



## Frequently Asked Questions (FAQ) Safety Recall Campaign 2014 – UNITED STATES

### SUMMARY

- **Campaign Code:** 2014
- **Markets Affected:** United States
- **Launch Date:** February 1, 2011
- **Code Visibility Date:** February 1, 2011
- **Customer Notification Date:** February 1, 2011
- **Circular Release Date:** February 1, 2011
- **Allocation List Release Date:** February 1, 2011
- **Affected Vehicles:** 2006-2010 MY Jetta, New Beetle & New Beetle Convertible, 2007-2009 MY Rabbit and 2009-2010 Jetta SportWagen vehicles equipped with a 2.5L engine
- **Number of Vehicles Affected:** Approximately 377,600 vehicles in the United States.
- **Problem Description:**

**Jetta, Jetta SportWagen and Rabbit (Criteria 01 vehicles):** The affected vehicles may have a small plastic tab located on the windshield washer fluid reservoir that may chafe against an under hood fuel supply line. If chafing occurs, there is a potential for a fuel leak to develop over time. Leaking fuel, in the presence of an ignition source, may result in a fire.

**New Beetle/New Beetle Convertible (Criteria 02 vehicles):** Affected vehicles may have a fastening clamp on a power steering system hydraulic hose that may be located in an improper position, which could cause chafing against an under hood fuel supply line. If chafing occurs, there is a potential for a fuel leak to develop over time. Leaking fuel, in the presence of an ignition source, may result in a fire.
- **Corrective Action:**

**Jetta, Jetta SportWagen and Rabbit (Criteria 01 vehicles):** Inspect and, if necessary, replace the under hood fuel supply line. As a preventive measure, a plastic tab on the windshield washer fluid reservoir will be removed.

**New Beetle/New Beetle Convertible (Criteria 02 vehicles):** Inspect the affected fuel supply line and replace it if necessary. As a preventive measure, inspect the position of the affected fastening clamp and adjust it to the correct position if necessary.

### Important Reminder on Vehicles Affected by Safety and Compliance Recalls

***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.***

### Can the vehicle be driven 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.

### Have there been any accidents?

Volkswagen has not identified any reports or allegations of actual fires resulting from this condition, however in the interest of consumer safety. Volkswagen is conducting this voluntary safety recall.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action 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.

**Is a loaner vehicle being covered under this action?**

Loaner vehicles cannot be claimed under this campaign. In rare cases, if a loaner vehicle is required, it should be covered under the existing loaner vehicle policy through your FOM.

**What exactly will be repaired on the vehicle and how long does it take?**

**Jetta, Jetta SportWagen and Rabbit (Criteria 01 vehicles):** Inspect and, if necessary, replace the under hood fuel supply line. As a preventive measure, a plastic tab on the windshield washer fluid reservoir will be removed.

**New Beetle/New Beetle Convertible (Criteria 02 vehicles):** Inspect the affected fuel supply line and replace it if necessary. As a preventive measure, inspect the position of the affected fastening clamp and adjust it to the correct position if necessary.

The inspection will take less than one hour and repairs, if needed, will take up to one additional hour. Please keep in mind that your dealership may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

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