



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recall 26E5/R5
1999-2005 Model Year 5th Generation Passat and
Passat Wagon
Install Underbody Heat Shields and Inspect/Replace
Certain Fuel System Components if Necessary and
Revision to Service Action 66C8/P9

Product Department
Compliance

June 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 26E5/R5 and Revision to Service Action 66C8/P9

Safety Recall 26E5/R5

What is the Problem?

Volkswagen has decided that some 1999-2005 model year Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire. Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Parts Allocation and Customer Notification Information

Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13. The 26E5/R5 code will begin showing open on affected vehicles on or about June 13, 2008.

Customer Satisfaction Reminder Regarding Vehicle Keys and Fuel Level in Vehicle

To facilitate repairs and to help ensure customer satisfaction please ask customers when you schedule their service visit to have ¼ tank or less of fuel in their vehicle on the day of repair, if possible. Also be sure to remind customers to bring all of the vehicle keys to their service appointment.

Revision to Service Action 66C8/P9

Service Action 66C8/P9 has been revised to include some 2001-2005 model year vehicles affected by Safety Recall 26E5/R5. Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13, 2008. The 66C9/P9 code will show open on all affected vehicles on or about June 13, 2008. Please see the revised Service Action 66C8/P9 circular for additional information.

Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance. Press inquiries should be directed to Volkswagen Public Relations (248-754-5064).

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.