

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 contact Warranty.**



Safety Recall Circular

Code: **2014**

UNITED STATES ONLY

**Subject: 2006-2010 Jetta, New Beetle & New Beetle Convertible,
2007-2009 Rabbit and 2009 - 2010 Jetta SportWagen
Vehicles Equipped with a 2.5L Engine
Under Hood Fuel Supply Line**

January 2011

Problem Description

Jetta, Jetta SportWagen and Rabbit (Criteria 01):

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):

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):

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):

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 into 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.

VIN Range & Production Dates of Affected Vehicles

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility for this repair. 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.

2006-2010 Jetta

3VW_*_1K_6M797912 - 3VW_*_AJ_AM001672

* = F, M X or Z

Production date: 03/29/2006 – 06/29/2009

2006-2010 New Beetle

3VW_*_1C_6M400067 - 3VW_*_AG_AM007751

* = F, G or W

Production date: 06/30/2005 – 10/21/2009

2006-2010 New Beetle Convertible

3VW_*_1Y_6M300067 - 3VW_*_AL_AM001714

* = F, G or W

Production date: 07/06/2005 – 10/19/2009

2007-2009 Rabbit

WVW_*_1K_7W251693 - WVW_*_1K_9W150037

* = A, B, R or S

Production date: 03/22/2007 – 11/19/2008

2009-2010 Jetta SportWagen

3VW_M_1K_9M250001 - 3VW_M_AJ_AM600044

Production date: 01/08/2008 – 03/20/2009

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about February 01, 2011. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Due to the small number of vehicles anticipated to need parts replacement, only a small parts allocation will be sent to dealers prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly upper order limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.

Owner Notification Mailing

On or about February 01, 2011 Volkswagen will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letters are enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vw.com.

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. ©2011 Volkswagen Group of America, Inc. All Rights Reserved.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** 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.

Saga Claim Entry Procedure (Criteria 01 – Jetta, Jetta SportWagen and Rabbit)

Check ElsaWeb to determine if this campaign is open

Service No.: 2014
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Inspect the washer reservoir and fuel line. Washer reservoir tab not present and no damage to fuel line found. No further work required.

Repair operation: 0183 00 99 10 T.U.

OR

Criteria I.D. 01 Inspect the washer reservoir and fuel line. Washer bottle tab present. Remove washer reservoir tab. No damage to fuel line present.

Repair operation: 9260 31 99 20 T.U.

OR

Criteria I.D. 01 Inspect the washer reservoir and fuel line. Washer reservoir tab not present and damage to fuel line found. Replace fuel line.

Repair operation: 2038 19 99 30 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 133 986 BD	Fuel supply line

OR

Criteria I.D. 01 Inspect the washer reservoir and fuel line. Washer bottle tab present and fuel line damaged. Remove washer reservoir tab and replace fuel line.

Repair operation: 2038 19 99 50 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 133 986 BD	Fuel supply line

There is NO reimbursement for Vehicle Wash or loaner!

If customer refused repairs:

Fax the repair order to the warranty team at (248) 754-6533. Provide the VIN, applicable service number, customer information, dealer number, and date

Saga Claim Entry Procedure (Criteria 02 – New Beetle, New Beetle Convertible)

Check ElsaWeb to determine if this campaign is open

Service No.: 20I4
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 02 Inspect the power steering line clamp and fuel supply line. Power steering line clamp positioned correctly, no damage to fuel supply line present. No further work required.

Repair operation: 0183 00 99 20 T.U.

OR

Criteria I.D. 02 Inspect the power steering line clamp and fuel supply line. Reposition power steering line clamp, no damage to fuel supply line present.

Repair operation: 4897 15 99 40 T.U.

OR

Criteria I.D. 02 Inspect the power steering line clamp and fuel supply line. Reposition power steering line clamp and replace fuel supply line.

Repair operation: 2038 19 99 70 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	1C0 133 986 AN	Fuel supply line

There is NO reimbursement for Vehicle Wash or loaner!

If customer refused repairs:

Fax the repair order to the Warranty Team at (905) 428-4811. Provide the VIN, applicable service number, customer information, dealer number and date.

Customer Letter Example - Criteria 01 Vehicles Only

January 2011

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Safety Recall 2014/U1 – Under Hood 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 2006-2010 model year Volkswagen Jetta, 2007-2009 model year Rabbit and 2009-2010 model year Jetta SportWagen vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

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.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, as necessary, replace the affected under hood fuel supply line in your vehicle. As a preventative measure, a plastic tab on the windshield washer fluid reservoir will be removed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle inspected/repared without delay.

The inspection will take less than one hour, and repairs (if necessary) may take an additional hour. This work will be performed for you 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

Affected vehicles can continue to be driven as usual, but if you can smell fuel in the vehicle proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that 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 repairs relating to a chafed under hood fuel line as described in this letter, 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 (2014/U1)
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 Avenue, SE., 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 also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

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. ©2011 Volkswagen Group of America, Inc. All Rights Reserved.

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Customer Letter Example - Criteria 02 Vehicles Only

January 2011
<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Safety Recall 2014/U1 – Under Hood 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 2006-2010 model year Volkswagen New Beetle and New Beetle Convertible vehicles equipped with a 2.5L engine. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Affected vehicles may have a fastening clamp on a hydraulic hose of the power steering system 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.

What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and, as necessary, replace the affected under hood fuel supply line in your vehicle. As a preventative measure, dealers will inspect the position of the affected fastening clamp and adjust it into the correct position if necessary.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle inspected/repared without delay.

The inspection will take less than one hour, and repairs (if necessary) may take an additional hour. This work will be performed for you 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

Affected vehicles can continue to be driven as usual, but if you can smell fuel in the vehicle proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

Lease Vehicles

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If there are questions regarding the work procedure, contact Warranty.

Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	1K0 133 986 BD	Fuel supply line (Criteria 01 – Jetta, Jetta SportWagen and Rabbit)
1	1C0 133 986 AN	Fuel supply line (Criteria 02 – New Beetle and New Beetle Convertible)
1	CAMP 010 000	Campaign Completion Label

Required Tools



⇐ Side cutters
(Jetta, Jetta SportWagen, and Rabbit only)



⇐ VAG 1921 – Hose clip pliers or equivalent (All models)



⇐ VAG 6340 – Hose clip pliers or equivalent
(New Beetle, New Beetle Convertible only)

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Work Procedure (Criteria 01 – Jetta, Jetta SportWagen and Rabbit)



Tip: If Campaign Completion label is present, no further work is required



Section A - Washer Bottle Inspection

- Open hood
- ⇐ Inspect washer bottle for tab <arrow>
 - If tab is present, **continue to Section B**
 - If tab is **not** present, **continue to Section C**



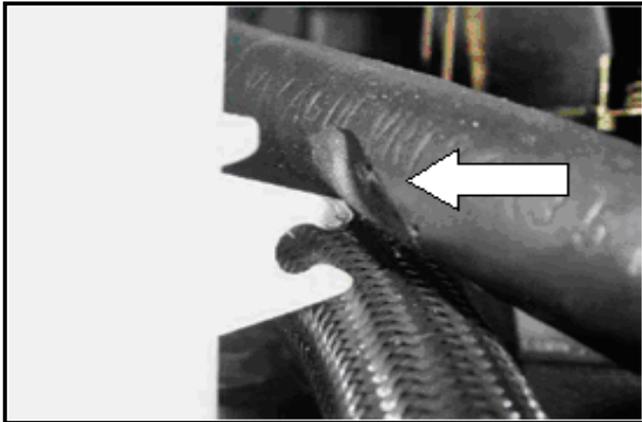
Section B - Remove Washer Reservoir Tab

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



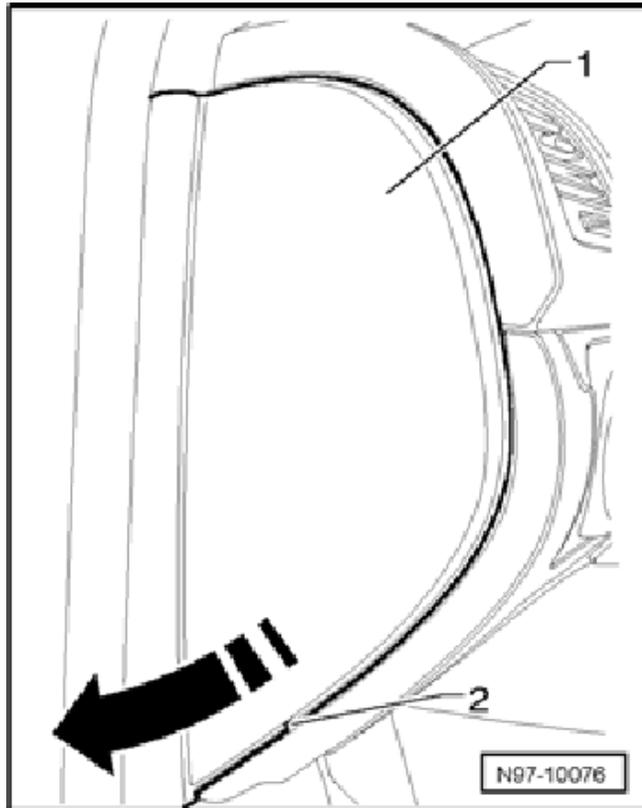
- ⇐ Remove tab from washer bottle <arrow>, with side cutters as flush to washer bottle neck as possible

- **Continue to Section C**



Section C – Inspect Fuel Line

- ⇐ Inspect fuel line for any damage <arrow>
 - If fuel line shows any signs of wear or chafing, **continue to Section D**
 - If fuel line DOES NOT show any signs of wear or chafing, **continue to Section E**



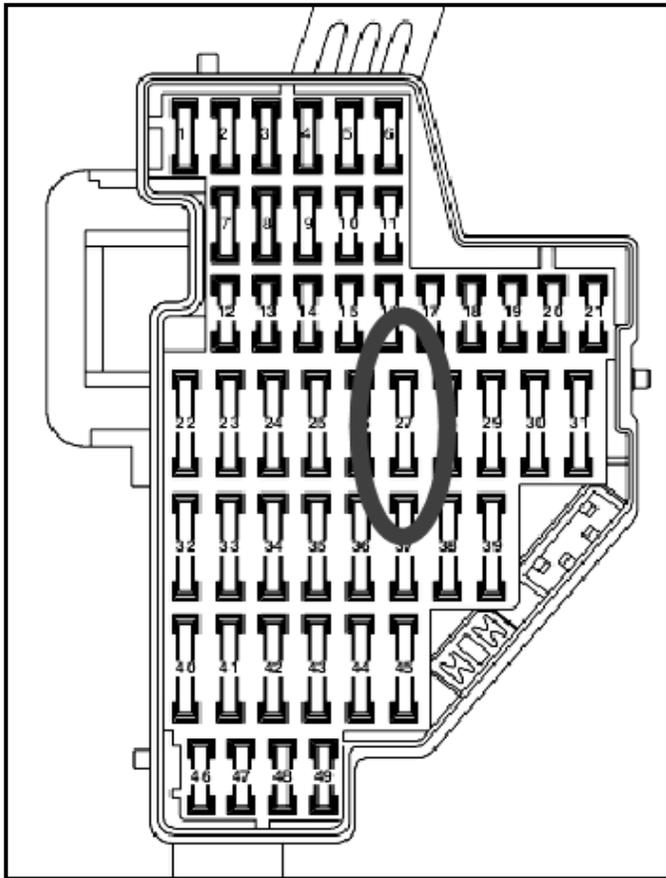
Section D – Replace Damaged Fuel Line



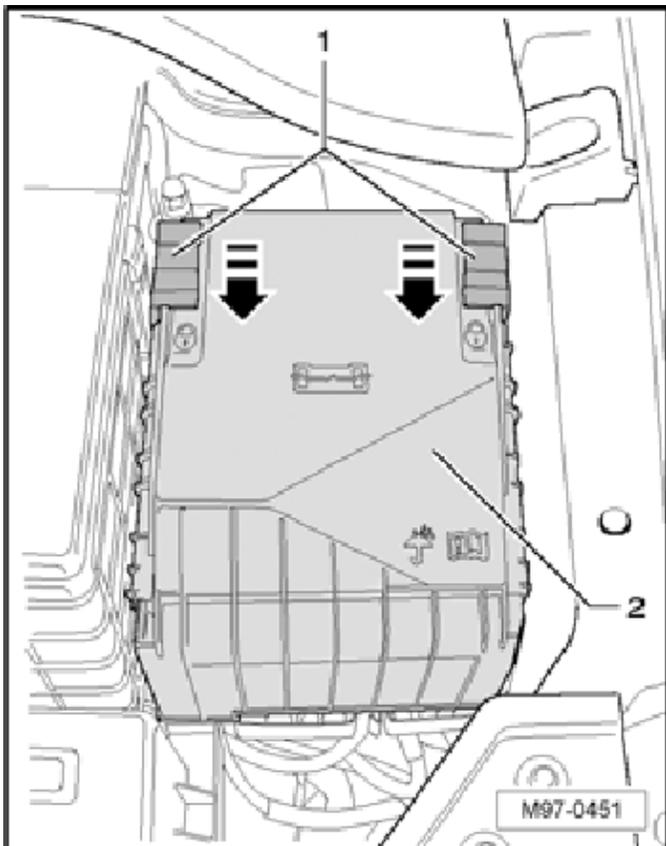
WARNING:

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

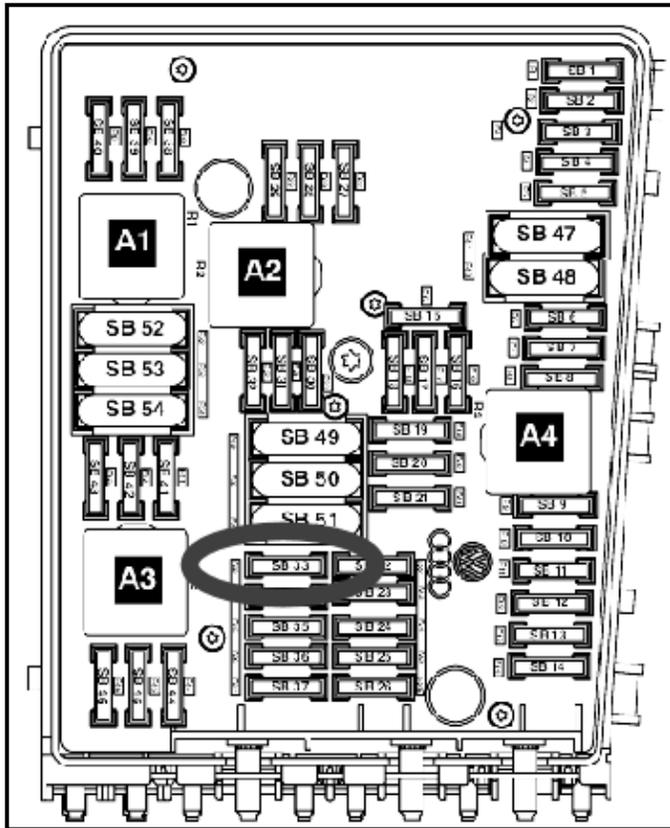
- ⇐ Remove left instrument panel side cover <1>
by inserting screwdriver into recess <2> and
pry off cover <1> in <direction of arrow>



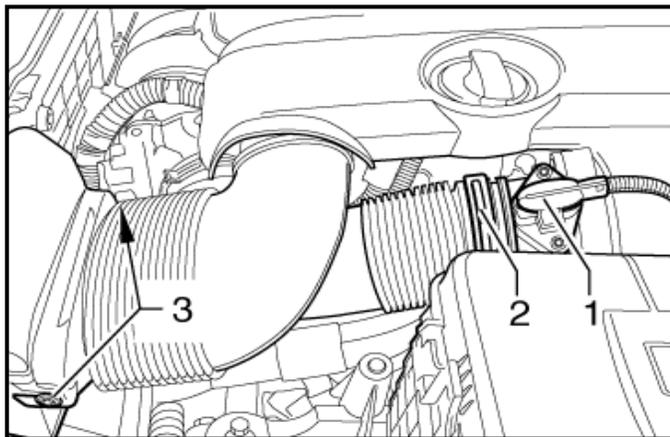
← Remove blue 15 amp fuse SC 27 <circle>



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



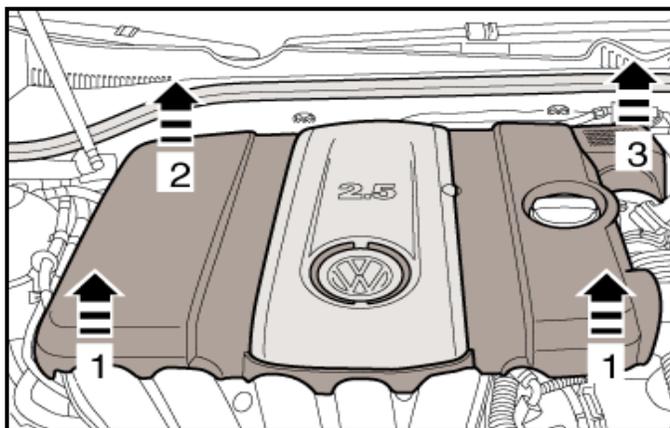
⇐ Remove blue 15 amp fuse SB 33 <circle>



⇐ Disconnect MAF sensor connector <1>

⇐ Remove clamp <2> and pull air intake pipe off of mass air flow (MAF) sensor

⇐ Remove Torx screws <3> securing air intake duct



 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 Schrader valve. Observe rules for cleanliness

- ⇐ Relieve fuel system pressure by pressing on Schrader valve <arrow> and place shop rag over valve to contain fuel being released



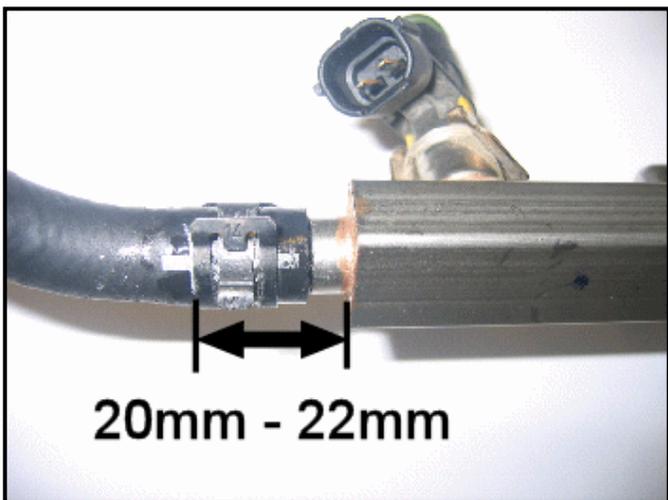
- ⇐ Remove fuel line quick connect from supply line by pulling back on black quick connect retainer on fuel line and pull up in direction of <arrow> on fuel line to remove it



- ⇐ Using VAG 1921 hose clip pliers (or equivalent), remove fuel line spring clip <arrow> and fuel line from fuel rail

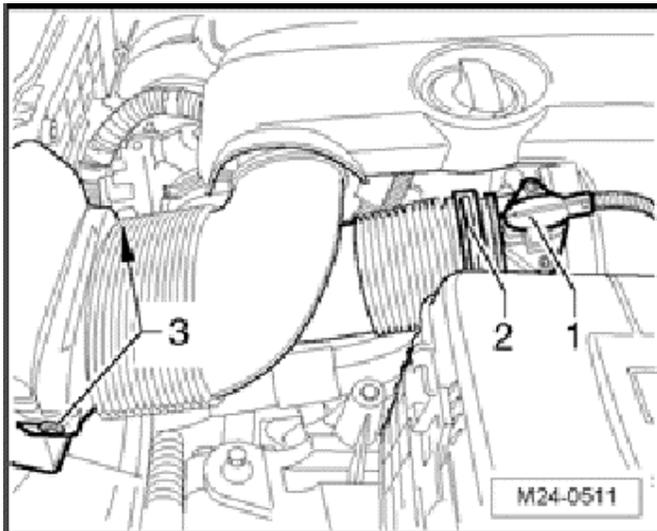


- ⇐ Install new fuel line (1K0 133 986 BD) line onto fuel supply line quick connect by pushing down in direction of <arrow> and ensure the quick connect is fully seated

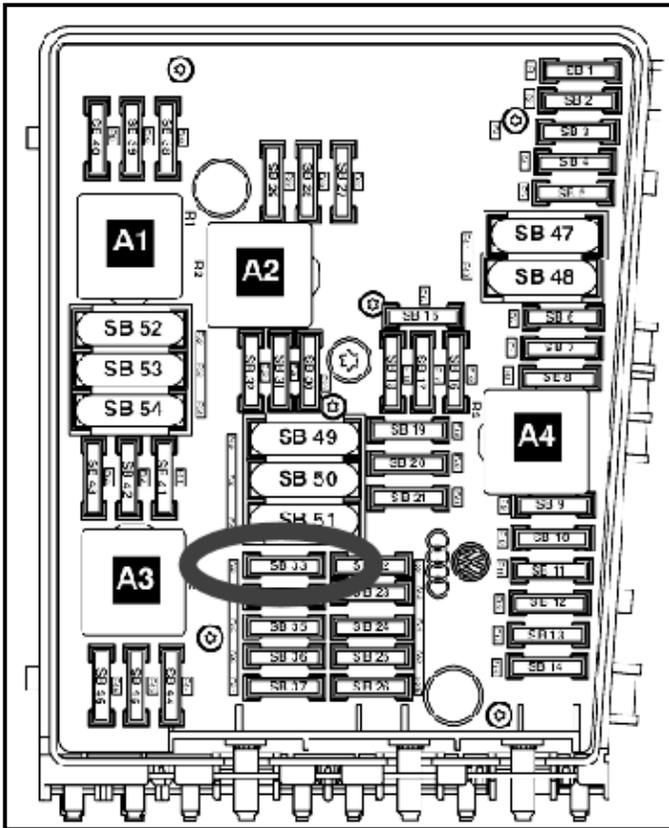


- Using VAS 5024A, push fuel feed line (1K0 133 986 BD) with spring clip on fuel rail until fully seated

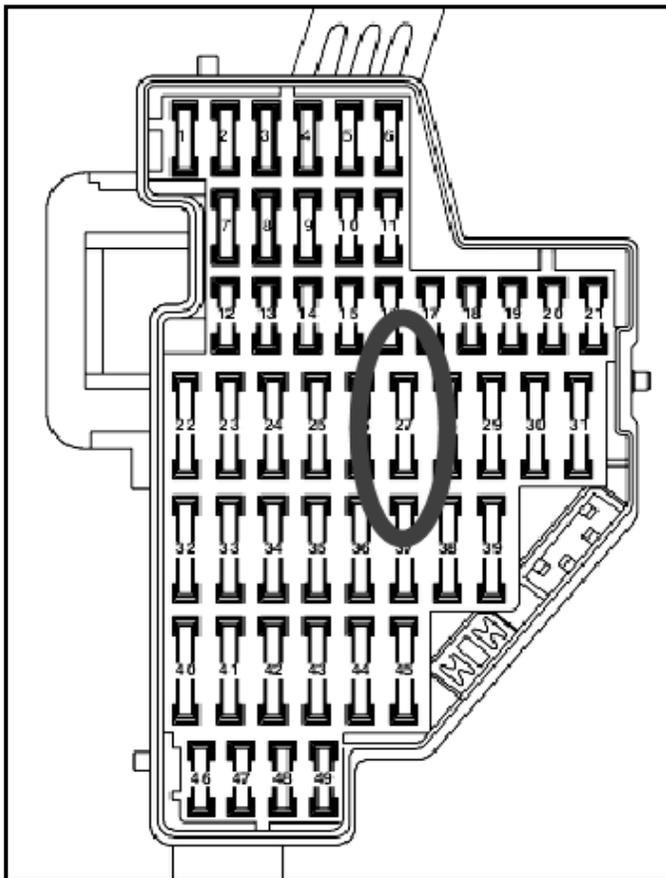
 Tip: Spring clip must be centered over the box with arrow on fuel line between 20mm and 22mm from fuel rail base



- 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>



← Reinstall blue 15 amp fuse SB <circle> 33 and install E-box cover



← Reinstall blue 15 amp fuse SC 27 <circle> 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
- **Continue to Section E**

<p style="text-align: center;">Campaign Completion</p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right;">CAMP010 000</p>

Section E – Applying the Campaign Label

- If necessary, open hood
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label
- Close hood
- **Continue to Section F**

Section F – Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local/provincial requirements

WORK IS COMPLETE (for criteria 01 vehicles)

Work Procedure (Criteria 02 – New Beetle and New Beetle Convertible)

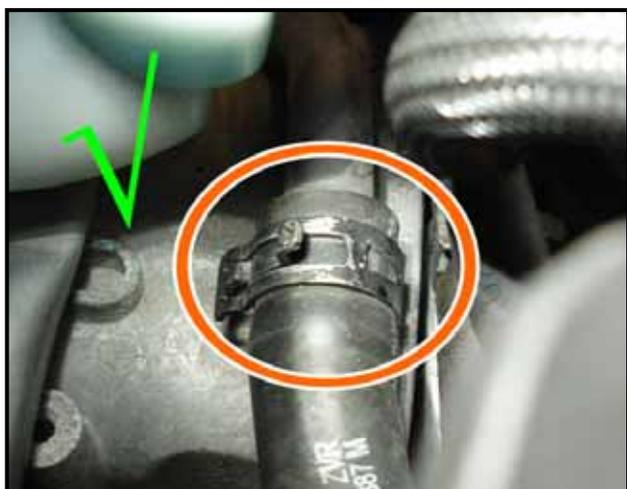


Tip: If Campaign Completion label is present, no further work is required



Section G – Power Steering Line Clamp Inspection

- Open hood
- ⇐ Locate area for inspection <arrow>



- ⇐ Inspect position of clamp for power steering <circle>
- If clamp is positioned correctly <circle>, and a potential for interference of clamp with the fuel line is **NOT** present, **continue to Section I to inspect fuel supply line**



- If clamp is **NOT** positioned correctly <circle>, **continue to Section H to correctly position clamp**

Section H – Correctly Positioning Power Steering Line Clamp



 Tip: If fuel supply line must be replaced (Section I & J), it is O.K. to perform this step once the lines are out of the way

⇐ Using VAG 1921 hose clip pliers (or equivalent), loosen power steering hose clamp and move clamp down the hose <in direction of arrow>

 Tip: Moving the clamp down allows for easier access to clamp (see next step)



⇐ Using VAS 6340 hose clip pliers (or equivalent), maneuver and/or rotate clamp into correct position <arrow> and as shown in Section G

 Note: Ensure that a potential for interference of clamp with fuel supply line is NOT present after correctly positioning the clamp

• Continue to Section I

Section I – Inspect Fuel Supply Line



⇐ Inspect fuel supply line for any damage to the fuel supply line <circle>

- If fuel supply line shows any damage, **continue to Section J**
- If fuel supply line DOES NOT show any damage, **continue to Section K**

Section J – Replace Damaged Fuel Supply Line



WARNING:

Prior to starting work on fuel system remove key from ignition and remove fuse to prevent activation of fuel pump

- ⇐ With key OFF and removed from the ignition, open left instrument panel side cover and remove blue 15 amp fuse S28 <arrow>



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 Schrader valve. Observe rules for cleanliness

- Remove engine cover

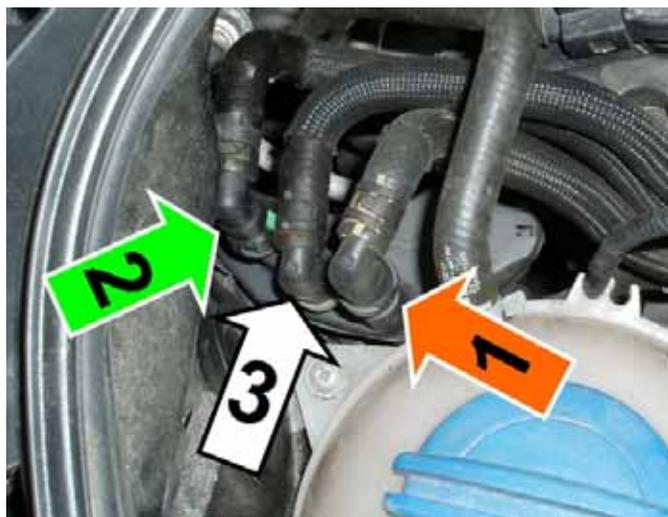
- ⇐ Remove cap for Schrader valve <arrow> located at the end of the fuel rail



- ⇐ Relieve fuel system pressure by pressing on Schrader valve <arrow> and place shop cloth over valve to capture residual fuel



⇐ Reinstall cap for Schrader valve <arrow> located at the end of the fuel rail



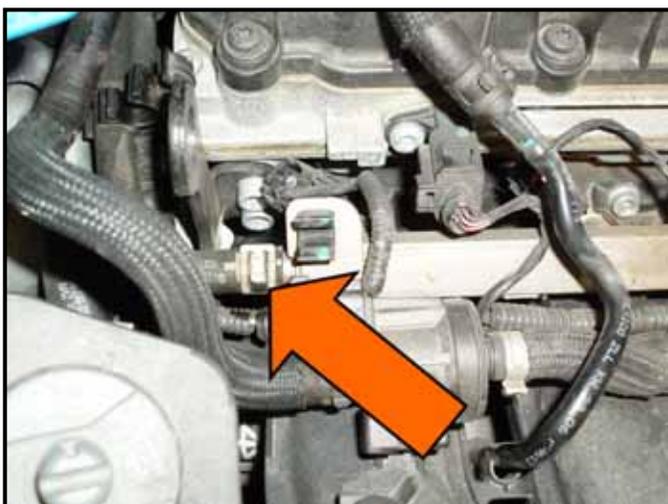
⇐ Disconnect hoses <arrows 1, 2, and 3>

- 1 = Fuel supply hose
- 2 = Green EVAP hose
- 3 = White EVAP hose

- Disengage the three hoses from their brackets and carefully move them out of the way



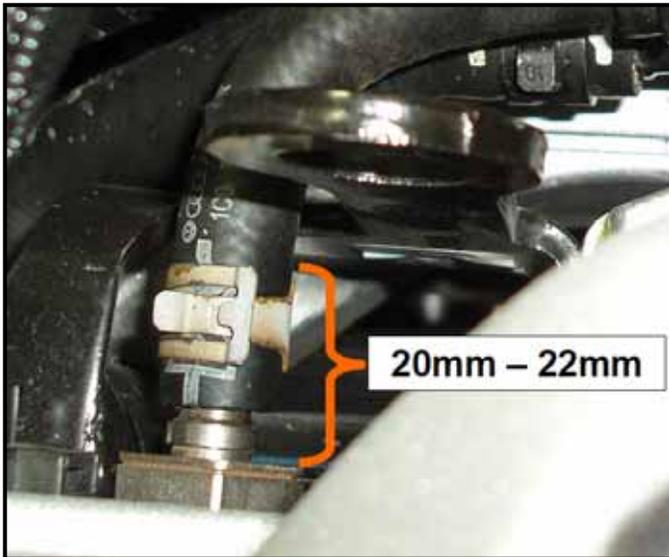
Tip: Disconnecting EVAP hoses allows easier access to the fuel supply line



- Loosen or remove clamp <arrow> from fuel supply line and remove line from fuel rail



Tip: If power steering clamp must be repositioned (Section H), it is O.K. to do this once the lines are out of the way



- Install new fuel supply line (1C0 133 986 AN) onto fuel rail

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



- Reengage the three hoses into their brackets and route them correctly for installation
- ⇐ Install new fuel supply hose <arrow 1> into position and reinstall EVAP hoses <arrows 2 and 3> onto their correct color coded connections

1 = Fuel supply hose
 2 = Green EVAP hose
 3 = White EVAP hose



- ⇐ Reinstall blue 15 amp fuse S28 <arrow> and close instrument panel side cover

- Start vehicle to ensure fuel system is totally sealed
- Visually inspect both ends of fuel supply line connections for proper sealing
- Position engine cover correctly into fastening points and push in by hand

• **Continue to Section K**

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP010 000

Section K – Applying the Campaign Label

- If necessary, open hood
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label
- Close hood
- **Continue to Section L**

Section L – Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local/provincial requirements

WORK IS COMPLETE (for criteria 02 vehicles)