



Frequently Asked Questions (FAQ) **UNITED STATES** Voluntary Safety Recall 26G9

SUMMARY

- **Campaign Code:** 26G9
- **Launch Date:** Anticipated November 2011
- **Code Visibility Date:** Anticipated November 2011
- **Customer Notification Date:** Anticipated November 2011
- **Circular Release Date:** Anticipated November 2011
- **Allocation List Release Date:** Anticipated November 2011

- **Affected Vehicles:** 2011-2012 model year Volkswagen Jetta sedan (6th Generation) with dealer-installed Volkswagen accessory stainless steel exhaust tips, part number 1K0 071 910 U.
Number of Vehicles Affected:
USA: up to 3,505 out of all vehicles that will be notified

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.

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.

What is the difference between the recently-announced safety recall 26G8 and this new recall code 26G9?

- This new recall, code 26G9, is in addition to the recently-announced 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.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. However, customers should remain aware that, if they have these accessory stainless steel exhaust tips installed on their vehicle, there is an increased risk of being burned after the vehicle has been driven. Care should be taken to avoid coming into contact with the exhaust tips until they can be removed or replaced under this 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.

How can dealers assist customers who indicate that they are concerned about driving their vehicle before the repair is made?

Dealers who have concerned customers should inform those customers that the existing Volkswagen exhaust tips can be removed from their vehicle until replacement parts are available. This work should be done at no cost to customers. Contact Warranty for claiming instructions if you remove exhaust tips at a customer's request.

Is a loaner vehicle being covered under this action?

No.

Is towing being covered under this action?

No.

What is the customer notification plan?

Customer notification is based on anticipated parts availability, and is anticipated to take place in November 2011.

If a dealer has installed the affected Volkswagen accessory exhaust tips on a 2011 or 2012 Jetta sedan and that vehicle is still in inventory, what should they do?

Dealers who have installed the affected Volkswagen accessory exhaust tips on any 2011 or 2012 Jetta sedan that is still in inventory should remove these tips prior to offering the vehicle for retail sale or lease, and before using the vehicle as a demonstrator or loaner.

What about Jetta GLI vehicles? These have exhaust tips.

Jetta GLI vehicles are NOT part of this recall because they have factory-installed exhaust tips that are not affected by this recall. Dealer should pay close attention when removing exhaust tips from inventory vehicles to ensure they are not performing this work on Jetta GLI vehicles.

What should dealers do if they have any of these affected stainless steel exhaust tips in inventory?

Dealers will receive a special notice with instructions on how to handle any affected accessory exhaust tip part kits remaining in dealer inventory.

Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. 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.

- Because the affected exhaust tips can be removed prior to retail sale or lease, dealers are expected to quickly review their inventory and remove any affected parts that they may have installed from all 2011-2012 Jetta sedans in dealer inventory. No floor planning allowances will be paid under this recall.

What is the part number affected by this recall?

The part number affected by this recall is 1K0 071 910 U. This is the Volkswagen accessory stainless steel exhaust tip set that was available as a port-installed accessory, and also as a dealer-installed accessory. The recall for this part as a port-installed accessory is addressed under code **26G8**.

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What if a customer has aftermarket (ie: non-Volkswagen accessory) exhaust tips installed on their vehicle?

Aftermarket exhaust tips are ***not*** included in this recall.

The only part number affected by this recall is 1K0 071 910 U. This is the Volkswagen accessory stainless steel exhaust tip set that was available as a port-installed accessory, and also as a dealer-installed accessory.

If a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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