



## VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Title

Subject: Vehicles Added to Safety Recall M7 (Fuel Pump) & Interim Claiming Instructions  
2003 MY Passat with 1.8L Turbo or 2.8L V6 Engine

Product Compliance Department

August 2007 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Vehicles Added to Safety Recall M7 & Interim Claiming Instructions

Volkswagen notified the NHTSA and Transport Canada that the production date and VIN ranges of vehicles already specified under Safety Recall M7 have been broadened slightly. The additional VIN and production date ranges are:

#### 2003 MY Passat with 1.8L Turbo or 2.8L V6 Engine

##### USA

WVW\_\_\_3B\_3E000200 - WVW\_\_\_3B\_3E155429 and WVW\_\_\_3B\_3E376028 - WVW\_\_\_3B\_3E427115  
Produced 08/14/2002 – 09/19/2002 Produced 04/01/2003 – 04/30/2003

WVW\_\_\_3B\_3P000054 - WVW\_\_\_3B\_3P240172 and WVW\_\_\_3B\_3P430798 - WVW\_\_\_3B\_3P448583  
Produced 08/27/2002 – 09/19/2002 Produced 04/02/2003 – 04/30/2003

##### CANADA

WVW\_\_\_3B\_3E082632 - WVW\_\_\_3B\_3E155099 and WVW\_\_\_3B\_3E400660 - WVW\_\_\_3B\_3E423873  
Produced 08/01/2002 – 09/19/2002 Produced 04/07/2003 – 04/30/2003

WVW\_\_\_3B\_3P107646 - WVW\_\_\_3B\_3P209250 and WVW\_\_\_3B\_3P430821 - WVW\_\_\_3B\_3P448463  
Produced 08/02/2002 – 09/19/2002 Produced 04/02/2003 – 04/30/2003

#### **When will parts for the additional vehicles be available and when will customers be notified?**

Volkswagen is working diligently to obtain sufficient quantities of the fuel pumps for these vehicles. Parts will be allocated to dealers before the customer mailing begins on September 28, 2007.

#### **In the meantime, how should dealers repair vehicles that are down due to fuel pump malfunction?**

If you have a 2003 model year Passat 1.8L Turbo or 2.8L V6 down due to a fuel pump malfunction, check the VIN in ElsaWeb.

- If ElsaWeb shows the M7 open on the car, perform and claim the campaign as per the M7 safety recall circular.
- If ElsaWeb does not show an open M7 and the car is within the production dates and VIN ranges shown above, call the Campaign Helpline (800-741-2919) for an authorization code **before** replacing the fuel pump on the vehicle. Then, repair the vehicle as per the work instructions in M7 safety recall circular and claim the repair according to the instructions included with this letter.

Please make every effort to service these vehicles promptly at no cost to customers, regardless of vehicle mileage or warranty status, in order to minimize customer inconvenience. The campaign circular for Safety Recall M7 is posted on ElsaWeb and on ServiceNet. Dealers with additional questions about this campaign should contact the Campaign Helpline (800-741-2919). As always, any press/media related questions should be directed to Keith Price, Public Relations Manager/Product & Technology at (248) 754-5064.

**Volkswagen Product Compliance**

## 2003 Model Year Passat 1.8L Turbo or 2.8L V6 Engine M7 Interim Repair Claim Instructions

Fuel pump repair instructions: To be performed as outlined in the M7 Safety Recall Circular.

Questions regarding these claim entries should be directed to the Campaign Helpline at 1 (800) 741-2919.

### NOTE

If ElsalWeb shows M7 open, please follow the instructions in the M7 Safety Recall Circular.

#### WIN SYSTEM

##### Fuel Pump Replacement

Claim Type: SP

Damage Code: 2066 10 \*\*\* 2

Labor Operation : 20661999

Time Units: 140 (without fuel removal/replacement) **OR** 155 (with fuel removal/replacement)

Quantity: 1

Part Number: 8E0 906 087 D Fuel Delivery Unit (Front Wheel Drive) **OR** 8E0 906 087 E Fuel Delivery Unit (4Motion)

Quantity: 2

Part Number: N 101 969 01 Clamp

##### **-AND- if needed**

Quantity: 1

Part Number: 1J0 919 133A Sealing Washer

Comment Field: M7FP 2007 **AND** must include Authorization Code from the Campaign Helpline

\*\*\*Code per Vendor Code Policy

#### SAGA

##### Fuel Pump Replacement

Claim Type: 1SP

Service No.: 2066

Damage Code : 0010

Removed part: \*\*\*

Labor Operation : 2066 19 99

Time Units: 140 (without fuel removal/replacement) **OR** 155 (with fuel removal/replacement)

Quantity: 1

Part Number: 8E0 906 087 D Fuel Delivery Unit (Front Wheel Drive) **OR** 8E0 906 087 E Fuel Delivery Unit (4Motion)

Quantity: 2

Part Number: N 101 969 01 Clamp

##### **-AND- if needed**

Quantity: 1

Part Number: 1J0 919 133A Sealing Washer

Comment Field: M7FP 2007 **AND** must include Authorization Code from the Campaign Helpline

\*\*\*Code per Vendor Code Policy

In September 2007, when the revised M7 Safety Recall is released, these claiming instructions will expire.

## Frequently Asked Questions & Answers for Safety Recall Campaign M7

This FAQ is intended to provide supplementary information regarding the M7 Safety Recall Campaign. For additional information, please refer to the M7 Safety Recall Campaign circular that will be posted on web VESIS and on the VW Hub.

### ■ What vehicles are affected?

2003 model year Volkswagen Passat with 1.8L Turbo or 2.8L V6 engine produced between September 2002 through March 2003.

On July 23, 2007, Volkswagen informed the NHTSA and Transport Canada that the production date range of affected vehicles was broadened.

### ■ How many vehicles are affected?

Approximately 47,000 vehicles are affected in the U.S. and 3,000 in Canada.

On July 23, 2007, Volkswagen added approximately 25,000 vehicles in the U.S. and 900 in Canada.

### ■ What is the problem?

The fuel pump on some affected vehicles may contain a carbon brush set that is susceptible to premature wear.

### ■ What can happen?

Vehicles containing the inoperative fuel pump may experience interrupted fuel supply to the engine. If this happens while driving, the engine can stop or stall without warning.

### ■ What exactly will be repaired on the vehicle?

Dealers will replace the fuel pump at no cost to customers.

### ■ How long does the repair take?

The replacement of the fuel pump should take approximately 2 hours.

### ■ Is a loaner vehicle being offered under this action?

A loaner will not be offered for the time required to replace the fuel pump.

### ■ Does a customer have to make an appointment?

Yes, after the customer receives a letter from Volkswagen confirming that they are the owner of an affected vehicle, they should contact their local Volkswagen dealer to make an appointment.

### ■ When will this repair be available?

**The M7 campaign will be visible in ElsaWeb for the additional affected vehicles on July 27, 2007.**

Dealers must repair every affected vehicle at no cost to customers, regardless of vehicle mileage or warranty status. Until customer notification begins in September, any vehicle showing an M7 campaign in ElsaWeb that is presented for service to an authorized Volkswagen dealer must be repaired according to the instructions in campaign circular **free of charge**. Dealers are asked to make every effort to service these vehicles promptly in order to minimize customer inconvenience.

Volkswagen is working diligently with the supplier to produce additional replacement fuel pumps as quickly as possible. Volkswagen expects that customer notification of the additional vehicles will take place on or about September 28, 2007.

Audi of America, Inc.



## UPCOMING SAFETY RECALL INFORMATION

Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
United States of America  
[www.audiusa.com](http://www.audiusa.com)

August 2007

### **Subject: Upcoming Campaign Announcement – Extension Safety Recall JL**

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

Recently Audi submitted a notification to NHTSA to expand the range of vehicles affected in **Safety Recall JL**. The vehicle range of the Safety Recall JL, implemented in 2006, will be expanded by vehicles in the production months August 2002, September 2002, and April 2003.

#### **What is the issue?**

The fuel pump on some affected vehicles may contain a carbon brush set that is susceptible to premature wear. This could lead to an inoperative fuel pump and, ultimately, interrupt or even stop the fuel supply to the engine. If fuel flow to the engine is interrupted, the vehicle could stall without warning and thus present a potential risk of crash.

#### **What does the repair involve and when will the repair be available?**

Dealers will replace the fuel pump on affected vehicles. Audi expects that dealer notification will take place on or about September 24, 2007. Customer notification will take place on or about September 28, 2007.

#### **Parts allocation information**

You will receive an allocation of parts for this campaign prior to initiation.

#### **What to do for vehicles that will be added in the recall revision**

Until the official update to Safety Recall JL is released on or about September 28, 2007, if a specified model, within the revised VIN range, comes in with a fuel pump failure, please repair the vehicle using the JL campaign work procedure. Revised VIN ranges and claim instructions can be found on the attached sheet.

As always, any press/media related questions should be directed to our public relations team.

Any customers with questions unable to be answered by this announcement should be directed to Audi Customer CARE at 1-800-822-2834.

Thank you for your help in this matter.

Audi Product Compliance

## Interim Repair Instructions

### 2003 MY Audi A4 quattro with 1.8L Turbo OR 3.0L Engine 2003 MY Audi A6 with 3.0L Engine

The following is the revised VIN range of affected vehicles:

#### USA

Audi A4:      WAU\_\_\_8E\_3A113774 - WAU\_\_\_8E\_3A385628  
Audi A6:      WAU\_\_\_4B\_3N009995 - WAU\_\_\_4B\_3N109085

The following claim instructions only apply to vehicles that have a fuel pump failure, are not currently listed on ElsaWeb as having Safety Recall JL, AND are within the VIN ranges shown above. These instructions will be replaced by the revised Safety Recall JL when it is initiated in September 2007.

**Claims submitted for vehicles outside of the specified models and VIN ranges will be charged back!**

<p style="text-align: center;"><u><b>WIN System Claim Instructions</b></u>  Claim Type: SP  Damage Code: 2066 10 002  Labor Op: 20661999  Time Units: See table below  Quantity: See table below  Parts: See table below</p>																																																	
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