

Frequently Asked Questions (FAQ) Safety Recall 26E5/R5

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular that will be posted on ElsaWeb and on ServiceNet.

■ What vehicles are affected?

1999-2005 model year 5th generation Passat and Passat Wagon vehicles with (all engines except diesel).

■ How many vehicles are affected?

Approximately 412,000 in the United States, approximately 22,000 in Canada.

■ What is the problem and what can happen?

Volkswagen has decided that some Volkswagen 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.

■ Can I drive the vehicle until it is repaired?

The vehicle can 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 that it is safe to do so in order to have the fuel system on the vehicle inspected.

■ What exactly will be repaired on the vehicle?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 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.

■ How long does the repair take?

The inspection and repair will take several hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

■ 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.

■ Is a loaner vehicle or towing being covered under this action?

If the repair includes replacing the fuel tank or the heat shield, a loaner vehicle may be required and should be covered under the existing loaner vehicle policy through your FOM.

■ Do I have to make an appointment?

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

■ When will this repair be available?

Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13, 2008, using a staggered approach starting with V6 and W8 vehicles. The 26E5/R5 code will begin showing open on affected V6 and W8 vehicles on or about June 13, 2008. Dealers will receive an allocation list for the V6 and W8 cars, followed up at a later date with one for the 1.8T vehicles. The 1.8T vehicles will also show open at a later date.