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

A handwritten signature in cursive script that reads 'Maria Cotter'.

Maria Cotter
Product Compliance

Enclosures

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

February 2005

Subject: Safety Recall VY
2004-2005 Model Year Volkswagen Jetta and Jetta Wagon, Golf and New Beetle with 1.9L TDI-PD (Pumpe-Düse) Engines, and 2004-2005 Model Year Volkswagen Passat with 2.0L TDI-PD (Pumpe-Düse) Engines

Check/Install Replacement Diesel Pump Kit

Dear Volkswagen Dealer Principal and Service Manager:

This letter is to inform you of the initiation of safety recall VY.

Volkswagen has determined that a defect, which relates to motor vehicle safety, exists in some 2004-2005 model year Volkswagen Jetta and Jetta Wagon, Golf and New Beetle vehicles equipped with 1.9L TDI-PD (Pumpe-Düse) engines, and 2004-2005 model year Volkswagen Passat vehicles equipped with 2.0L TDI-PD (Pumpe-Düse) engines.

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. It is therefore imperative that any vehicle in your inventory that is affected by this recall is corrected prior to delivery for sale or lease.

Volkswagen has determined that a number of high-pressure diesel pumps from one supplier were produced with an improper fastener during a certain production period. In rare cases, one of these improper fasteners may yield due to repeated cyclic loading and allow diesel fuel to escape from the high-pressure pump. Diesel fuel in the presence of an ignition source may lead to a fire. Additionally, due to the quantity of fuel that may be released, there is a crash risk posed to vehicles traveling behind the subject vehicle.

In order to identify and correct this condition, dealers will inspect the diesel pump on affected vehicles and, if necessary, install a replacement diesel pump kit.

IMPORTANT: Diesel pumps replaced under this action must be returned to: Volkswagen of America, Inc. Warranty Test Center, Attn: VY Recall, 3800 Hamlin Road – GE01, Auburn Hills, MI 48326

Please refer to **Safety Recall VY** posted on web VESIS and on the VW HUB for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities. Note that the VIN ranges listed in the campaign circular represent the highest and lowest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the given VIN ranges, requires the corrective work. Additionally, it is recommended that on the day of the repair, a screen print of the OTIS campaign inquiry be attached to the repair order. Volkswagen will not reimburse under this action any duplicate repair work or a repair performed on a vehicle outside the VIN ranges.

Thank you for your cooperation and assistance in this important matter.

A handwritten signature in black ink, appearing to read 'Maria Cotter'.

Maria Cotter, Product Compliance

Important! Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!



Safety Recall Circular

Code: **VY**

February 2005

**Subject: 2004-2005 Model Year Volkswagen Jetta and Jetta Wagon,
Golf and New Beetle with 1.9L TDI-PD (Pumpe-Düse) Engine
2004-2005 Model Year Volkswagen Passat
with 2.0L TDI-PD (Pumpe-Düse) Engine
Check/Install Diesel Pump Kit**

This is to inform you of the initiation of a safety recall involving some 2004-2005 model year Volkswagen Jetta and Jetta Wagon, Golf and New Beetle with 1.9L TDI-PD (Pumpe-Düse) engines, and some 2004-2005 model year Volkswagen Passat with 2.0L TDI-PD (Pumpe-Düse) engines.

Problem Description Volkswagen has determined that a number of high-pressure diesel pumps from one supplier were produced with an improper fastener during a certain production period. In rare cases, one of these improper fasteners may yield due to repeated cyclic loading and allow diesel fuel to escape from the high-pressure pump. Diesel fuel in the presence of an ignition source may lead to a fire. Additionally, due to the quantity of fuel that may be released, there is a crash risk posed to vehicles traveling behind the subject vehicle.

Vehicle Identification Number Ranges The vehicles affected by this recall action are within the following vehicle identification number ranges:

2004-2005 Jetta & Jetta Wagon 1.9L TDI-PD

WVW_R_1J_4W031216 - WVW_R_1J_4W190756
WVW_R_1J_5W000137 - WVW_R_1J_5W040169
3VW_R_9M_4M073130 - 3VW_R_9M_4M147508
3VW_R_9M_5M009842 - 3VW_R_9M_5M070910

2004-2005 New Beetle 1.9L TDI-PD

3VW_R_1C_4M419941 - 3VW_R_1C_4M423879
3VW_R_1C_5M400454 - 3VW_R_1C_5M407784

2004-2005 Golf 1.9L TDI-PD

9BW_R_1J_44034074 - 9BW_R_1J_44050001
9BW_R_1J_54000624 - 9BW_R_1J_54014526

2004-2005 Passat 2.0L TDI-PD

WVW_E_3B_4E283841 - WVW_E_3B_4E350871
WVW_E_3B_4P257882 - WVW_E_3B_4P335074
WVW_E_3B_5E000067 - WVW_E_3B_5E068466
WVW_E_3B_5P000191 - WVW_E_3B_5P034543

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.

Note: This is a summary of the information displayed on the OTIS View Campaign Inquiry screen. It does not represent the actual information displayed on the screen. Volkswagen will not reimburse under this action any duplicate repair work performed outside the VIN ranges.

Limitation of Sale or Lease of Certain Vehicles

The National Traffic and Motor Vehicle Safety Act of 1966, as amended, mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.**

Owner Notification Mailing

Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about February 15, 2005. A sample copy of the owner letter is enclosed for your information.

Vehicle Allocation

A computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require the VY action to be performed will be provided under separate cover.

Parts Information

You will receive an initial allocation of parts. During the campaign launch period, parts may be blocked and released by VIN through Special Services. Refer to the VWHub for campaign parts updates. After the launch period, the block may be lifted and then parts can be ordered through your facing parts depot.

Time Requirements/ Reimbursement

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the **VY** code in the OTIS View Campaign inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order.

VY Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
VY 11	20 T.U.	All Model Vehicles - Check tandem pump manufacturer; No further work required.
VY 12	70 T.U.	New Beetle, Golf & Jetta Vehicles - Check and replace tandem pump 1 038 145 209E Tandem pump
VY 13	110 T.U.	Passat Vehicles - Check and replace tandem pump 1 038 145 209E Tandem pump 1 N 102 582 01 Clamp

There is NO reimbursement for Vehicle Wash or Loaner Vehicle.

The system automatically enters parts and labor applicable to the above listed codes

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- VY 20 Customer Refused Repairs
- VY 30 Total Loss
- VY 40 Vehicle Stolen
- VY 50 Vehicle Exported

- Additional Campaigns** Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign inquiry screen so that any additional required work can be done simultaneously.
- Campaign Verification** For verification, always check the OTIS View Campaign inquiry screen. The OTIS system is the only binding campaign inquiry and verification source; other sources are not valid and may result in non-payment of a claim.
- Dealer Obligation** To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.
- Service Help** If you have a question regarding this or any other campaign, please call (800) 741-2919.
- Dealer Personnel Information** Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Product Compliance

Volkswagen of America, Inc.



3800 Hamlin Road
Auburn Hills, MI 48326

February 2005

**Subject: Safety Recall VY
2004-2005 Model Year Volkswagen Jetta and Jetta Wagon, Golf and New Beetle with
1.9L TDI-PD (Pumpe-Düse) Engines and 2004-2005 Model Year Volkswagen Passat
with 2.0L TDI-PD (Pumpe-Düse) Engines
Check/Install Replacement Diesel Pump Kit**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volkswagen has determined that a defect, which relates to motor vehicle safety, exists in some 2004-2005 model year Volkswagen Jetta and Jetta Wagon, Golf and New Beetle vehicles equipped with 1.9L TDI-PD (Pumpe-Düse) engines, and 2004-2005 model year Volkswagen Passat vehicles equipped with 2.0L TDI-PD (Pumpe-Düse) engines. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has determined that a number of high-pressure diesel pumps from one supplier were produced with an improper fastener during a certain production period. In rare cases, one of these improper fasteners may yield due to repeated cyclic loading and allow diesel fuel to escape from the high-pressure pump. Diesel fuel in the presence of an ignition source may lead to a fire. Additionally, due to the quantity of fuel that may be released, there is a crash risk posed to vehicles traveling behind the subject vehicle.

What Will Volkswagen Do?

In order to identify and correct this condition, we will inspect the diesel pump on your vehicle and, if necessary, install a replacement diesel pump kit.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this work can be performed on your vehicle without delay. This service will take about one hour; however, your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. This work will, of course, be free of charge.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the high-pressure diesel pump, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Customer CARE Center (VY)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (888) 327-4236.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!



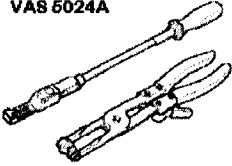

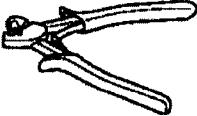
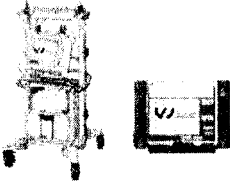
Sincerely,

Maria Cotter
Product Compliance

Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
1	038 145 209E	Tandem pump
1	N 102 582 01	Clamp

Special tools:

<p>V.A.G 1331</p> 	<p>VAS 5226</p> 
<p>VAS 5024A</p> 	<p>V.A.G 1921</p> 
 <p>V.A.G 1723</p>	 <p>VAS 5051 VAS 5052</p>

⇐ V.A.G 1331 - Torque wrench or equivalent

⇐ VAS 5226 - Suction pump or equivalent

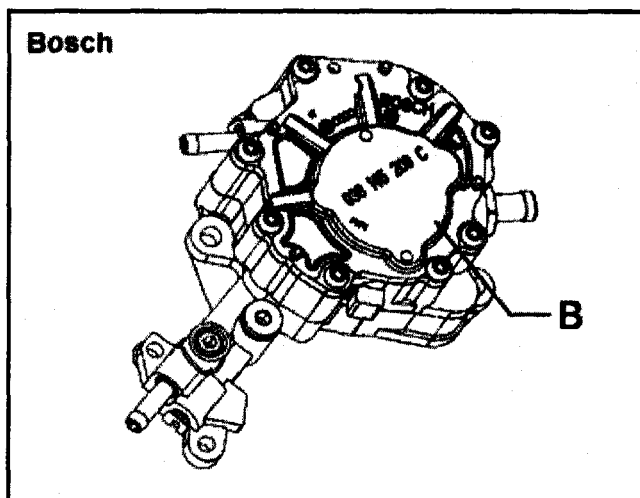
⇐ VAS 5024A – Pliers for spring type clamps

⇐ V.A.G 1921 - Spring-type clamp pliers

⇐ V.A.G 1723 – Clic-hose clip pliers or equivalent

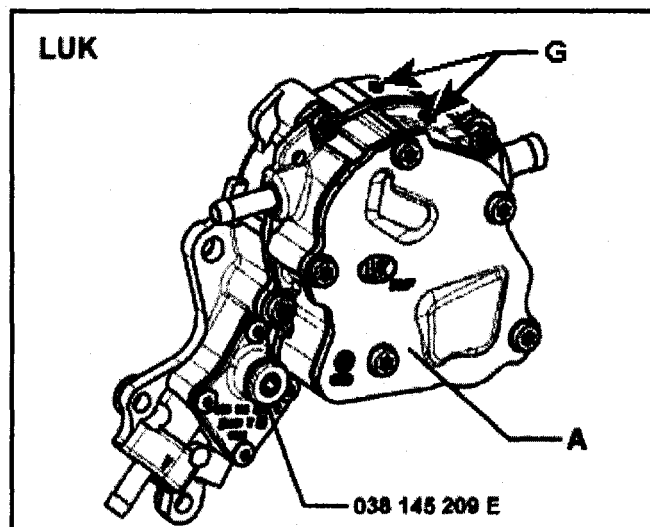
⇐ VAS 5051/5052 – Diagnostic tester

Work Sequence



Section A – Check the Tandem Pump Manufacturer Name

- Open hood
 - Using a flashlight and a mirror, check the type of tandem pump located at the rear of the cylinder head
- ⇐ If the tandem pump has a cast aluminum cover -B- with part number 038 145 209 C, the manufacturer is Bosch. No further work is required, close hood



- ⇐ If the tandem pump has a black steel cover -A- with a part number 038 145 209 F, the manufacturer is LUK
- ⇐ Check the tandem pump housing for a green mark at either location -G-
- If there is a green mark, no further work is required, close hood
 - If there is no green mark, proceed to **Section B** for Golf and Jetta vehicles, **Section D** for Passat vehicles or **Section F** for New Beetle vehicles

Section B – Golf and Jetta Tandem Pump Removal

- Use special spring clamp pliers V.A.G 1921 to remove flexible air hose between mass air flow sensor and air pipe
- If vehicle has glow plugs for coolant heating, remove connector from center glow plug

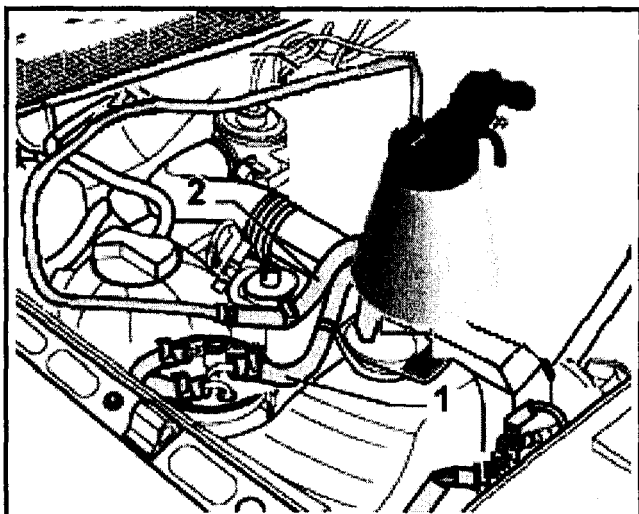


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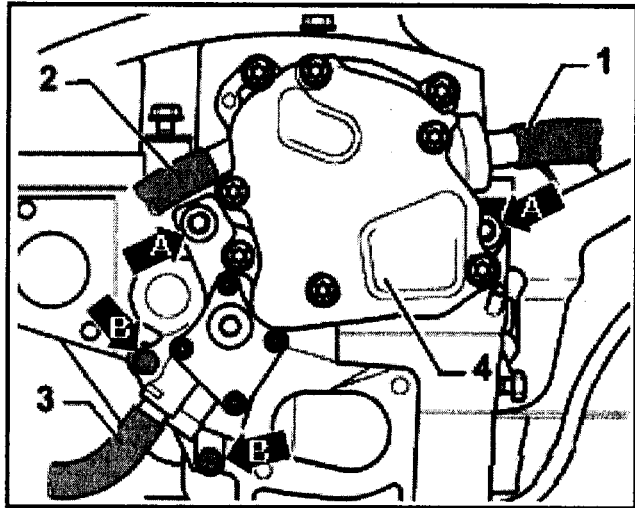
The fuel and fuel lines in the fuel system can become very hot. The fuel system is also under pressure

Before opening the system, place cloths around the connection and carefully loosen connection to release the pressure

Wear hand and eye protection when performing any type of repair work on the fuel system



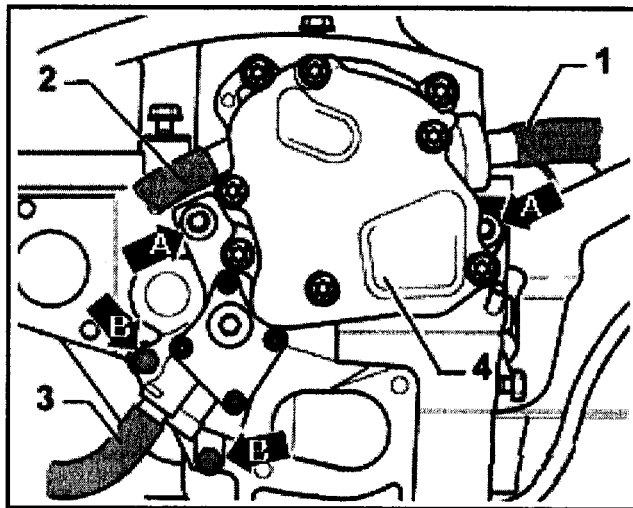
- ⇐ Use special spring clamp pliers VAS 5024A to remove clamp and fuel supply hose -1- with white mark and clamp and fuel return hose -2- with blue mark from fuel filter
- ⇐ Connect suction pump VAS 5226 to fuel return hose -2-
- Operate suction pump until no more fuel comes out of fuel return hose



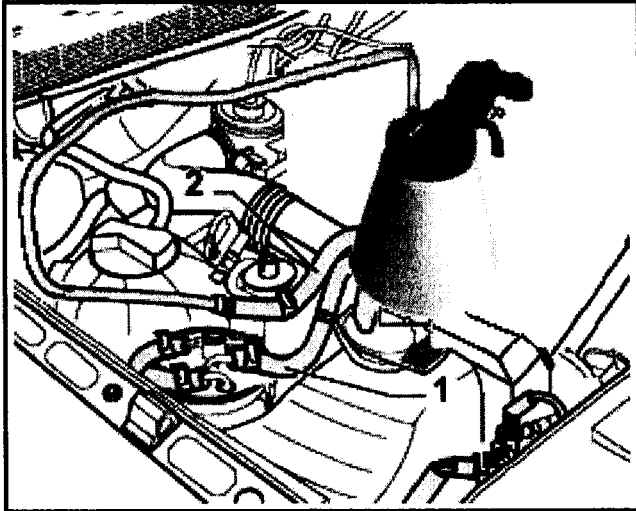
- ⇐ Use special clic-hose clip pliers V.A.G 1723 to remove clamp and vacuum hose -1- from tandem pump -4-
- ⇐ Remove clamp and fuel supply hose -2- with white mark from tandem pump
- ⇐ Remove 6mm socket head bolts -arrow A- and 5mm socket head bolts -arrow B- securing tandem pump to cylinder head
- ⇐ Separate tandem pump from cylinder head
- ⇐ Raise tandem pump slightly upward, remove clamp and fuel return hose -3- with blue mark and remove tandem pump

- Remove seal if it was not removed with tandem pump
- Clean rear surface of cylinder head in preparation for new tandem pump installation
- **Proceed to Section C**

Section C – Golf and Jetta Tandem Pump Installation



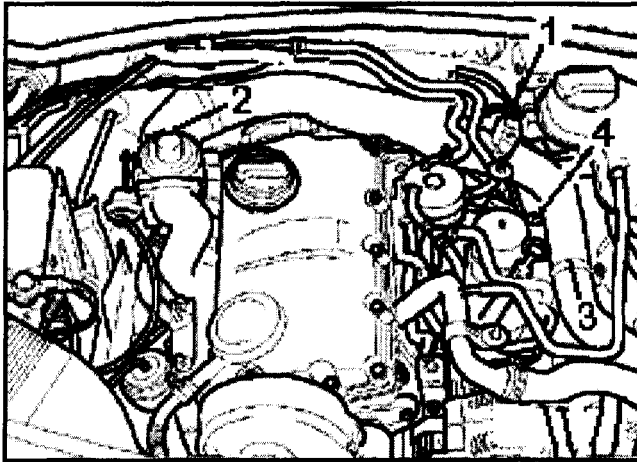
- ⇐ On new tandem pump (038 145 209 E) connect fuel return hose -3- with blue mark to return connection of tandem pump -4- and secure with spring clamp
- Ensure coupling is properly aligned to the camshaft, install tandem pump and secure with socket head bolts -arrow A- and -arrow B-
- ⇐ Tighten upper 6mm socket head bolts -arrow A- to 20 Nm (15 ft. lbs.) and lower 5mm socket head bolts -arrow B- to 10 Nm (7 ft. lbs.)
- ⇐ Connect fuel supply hose -2- with white mark to fuel supply connection of tandem pump and secure with spring clamp
- ⇐ Connect vacuum hose -1- to tandem pump and secure with clamp



- ⇐ Connect fuel supply hose -1- with white mark to fuel filter and secure with spring clamp
- ⇐ Connect suction pump VAS 5226 to fuel return hose -2-
- ⇐ Operate suction pump until fuel comes out of fuel return hose
- ⇐ Disconnect VAS 5226 suction pump from fuel return hose, connect fuel return hose to fuel filter and secure with spring clamp

- If removed, reinstall connector to center glow plug for coolant heating
- Reinstall flexible connection hose between mass air flow sensor and air pipe and secure with spring clamps
- Start engine and check for leaks
- Reinstall engine cover
- Place removed tandem pump in original shipping container from new tandem pump and return to Volkswagen of America, Inc.; Warranty Test Center; Attn: VY Recall; 3800 Hamlin Rd. – GE01; Auburn Hills, MI 48326
- Properly dispose of removed fluids

Section D – Passat Tandem Pump Removal



- Remove engine cover
- ← Disconnect connector -1- to pressure sensor on air pipe
- ← Remove bolt -4- securing air pipe to bracket
- ← Release clamp -2- securing air hose to throttle valve control module
- ← Release clamp -3- securing air pipe to air hose and remove air pipe
- Disconnect central connector for pump-injector unit

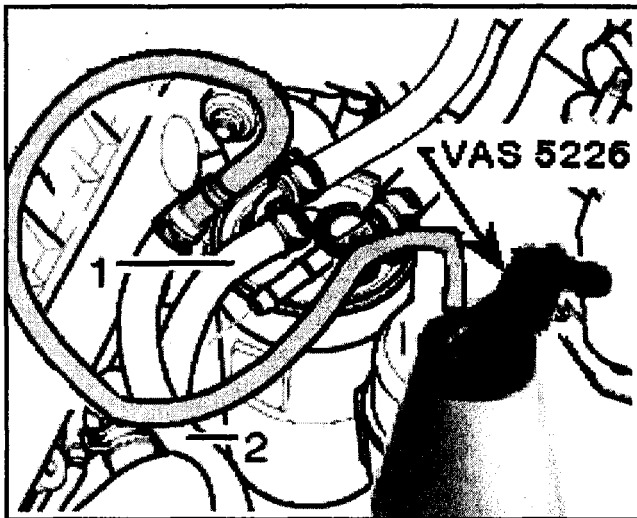


WARNING

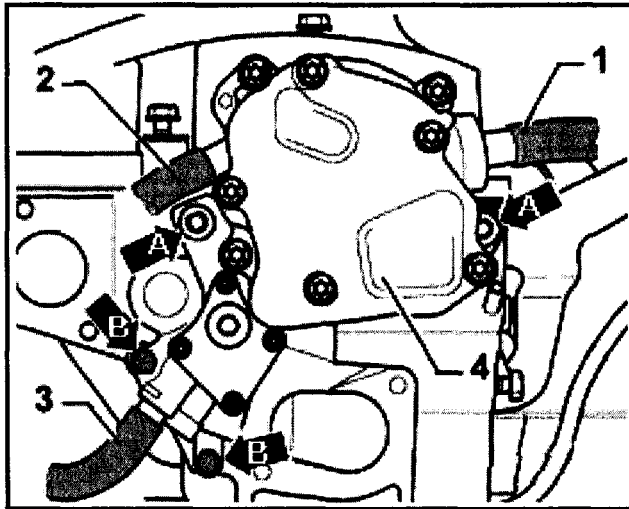
The fuel and the fuel lines in the fuel system can become very hot. The fuel system is also under pressure

Before opening the system, place cloths around the connection and carefully loosen connection to release the pressure

Wear hand and eye protection when performing any type of repair work on the fuel system

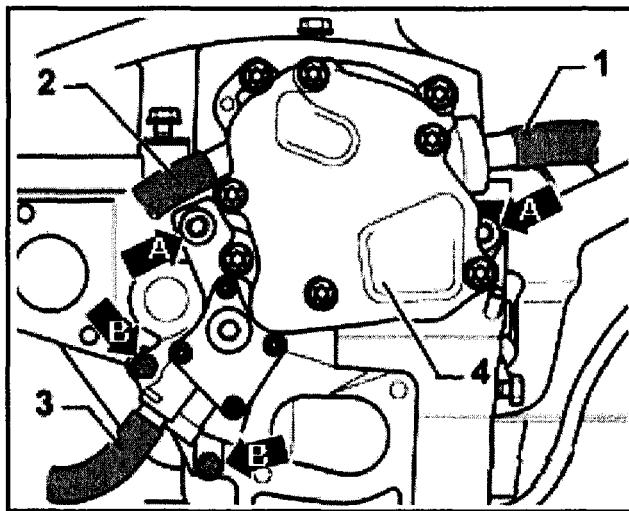


- ← Use special spring clamp pliers VAS 5024A to remove clamp and fuel supply hose -1- with white mark and fuel return hose -2- with blue mark from fuel filter
- ← Connect suction pump VAS 5226 to the fuel return hose
- Operate suction pump until no more fuel comes out of fuel return hose

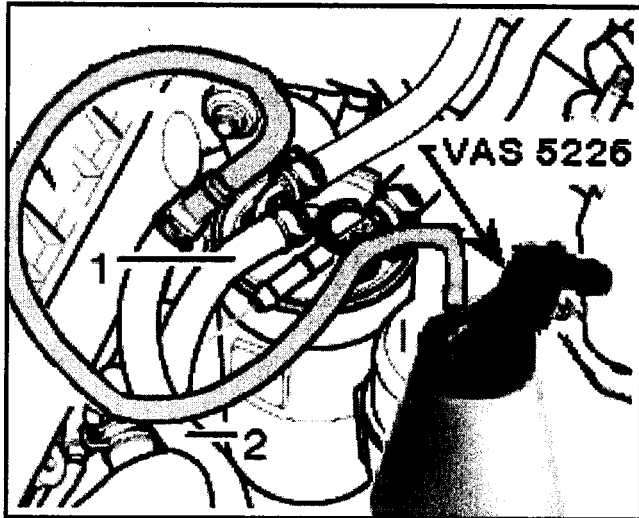


- ⇐ Remove clamp and vacuum hose -1- from tandem pump -4-
- ⇐ Remove clamp and fuel supply hose -2- with white mark from tandem pump
- ⇐ Remove 6mm socket head bolts -arrow A- and 5mm socket head bolts -arrow B- securing tandem pump to cylinder head
- ⇐ Separate tandem pump from cylinder head
- ⇐ Raise tandem pump slightly upward, remove clamp and fuel return hose -3- with blue mark and remove tandem pump
- Remove seal if it was not removed with tandem pump
- Clean rear surface of cylinder head in preparation for new tandem pump installation
- **Proceed to Section E**

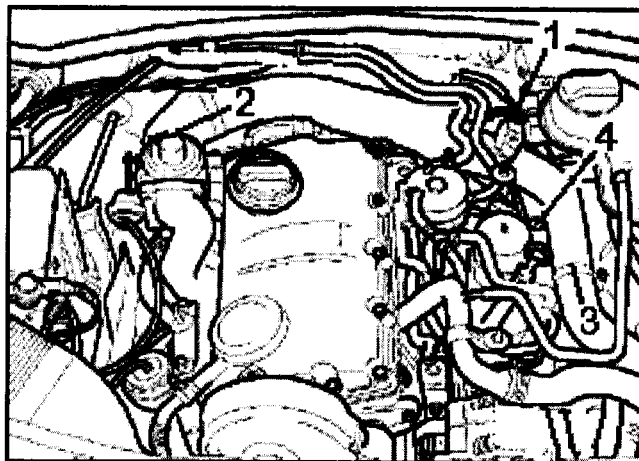
Section E – Passat Tandem Pump Installation



- ⇐ On new tandem pump (038 145 209 E) connect fuel return hose -3- with blue mark to fuel return connection of tandem pump -4-
- Ensure coupling is properly aligned to the camshaft, install tandem pump and secure with socket head bolts -arrow A- and -arrow B-
- ⇐ Tighten upper 6mm socket head bolts - arrow A- to 20 Nm (15 ft. lbs.) and lower 5mm socket head bolts -arrow B- to 10 Nm (7 ft. lbs.)
- ⇐ Connect fuel supply hose -2- with white mark to fuel supply connection of tandem pump and secure with a spring clamp
- ⇐ Connect vacuum hose -1- to tandem pump and secure with new clamp (N 102 582 01)



- ⇐ Connect fuel supply hose -1- with white mark to fuel filter and secure with spring clamp
- ⇐ Connect suction pump VAS 5226 to fuel return hose -2- with blue mark
- ⇐ Operate suction pump until fuel comes out of fuel return hose
- ⇐ Disconnect VAS 5226 from fuel return hose, connect fuel return hose to fuel filter and secure with spring clamp



- Reconnect central connector for pump-injector unit
- ⇐ Reinstall the air pipe and secure to throttle body control module with clamp -2- and to air hose with clamp -3-
- ⇐ Secure air pipe to bracket with bolt -4-
- ⇐ Reconnect connector -1- to pressure sensor
- Connect VAS 5051/5052 check and clear faults generated in engine control module from disconnecting central connector for pump-injector unit
- Start engine and check for leaks
- Reinstall engine cover
- Place removed tandem pump in original shipping container from new tandem pump and return to Volkswagen of America, Inc.; Warranty Test Center; Attn: VY Recall; 3800 Hamlin Rd. – GE01; Auburn Hills, MI 48326
- Properly dispose of removed fluids

Section F – New Beetle Tandem Pump Removal

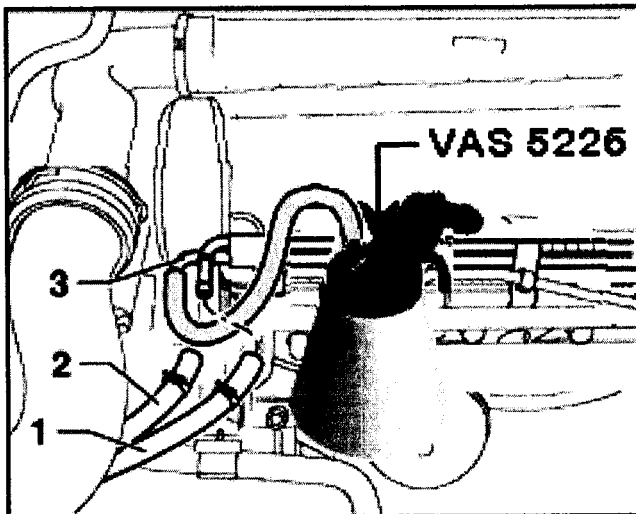
- Disconnect connector to mass air flow sensor
- Use special spring clamp pliers V.A.G 1921 to remove clamps from the connecting hose between mass air flow sensor and air pipe
- Remove vacuum hose on the upper air filter and remove upper air filter with connecting hose
- If vehicle has glow plugs for heating coolant, remove connector to center glow plug



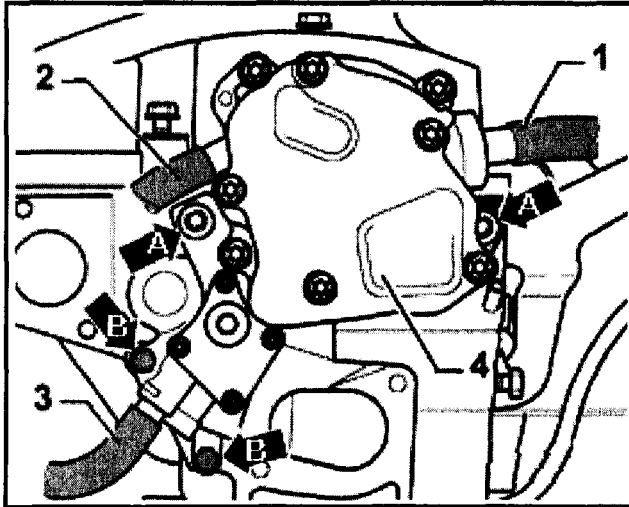
The fuel and the fuel lines in the fuel system can become very hot. The fuel system is also under pressure

Before opening the system, place cloths around the connection and carefully loosen connection to release the pressure

Wear hand and eye protection when performing any type of repair work on the fuel system



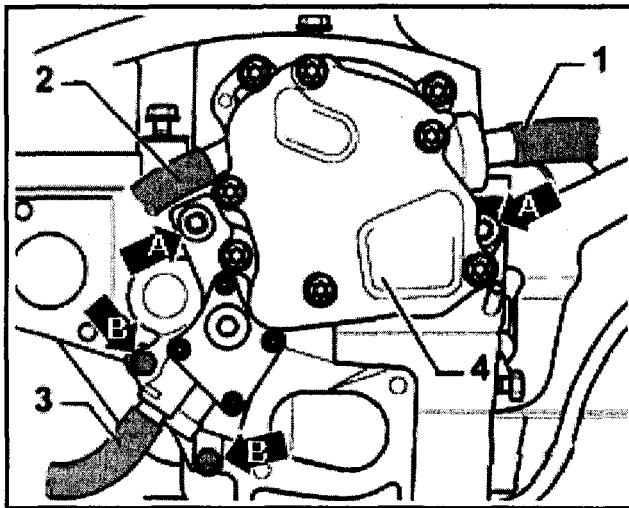
- ← Use special spring clamp pliers VAS 5024A and remove clamp and fuel supply hose -1- with white mark and fuel return hose -2- with blue mark from fuel lines on right side of engine
- ← Connect suction pump VAS 5226 to the fuel return pipe -3-
- Operate suction pump until no more fuel comes out of fuel return pipe



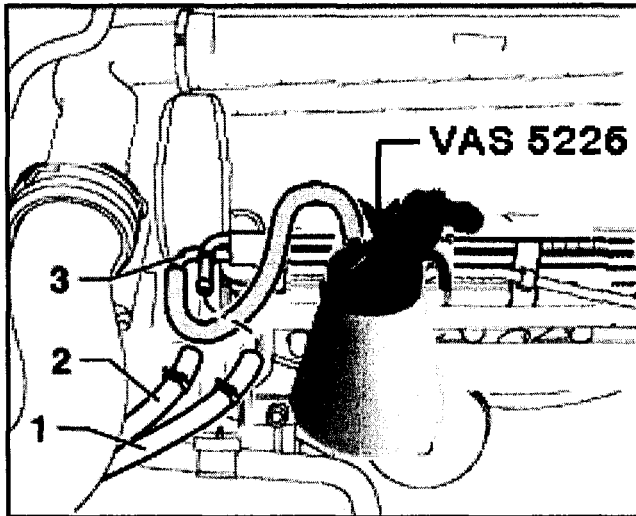
- ⇐ Use special clic-hose clip pliers V.A.G 1723 to remove clamp and vacuum hose -1- from tandem pump -4-
- ⇐ Use special spring clamp pliers to remove clamp and fuel supply hose -2- with white mark from tandem pump
- ⇐ Remove 6mm socket head bolts -arrow A- and 5mm socket head bolts -arrow B- securing tandem pump to cylinder head
- ⇐ Separate tandem pump from cylinder head
- ⇐ Raise tandem pump slightly upward, remove clamp and fuel return hose -3- with blue mark and remove tandem pump

- Remove seal if it was not removed with tandem pump
- Clean rear surface of cylinder head in preparation for new tandem pump installation
- **Proceed to Section G**

Section G – New Beetle Vacuum Pump Installation



- ⇐ On new tandem pump (038 145 209 E) connect fuel return hose -3- with blue mark to return connection of tandem pump -4- and secure with spring clamp
- Ensure coupling is properly aligned to the camshaft, install tandem pump and secure with socket head bolts -arrow A- and -arrow B-
- ⇐ Tighten upper 6mm socket head bolts -arrow A- to 20 Nm (15 ft. lbs.) and lower 5mm socket head bolts -arrow B- to 10 Nm (7 ft. lbs.)
- ⇐ Connect fuel supply hose -2- with white mark to fuel supply connection of tandem pump and secure with spring clamp
- ⇐ Connect vacuum hose -1- to tandem pump and secure with clamp



- ⇐ Connect fuel supply hose -1- with white mark to fuel pipe and secure with spring clamp
- ⇐ Connect suction pump VAS 5226 to fuel return pipe -3-
- ⇐ Operate suction pump until fuel comes out of fuel return pipe
- ⇐ Disconnect VAS 5226 from the fuel return pipe and connect fuel return hose -2- with blue mark to fuel return pipe and secure with spring clamp

- If removed, reconnect connector to center glow plug
- Reinstall upper air filter with connecting hose
- Reconnect vacuum hose to upper air filter
- Reinstall flexible connection hose between air flow sensor and air pipe and secure with spring clamps
- Reconnect connector to mass air flow sensor
- Start engine and check for leaks
- Reinstall engine cover
- Place removed tandem pump in original shipping container from new tandem pump and return to Volkswagen of America, Inc.; Warranty Test Center; Attn: VY Recall; 3800 Hamlin Rd. – GE01; Auburn Hills, MI 48326
- Properly dispose of removed fluids

2/15/2005

Frequently Asked Questions & Answers for Safety Recall VY

This FAQ is intended to provide supplementary information regarding the VY safety recall. For additional information, please refer to the VY Safety Recall circular that will be posted on web VESIS and on the VWHub February 2005.

■ What vehicles are affected?

2004-2005 model year Jetta, Jetta wagon, Golf, New Beetle, and Passat vehicles equipped with TDI-PD engines produced between March through August 2004.

■ How many vehicles are affected?

Approximately 19,200 in the U.S. and 7,900 in Canada.

■ What is the problem?

Volkswagen has determined that a number of high-pressure diesel pumps from one supplier were produced with an improper fastener.

■ What repercussions does the damage have?

In rare cases, one of these improper fasteners may yield due to repeated cyclic loading and allow diesel fuel to escape from the high-pressure pump. Diesel fuel in the presence of an ignition source may lead to a fire. Additionally, due to the potential for a significant quantity of fuel that may be released, there is a crash risk posed to vehicles travelling behind the subject vehicle.

■ Are all vehicles with diesel engines affected?

No, only vehicles with 4 cylinder 2 valve diesel engine (1.9 l and 2.0 l capacity) which engines are produced between March through August 2004 with fuel pumps from a certain supplier are affected. Pumps from another supplier, approximately 50% of the affected vehicles, and vehicles produced prior and after the dates above are not affected. We will notify owners of all affected vehicles as soon as parts are available.

■ Can I drive the vehicle until it is repaired?

Yes, the vehicle can be driven until the check/repair is carried out. If you can smell diesel fuel, stop the vehicle immediately and contact your authorized Volkswagen dealer.

■ Have there been any accidents?

There are no known accidents in the United States or Canada.

■ What exactly will be repaired on the vehicle?

The diesel pump will be inspected to see if it is from the affected supplier. If so, the pump will be replaced at no charge.

■ How long does the check/repair take?

The check only takes a few minutes; the replacement of the pump takes about an hour; however, dealers may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

■ Is a loaner vehicle being offered under this action?

No

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■ Do I have to make an appointment?

Yes, after you receive a letter from Volkswagen confirming you are the owner of an affected vehicle and parts are available.

■ When will this repair be available?

Volkswagen is working diligently with the supplier to produce replacement fuel pumps as quickly as possible. Volkswagen expects that the customer notification will take place in or about February 2005.