

## 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

Code: 26G8

Subject: 2011-2012 Jetta Sedan (6<sup>th</sup> Generation)  
Accessory Exhaust Tips

UNITED STATES ONLY

September 13, 2011

### Problem Description

On some 2011-2012 Jetta sedan (6<sup>th</sup> Generation) vehicles with port-installed Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U), the exhaust tips 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 must remove the port-installed exhaust tips from affected inventory vehicles. **Dealers should note that Jetta GLI vehicles are NOT INCLUDED IN THIS RECALL.**

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

3VW\_\_ \_\_ AJ\_BM006388 – 3VW\_\_ \_\_ AJ\_CM308466

Production Date: October 27, 2010 - July 23, 2011

**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 List of Affected Inventory Vehicles

The affected inventory vehicles will be identified on a dealer's VIM report with the campaign code **26G8**. All dealers are asked to check their VIM report to see if they have any in-stock vehicles affected by this recall and associated mandatory stop-sale. Only dealers with affected vehicles will find cars tagged with the **26G8** on their VIM report.

### Parts Information and Allocation

No parts are being replaced. If a steel exhaust tip is present, it is removed. Volkswagen will issue dealers a credit for the cost of these exhaust tips, and will rebill the dealer for each affected vehicle minus the cost of this accessory. Additionally, in the next few days dealers will automatically receive a replacement Monroney label for each affected vehicle.

### Owner Notification Mailing

In November 2011, customer mailing will take place.

### Mandatory Stop-Sale

There is a mandatory stop-sale order on inventory vehicles affected by this recall.

- If you have an affected vehicle, **DO NOT** sell, lease, or dealer trade it until the exhaust tips have been removed. If you are using an affected vehicle as a demo, discontinue doing so immediately until the exhaust tips have been removed.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade until the exhaust tips have been removed.

### 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.**

### 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.vwclub.com](http://www.vwclub.com).

### 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

Check ElsaWeb to determine if this campaign is open.

**Service No.:** 26G8  
**Damage Code:** 0099

### Parts Manufacturer

**Removed part:** Use vendor code **TX2**.

Unsold vehicle = **7 X9**

Sold vehicle = **7 X1**

### Accounting Instructions

**Criteria 01** – Inventory vehicle only – remove accessory exhaust tips.

**Repair operation:** 2634 21 99 10 T.U.

*There is NO reimbursement for Vehicle Wash or Loaner*

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### If customer refused repairs

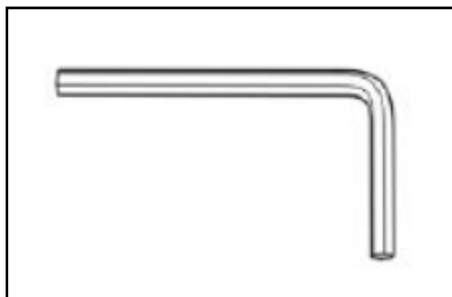
Fax the Repair Order to the warranty team at (248) 754-6533. Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

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

### Required Parts:

No parts available at this time. Procedure is for component removal only.

### Required Tools:



- 4mm hex key



- Safety glasses



- Work gloves

## Work Procedure:



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



### Section A – Exhaust Tip Inspection



Note: *Jetta GLI vehicles are **NOT INCLUDED IN THIS RECALL.***

- ⇐ Inspect for presence of chrome exhaust tips <arrows>
- If chrome exhaust tips <arrows> are present, continue to Section B to remove exhaust tips
- If chrome exhaust tips <arrows> are NOT present, continue to Section C to install campaign label

### Section B – Exhaust Tip Removal



**WARNING:**  
Hot exhaust pipes and components can cause serious burns. Always allow exhaust components to cool in order to prevent burns



**WARNING:**  
Always wear protective gear such as safety glasses and work gloves



- ⇐ Using a 4mm hex key, remove all three set screws from both exhaust tips, then remove exhaust tips from vehicle
- Continue to Section C

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

## Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open hood
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood

### Parts Return/Disposal

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

**ALL WORK IS COMPLETE**