



VOLKSWAGEN DEALERSHIP COMMUNICATION - USA

Date: November 2011

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

Subject: Voluntary Equipment Safety Recall **26G9**

2011- 2012 MY Volkswagen Jetta Sedan (6th Generation)

Vehicles with Volkswagen Accessory Stainless Steel Exhaust Tips

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Voluntary Equipment Safety Recall 26G9

Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U) installed on some 2011-2012 model year Volkswagen Jetta sedan (6th Generation) vehicles

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.

As announced in September, Volkswagen has notified the NHTSA of an voluntary equipment safety recall affecting some 2011-2012 model year Jetta sedan (6th Generation) vehicles with Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U).

- This recall, code 26G9, is in addition to safety recall code 26G8.
- Recall 26G9 is for Volkswagen accessory stainless steel exhaust tips, part number (1K0 071 910 U), that were available for sale at and installed by Volkswagen dealers on 2011-2012 model year Jetta sedan (6th generation) vehicles.
- Recall 26G8 is for Volkswagen accessory stainless steel exhaust tips, part number (1K0 071 910 U), that were installed at the ports on 2011-2012 model year Jetta sedan (6th generation) vehicles.

Problem Description: When installed on certain 2011-2012 Jetta sedan (6th Generation) vehicles, the Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U) can extend beyond the original length of the factory-installed exhaust pipes. Due to the extra length added by the accessory exhaust tips, there is an increased risk of being burned.

Corrective Action: Dealers will inspect affected vehicles to determine if they have Volkswagen accessory stainless steel exhaust tips. As necessary, replacement exhaust tips will be installed. This work will be performed for customers free of charge.

What should dealers do?

- Dealers should check their inventory to see if they have installed this accessory on any 2011-2012 Jetta sedan. Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the exhaust tips have been replaced under this recall. **Dealers should note that Jetta GLI vehicles come equipped with factory-installed exhaust tips, and are NOT INCLUDED IN THIS RECALL.**

- If dealers have installed these accessory exhaust tips on affected inventory vehicles, the exhaust tips must be replaced prior to the vehicle's sale or lease.
- Dealers were sent a special notice in September with instructions on how to handle any affected accessory exhaust tip part kits remaining in dealer inventory.

Customer Mailing: Customer notification will take place on or about November 29, 2011. At that time, Volkswagen will notify all potentially affected customers of 2011-2012 Jetta sedan (6th Generation) vehicles and request that they check to see if the affected accessory exhaust tips are installed on their vehicle.

- Customers who have these exhaust tips on their vehicle will be instructed to make an appointment with their authorized Volkswagen dealer for the recall repair.
- Customers who do not have these exhaust tips on their vehicle will be asked to return a postage-paid postcard to let Volkswagen know their vehicle is unaffected.
- Customers who are unsure if their vehicle has these exhaust tips, or who prefer to have their dealer conduct the inspection, are advised to make an appointment with their authorized Volkswagen dealer to have this work performed.

Code Visibility Date: The campaign code will be made visible on or about December 2, 2011.

Parts Return Requirement: Removed exhaust tips MUST be returned using the existing parts return process. Dealers will be debited for unreturned exhaust tips.

Allocation List Release Date: Customer vehicle allocation lists will be available under My Dealership Reports on the VW Hub prior to customer notification.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance