

# VOLKSWAGEN of America, Inc.



Product Compliance  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Phone: 1 (248) 754-5000  
Fax: 1 (248) 754-5093

September 5, 2007

Ms. Patricia Wallace  
Recall Analyst for Safety Assurance  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
U.S. Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

**Subject: Update to Recall Campaign N8 (07V-284)**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications for updated recall campaign N8 (07V-284):

- Customer Notification
- Work Procedure
- Accounting Procedure

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,

John Maddox  
Product Compliance Officer

Enclosures

**IMPORTANT INFORMATION**

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



# Safety Recall Circular

**Code: N8**

**Subject: 2006 Jetta with 2.5L Gasoline Engine  
Remove Plastic Tab from Windshield Washer Fluid  
Reservoir, Inspect and, if Necessary, Replace  
Underhood Fuel Supply Line**

**REVISED**

August 27, 2007

**Revision Summary**

- Changed SAGA Claim Entry Procedure (p. 2) repair operation for inspecting washer reservoir and fuel line and removing washer reservoir tab to 2038 19 99

**Problem Description**

Volkswagen has found that the affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against the underhood fuel supply line. If this happens, the chafing has the potential to cause a fuel leak over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

**Corrective Action**

Remove the plastic tab from the windshield washer fluid reservoir and inspect and, if necessary, replace the underhood fuel supply line.

**VIN Ranges & Production Dates of Affected Vehicles**

**U.S.A.**

3VW\_\_1K\_6M650393 – 3VW\_\_1K\_6M802318  
Produced 08/23/2005 – 03/29/2006

**Canada**

3VW\_\_1K\_6M655344 – 3VW\_\_1K\_6M830574  
Produced 08/18/2005 – 05/30/2006

*NOTE: Check ELSAWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.*

**Allocation Report of Affected Vehicles**

Dealers with affected vehicles will receive a report (in the Service Manager's package) containing the VIN, customer name and address data. Dealers will not receive a report if they have no affected vehicles.

*NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.*

**Parts Information and Allocation**

On or about August 24, 2007 you will receive an initial allocation of parts. However, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

**Owner Notification Mailing**

Volkswagen will begin notifying all known owners of affected vehicles by first class mail on or about August 24, 2007. A sample copy of the owner letter is enclosed.

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Damage Code	Time Units	Work Scope
N8 11	10 T.U.	- Inspect washer reservoir and fuel line. Washer reservoir tab removed and no damage to fuel line present. No further work required
N8 12	20 T.U.	- Inspect washer reservoir and fuel line. Remove tab from washer reservoir. No damage to fuel line present.
N8 14	50 T.U.	- Inspect washer reservoir and fuel line. Remove tab from washer reservoir and replace fuel line. 1 Fuel line 1K0 133 986 BD
N8 20	0 T.U.	- Customer refused repairs

**There is NO reimbursement for Vehicle Wash or Loaner Vehicle.**  
The system will enter part and labor applicable to the codes above.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## N8 Saga Claim Entry Procedure

Check in the system Service-Online, FISH (VSI), to determine whether the "92B9" campaign is open.

**Service No.:** 92B9

**Damage Code:** 0099

**Parts Manufacturer** – Removed part:

*Please use the vendor code from the removed part. If no vendor code is available, then use K21.*

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria I.D. 01

Inspect washer reservoir and fuel line. Washer reservoir tab removed and no damage to fuel line present. No further work required

**Repair operation:** 0183 00 99 10 T.U.

OR

#### Criteria I.D. 01

**NEW**

Inspect washer reservoir and fuel line. Remove washer reservoir tab. No damage to fuel line present.

**Repair operation:** 2038 19 99 20 T.U.

OR

#### Criteria I.D. 01

Inspect washer reservoir and fuel line. Remove washer reservoir tab and replace fuel line.

1 Fuel line 1K0 133 986 BD

**Repair operation:** 9260 31 99 30 T.U.

**Repair operation:** 2038 19 99 20 T.U.

*There is NO reimbursement for Vehicle Wash or Loaner Vehicle!*

### If Customer refused repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

## Customer Letter Example (U.S.A.)

August 2007

**Subject: Safety Recall N8  
2006 Model Year Volkswagen Jetta with 2.5L Gasoline Engine  
Remove Plastic Tab from Windshield Washer Fluid Reservoir and  
Inspect and, if Necessary, Replace Underhood Fuel Supply Line**

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 decided that a defect, which relates to motor vehicle safety, exists in some 2006 model year Jetta vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

The affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against the underhood fuel supply line. If this happens, the chafing has the potential to cause a fuel leak over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

### What Will Volkswagen Do?

In order to correct this defect, we will inspect and, if necessary, replace the underhood fuel supply line. Also, as a preventative measure, we will also remove the plastic tab from the windshield washer fluid reservoir. This work will all be done at no cost to you.

### What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### Precautions You Should Take

Your vehicle can continue to be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop, if they believe it is safe to do so, in order to have the fuel system on the vehicle inspected.

### 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 replacement of the underhood fuel supply line because it had chafing damage caused by the plastic tab on the windshield washer fluid reservoir, 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.  
Attn: Customer CARE Center – Hills East (N8)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,  
Volkswagen Product Compliance

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

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## Customer Letter Example (Canada)

August 2007

**Subject: Safety Recall N8  
2006 Model Year Volkswagen Jetta with 2.5L Gasoline Engine  
Remove Plastic Tab from Windshield Washer Fluid Reservoir and  
Inspect and, if Necessary, Replace Underhood Fuel Supply Line**

Dear Volkswagen Owner:

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

Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2006 model year Jetta vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

The affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against the underhood fuel supply line. If this happens, the chafing has the potential to cause a fuel leak over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

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### What We Would Like You To Do

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### Precautions You Should Take

Your vehicle can continue to be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop, if they believe it is safe to do so, in order to have the fuel system on the vehicle inspected.

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### 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 Canada Inc.*  
**Attn: Customer CARE Center (N8)**  
P.O. Box 642, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,  
Volkswagen Product Compliance

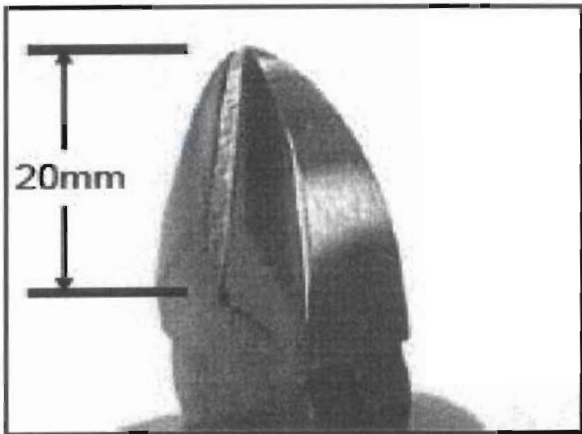
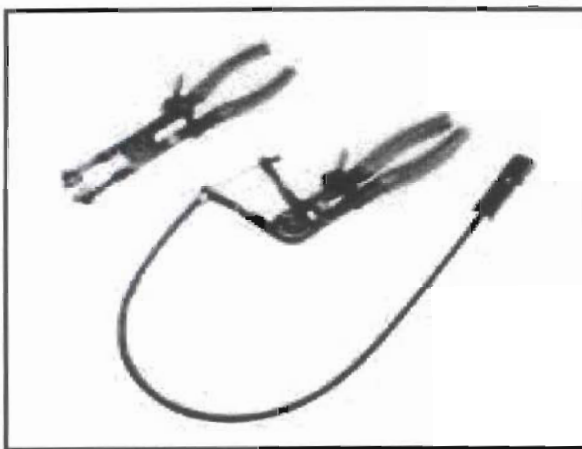
The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

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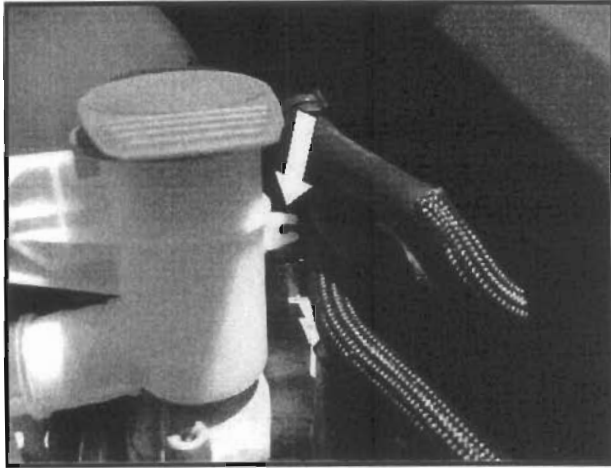
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*If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.*

**Special Tools:**

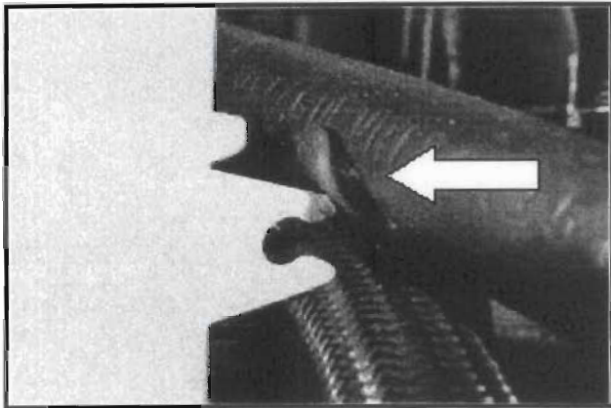
	<p>← Side cutters</p>
	<p>← VAS5024A spring type clip pliers</p>

## Work Procedure



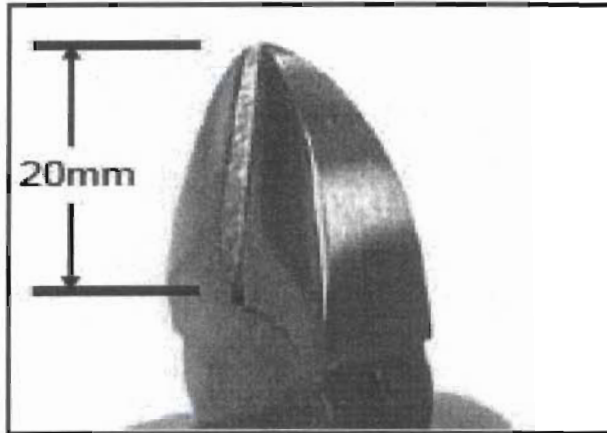
### Section A - Washer Bottle Inspection

- ⇐ Inspect washer bottle for tab -arrow-
- If tab is present, **continue to Section B**
- If tab is **not** present, **WORK IS COMPLETE**



### Section B – Inspect Fuel Line

- ⇐ Inspect fuel line for any damage -arrow-
- If fuel line shows any signs of wear, **continue to Section C**



### Section C - Remove Washer Reservoir Tab

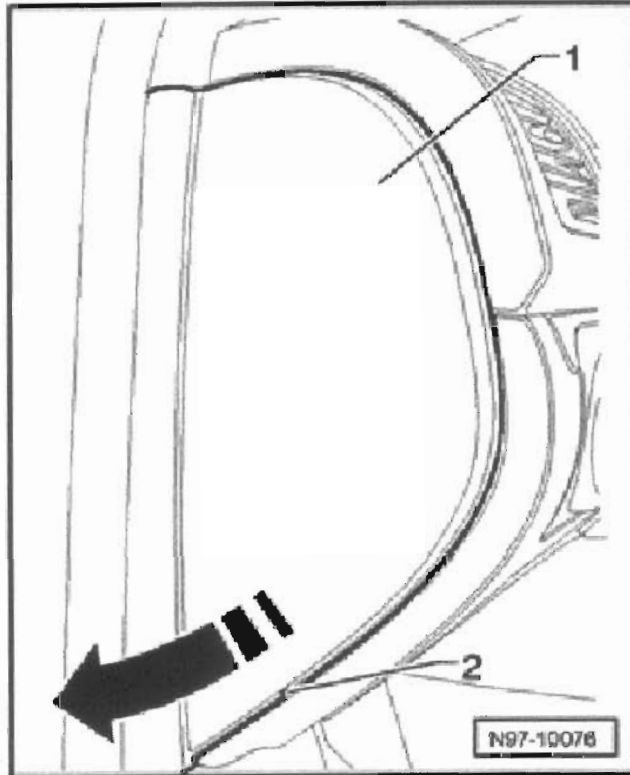
← Use side cutters approximately 20mm in length to remove washer bottle tab



← Remove tab from washer bottle -arrow-, with side cutters as flush to washer bottle neck as possible

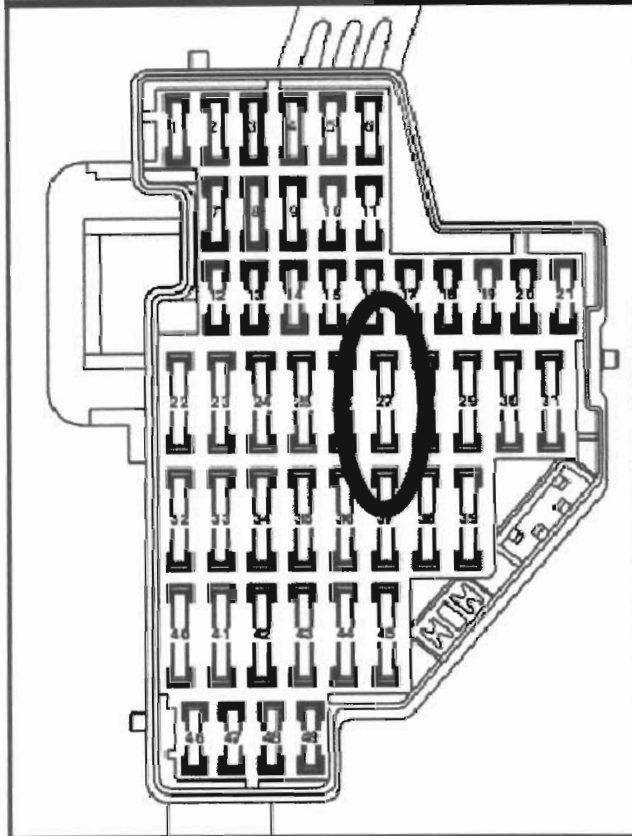


## Section D – Replace Damaged Fuel Line

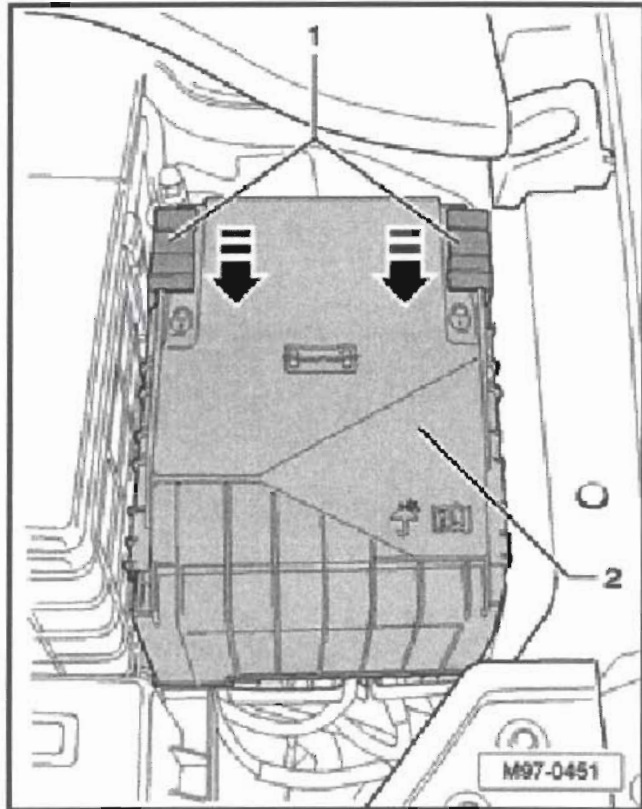


**⚠ WARNING**  
Prior to starting work on fuel system  
remove two fuses to prevent activation of  
fuel pump

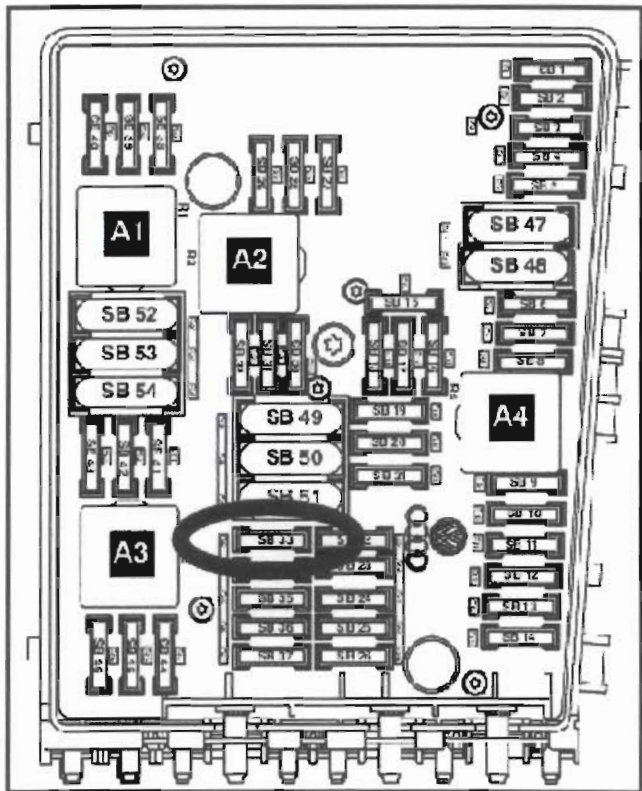
← Remove left instrument panel side cover -1- by  
inserting screwdriver into recess -2- and pry off  
cover -1- in -direction of arrow-



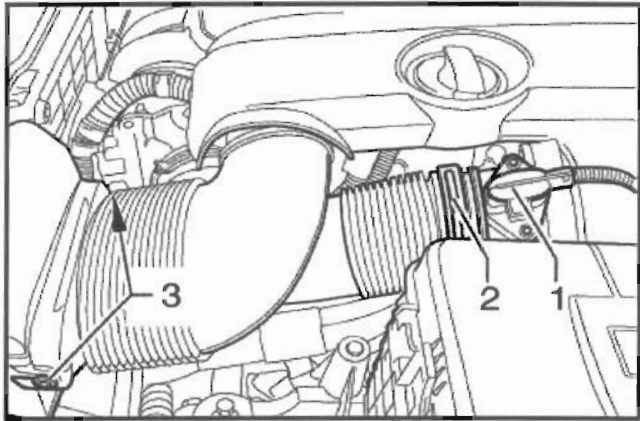
← Remove blue 15 amp fuse SC 27 -circle-



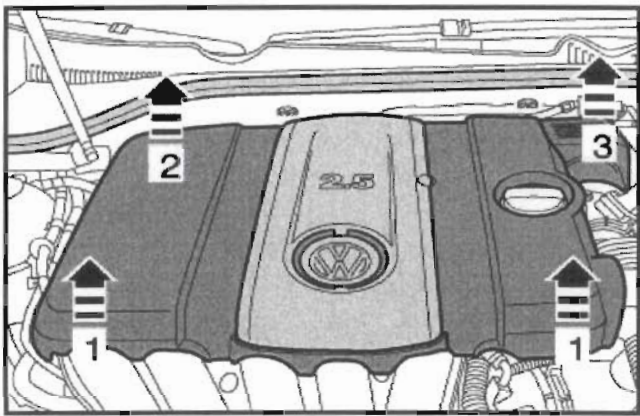
← Slide securing bracket -1- in direction of arrows and remove E-box cover -2- upward



← Remove blue 15 amp fuse SB 33 -circle-

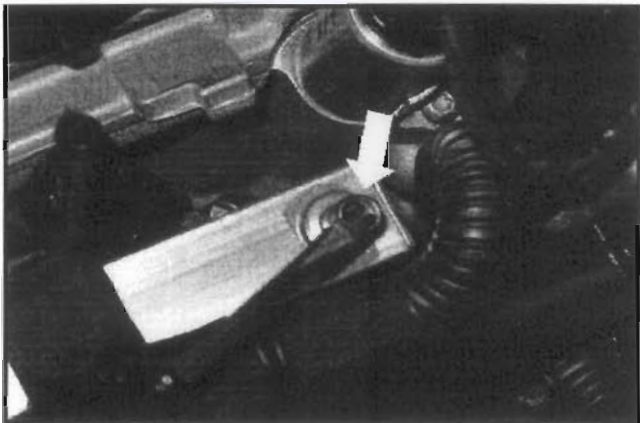


- ← Disconnect MAF sensor connector -arrow 1-
- ← Remove clamp -arrow 2- and pull air intake pipe off of mass air flow (MAF) sensor
- ← Remove Torx screws -arrow 3- securing air intake duct



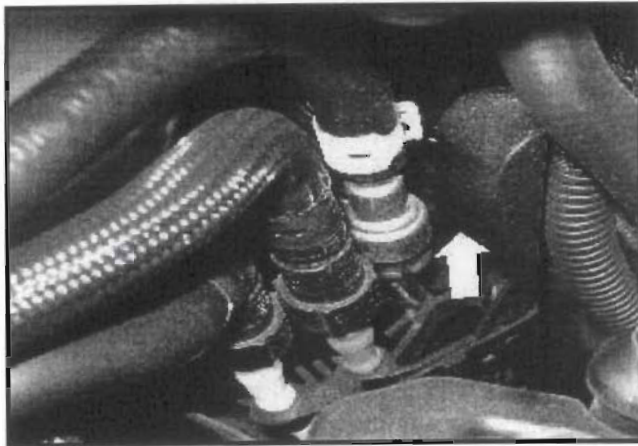
**i** Tip: Illustration indicates places to lift and lifting location sequence for engine cover/air cleaner removal

- ← Remove engine cover/air cleaner assembly by lifting upward in the sequence indicated

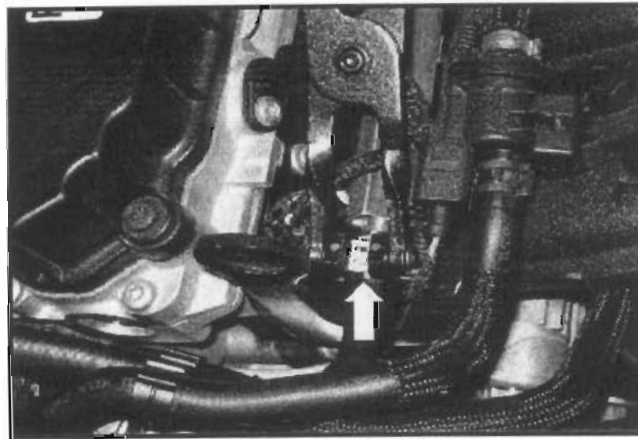


**! WARNING**  
**Fuel supply line is under pressure! Wear eye protection and protective clothing in order to avoid injuries from contact with fuel. Before relieving pressure put a cloth over the connection. Release pressure by carefully pushing on shradr valve. Observe rules for cleanliness**

- ← Relieve fuel system pressure by pressing on shradr valve -arrow- and place shop rag over valve to contain fuel being released



- ⇐ Remove fuel line quick connect from supply line by pulling back on black quick connect retainer on fuel line and pull up on fuel line to remove it

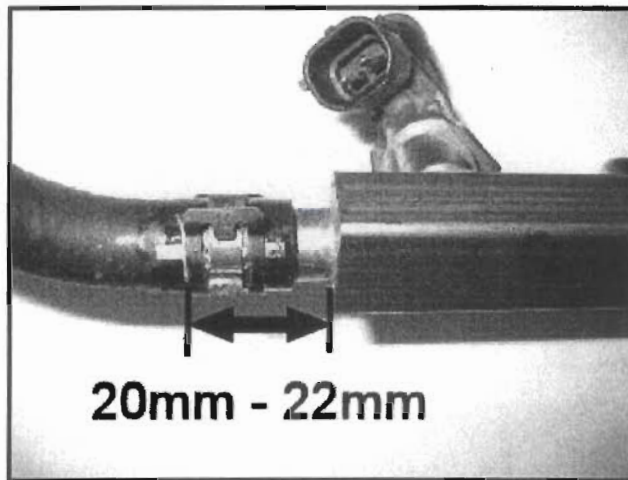


- ⇐ Using VAS 5024A clamp pliers, remove fuel line spring clip -arrow- and fuel line from fuel rail



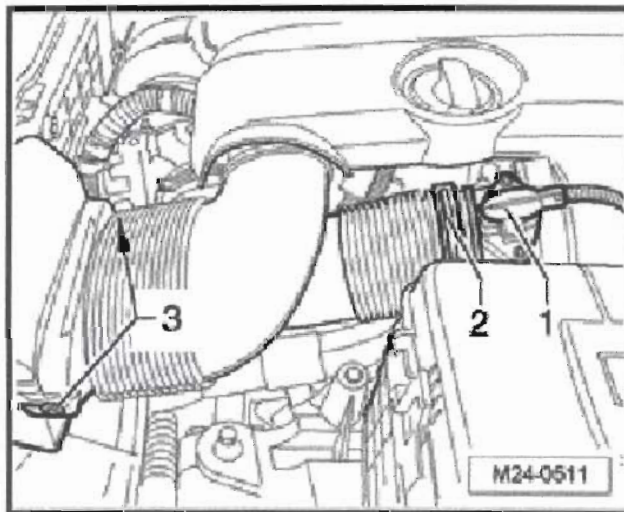
- ⇐ Install new fuel line (1K0 133 986 BD) line onto fuel supply line quick connect -arrow- and ensure that quick connect is fully seated





- Using VAS 5024A, push fuel feed line (1K0 133 986 BD) with spring clip on fuel rail until fully seated

⇐ Spring clip must be centered over the box with arrow on fuel line between 20mm and 22mm from fuel rail base



- Position engine cover with air filter correctly in fastening points and push it in by hand

⇐ Reconnect MAF sensor connector -1- and intake air duct -2-

⇐ Install intake air duct and bolts -3-

**Note:** Ensure correct position of seal on E-box when reinstalling cover to prevent water entry

- Reinstall blue 15 amp fuse SB 33 and install E-box cover

- Close hood

- Reinstall blue 15 amp fuse SC 27 and install instrument panel side cover

- Start vehicle to ensure fuel system is totally sealed

- Visually inspect fuel line quick connect and fuel rail connection for proper sealing

- Retain and properly store removed parts until your claim is paid

**WORK IS COMPLETE**