



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA

Date: October 3, 2011

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

Subject: Mandatory Stop-Sale Order and Upcoming Voluntary Safety Recall 23J9

2009-2012 MY Volkswagen Jetta (5th and 6th Generation) and Jetta SportWagen and
2010-2012 MY Volkswagen Golf

Diesel Fuel Injection Lines on Vehicles Equipped with a 2.0L TDI Common Rail Diesel Engine /
Clean Diesel Engine (Engine Codes CJAA and CBEA)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

MANDATORY STOP-SALE ORDER and Upcoming Voluntary Safety Recall 23J9

Effective immediately, certain vehicles equipped with a 2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine in dealer inventory are under a mandatory stop-sale order as per the instructions in this letter.

DO NOT SELL, LEASE, OR DEALER TRADE ANY OF THESE 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.

Volkswagen has notified the NHTSA of an upcoming voluntary safety recall affecting some 2009-2012 MY Jetta (5th and 6th Generation) and Jetta SportWagen vehicles, as well as some 2010-2012 MY Golf vehicles equipped with a 2.0L TDI common rail diesel engine / clean diesel engine. Volkswagen has identified approximately 8,161 affected vehicles in dealer inventory, and effective immediately, these vehicles are under a mandatory stop-sale order.

Affected vehicles will be identified on a dealer's VIM report with the campaign code **23J9**.

Problem Description: In U.S. specific application of the 2.0L TDI Common Rail Diesel engine/ Clean Diesel engine (engine codes CJAA and CBEA; emissions related de-NOx and de-SOx regeneration cycles) the fuel injection pulses could coincide with the natural frequency of the injector line #2 in specific load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts (based on the statistic spread of line strength) cannot withstand over lifetime.

As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods which were installed in vehicles during the following production months: December 2008, January-February 2009, April 2010 and October-December 2010. Injector lines using this material exhibit a significantly higher failure rate.

Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

Volkswagen is not aware on any fire, crash or injury caused by this issue.

Corrective Action: Affected vehicles will have vibration dampeners installed on all four fuel injection lines. A small number of vehicles will also have the #2 fuel injection line replaced.

What should dealers do?

- On October 4, 2011, the affected inventory vehicles will appear on dealer VIM reports with the recall code **23J9**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this recall and mandatory stop sale.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Parts Allocation: Currently, a very limited supply of repair parts is available, and an initial parts allocation will be sent to dealers this week. These parts should be used to address customer vehicles that are “car down” situations, and should also be used to repair a customer vehicle if the customer has indicated they are concerned about driving their vehicle before the campaign repair has been made. If parts are not available, dealers should help arrange alternative transportation (i.e.: loaner vehicles) for these customers, and give priority to the vehicle repair once parts are available. These parts can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers. Additional parts allocations will be made as parts supplies increase.

Customer Mailing: Depending on parts availability, customer notification is anticipated to take place in November 2011.

Code Visibility Date: The campaign code will be made visible on affected inventory vehicles on or about October 4, 2011. We anticipate the campaign code will be made visible on affected customer vehicles in November 2011, as soon as parts supply permits.

Allocation List Release Date: Once adequate parts supply is on hand, we will make allocation lists 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. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance