

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: 26G9

Subject: **2011-2012 Jetta Sedan (6th Generation)**
Accessory Exhaust Tips

UNITED STATES ONLY

November 29, 2011

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

Affected vehicles will be inspected to determine if they have Volkswagen accessory stainless steel exhaust tips. As necessary, replacement stainless steel exhaust tips will be installed.

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 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_BM000043 - 3VW__ _AJ_CM318427

Production date: March 18, 2011 – August 22, 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 Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about December 02, 2011. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Parts will be allocated 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. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about November 30, 2011 the customer mailing will take place. A sample copy of the owner letter is enclosed.

EXHAUST TIPS MANDATORY PARTS RETURN

Removed exhaust tips **MUST** be returned. Use the existing parts return process. The SAGA system will generate a part request bar code for the 26G9 campaign. Dealers will be debited for unreturned exhaust tips.

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.vwhub.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.: 26G9
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code TX2

***Causal Indicator: Select exhaust tips as causal part when replaced**

Unsold vehicle = 7 X9

Sold vehicle = 7 X1

Accounting Instructions

Criteria AJ

Inspect for stainless steel exhaust tips, if NOT present, no further work required

Repair operation: 0183 00 99 10 T.U.

OR

Inspect for stainless steel exhaust tips, if present, Replace existing stainless steel exhaust tips with updated shorter version

Repair operation: 2634 19 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 071 911B	Stainless Steel Exhaust Tip Kit (contains two exhaust tips)

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.

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Equipment Safety Recall 26G9/V4
Volkswagen Accessory Stainless Steel Exhaust Tips
2011-2012 Model Year Volkswagen Jetta Sedan (6th Generation)**

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 2011-2012 model year Volkswagen Jetta sedan (6th Generation) vehicles that could have been equipped with Volkswagen accessory stainless steel exhaust tips. Our records show that you are the owner of a vehicle that could potentially be equipped with these stainless steel accessory exhaust tips.

What Is The Problem?

On some 2011-2012 Jetta sedan (6th Generation) vehicles with 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, however please remain aware that, if your vehicle has the Volkswagen accessory stainless steel exhaust tips affected by this recall, there is an increased risk of being burned by the hot exhaust tips 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.

What Will Volkswagen Do?

The stainless steel accessory exhaust tips (part number 1K0 071 910 U) affected by this recall were sold and installed on 2011-2012 model year Jetta vehicles after the vehicle's original retail sale. Because of this, Volkswagen is notifying all potentially affected owners and asking them to inspect their vehicle to determine if these accessory stainless steel exhaust tips are installed on their vehicle's exhaust pipes.

- If an affected vehicle has the accessory exhaust tips, dealers will install replacement accessory stainless steel exhaust tips. This work will be performed free of charge.
- Vehicles without accessory stainless steel exhaust tips are not affected by this recall.

What We Would Like You to Do

Please take a moment to inspect the exhaust pipes on your vehicle to determine if accessory exhaust tips are present.



If your vehicle has accessory exhaust tips attached to the exhaust pipes with setscrews (as shown in this picture), please contact your authorized Volkswagen dealer to schedule a recall repair appointment without delay.

This work will only take a few minutes, and will be performed 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.



If your vehicle has *only* factory exhaust pipes (as shown in this picture), no recall repair is needed.

Please let us know by signing and returning the enclosed postcard so we can update our records. Once we have received your postcard, you will be removed from any future mailings concerning this recall.

If you are unable to determine if your vehicle has accessory exhaust tips, or if you would prefer not to do the inspection yourself, please contact your authorized Volkswagen dealer to schedule an appointment. The inspection and recall repair (if needed) will be performed free of charge.

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 the condition 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 (26G9/V4)
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!

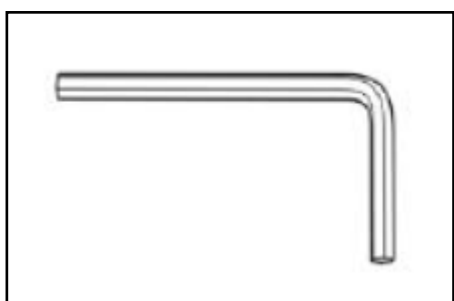
Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure, contact Warranty

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 071 911B	Stainless Steel Exhaust Tip Kit (contains two exhaust tips)

Required Tools:

- 3mm hex key & 4mm hex key or equivalent



- Safety glasses



- Work gloves

Work Procedure:



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

Section A – Obtain Correct Criteria for Repair (all vehicles)

Applicable Criteria ID (s)	Campaign/Action Status
03	Open

EXAMPLE

Green arrow 1 points to '03' in the 'Applicable Criteria ID (s)' column.
Green arrow 2 points to 'Open' in the 'Campaign/Action Status' column.

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen



Tip: On the date of repair, print this screen and keep a copy with the repair order

- ← Ensure that the Status is “Open” <arrow 2>
- ← Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated, **continue to section B**

Section B – Exhaust Tip Inspection



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

- ← Inspect for presence of VW accessory exhaust tips <arrows>
- If VW accessory exhaust tips <arrows> are present, **continue to Section C to remove exhaust tips**
- If VW accessory exhaust tips <arrows> are NOT present, **continue to Section E to install campaign label**



Section C – 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 D**

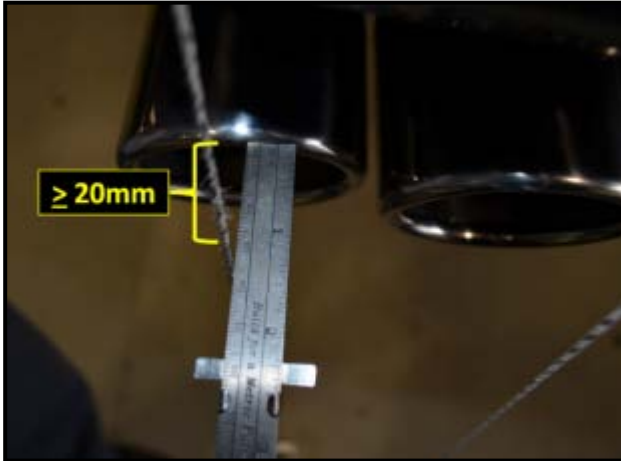


Section D – New Exhaust Tip Installation

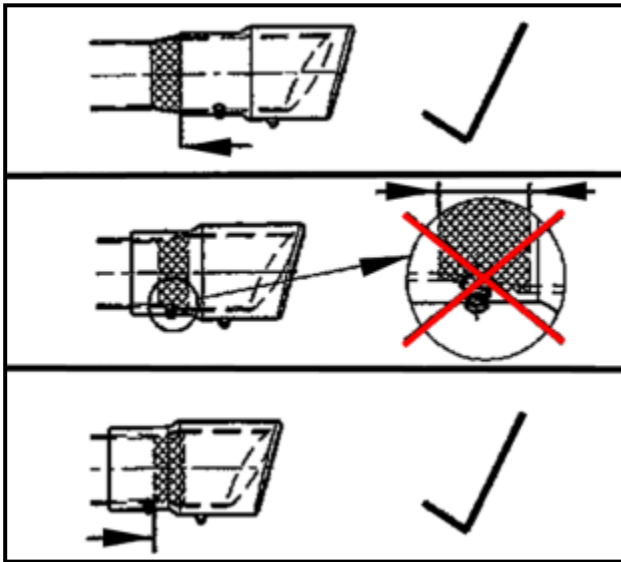
- ⇐ Mount two strings weighted on one end centered over each exhaust pipe <as shown>




- ⇐ Obtain new exhaust tips (5C5 071 911B) and remove screws from tips
- Select correct length screw for the application
- ⇐ Apply approximately one drop of blue (medium strength) locking compound (shop supply) to each screw, then reinsert into new exhaust tips



⇐ Install new exhaust tips onto exhaust pipes so that each tip is $\geq 20\text{mm}$ from the string



 Tip: Ensure that screws are NOT positioned over flared portion of exhaust (see drawing on left)



⇐ Starting with the rearward most screw <as shown>, tighten each of three screws on both exhaust tips to 2.5Nm using a 3mm hex key, or equivalent

- Remove strings from vehicle bumper

Continue to Section E

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

Section E – Campaign Completion Label

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, **continue to section F for part return process**

Section F - Parts Return Process

Exhaust tips must be returned

- Use the existing parts return process
- The SAGA system **will** generate a bar code and part return sheets for the 26G9 campaign
- Include all pages of the part return sheets with exhaust tips when shipping the items to Volkswagen

ALL WORK IS COMPLETE