

## 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

## REVISION

### Code: 26G8

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

**UNITED STATES ONLY**

December 15, 2011

### Revision Summary

**SAGA sheet updated. Criteria statements modified.**

### 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

Depending on the criteria shown in ElsaWeb the repair will be as follows:

- Criteria 01 - Remove port-installed exhaust tips from inventory vehicles
- Criteria 02 - Replace existing port-installed Volkswagen accessory stainless steel exhaust tips with new tips that are of the correct length.
- Criteria 03 – Install new exhaust tips

**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.

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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

Affected vehicles will appear on dealer VIM reports with the recall code **26G8**. Dealers should check their VIM report to see

if they have any in-stock vehicles affected by this recall. 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.

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](mailto: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. Sample copies of the owner letters are enclosed.

### MANDATORY PARTS RETURN

**Removed exhaust tips MUST be returned as a set to the third party return facility.** Use the existing parts return process and FedEx shipping label with the return facility address. For **Criteria 02 vehicles only** the SAGA system will generate a part request bar code for the 26G8 campaign.

Requested parts will be shipped to:  
VW Accessory Exhaust Tip Returns  
c/o Mann Metals Corp  
1011 Decker Road  
Walled Lake, MI. 48390

Requests not received within part return policies are subject to claim cancellation.

### 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.vw.com](http://www.vw.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

**\*Causal Indicator: Select exhaust tips as causal indicator**

Unsold vehicle = 7 X9

Sold vehicle = 7 X1

#### **Accounting Instructions**

**Criteria 01 – Remove port-installed exhaust tips – Volkswagen issued dealers credit for the cost of this accessory in September 2011**

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

**OR**

**Criteria 02 – Port installed exhaust tips still present – remove port-installed exhaust tips and replace with stainless steel exhaust tips**

**Repair operation: 2634 19 99 50 T.U.**

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

**OR**

**Criteria 03 – Port-installed exhaust tips already removed - Install stainless steel exhaust tips**

**Repair operation: 2634 23 99 40 T.U.**

<b><u>Quantity</u></b>	<b><u>Part Number</u></b>	<b><u>Part Description</u></b>
1	5C5 071 911 B	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.

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Safety Recall 26G8/U3 – Port-Installed Volkswagen Accessory Stainless Steel Exhaust Tips (Part Number 1K0 071 910 U)**

**2011-2012 Model Year Volkswagen Jetta Sedan (6<sup>th</sup> 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 (6<sup>th</sup> Generation) vehicles that are equipped with port-installed Volkswagen accessory stainless steel exhaust tips. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

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 by hot exhaust tips.

### **Precautions You Should Take**

Affected vehicles can continue to be driven as usual, however please remain aware that, if your vehicle has the port-installed 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?**

Dealers will inspect affected vehicles to determine if Volkswagen accessory stainless steel exhaust tips (part number 1K0 071 910 U) are installed on the vehicle. If so, dealers will install replacement accessory stainless steel exhaust tips. This work will be performed free of charge.

### **What We Would Like You to Do**

Please contact your authorized Volkswagen dealer to schedule a repair appointment for your vehicle without delay. This repair will only take a few minutes, and will be 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.

### **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 (26G8/U3)  
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](http://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

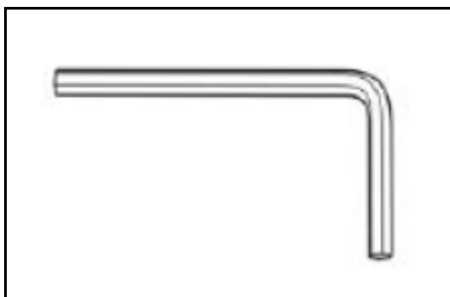
If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group Compliance/Recall Assistance

**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**

- 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


### Section B – Exhaust Tip Inspection/Removal (Criteria 01, 02 vehicles ONLY)

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



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

### Section C – Exhaust Tip Removal (Criteria 01, 02 vehicles ONLY)

 **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
- **Criteria 01 vehicles Continue to Section E**
- **Criteria 02 vehicles Continue to Section D**



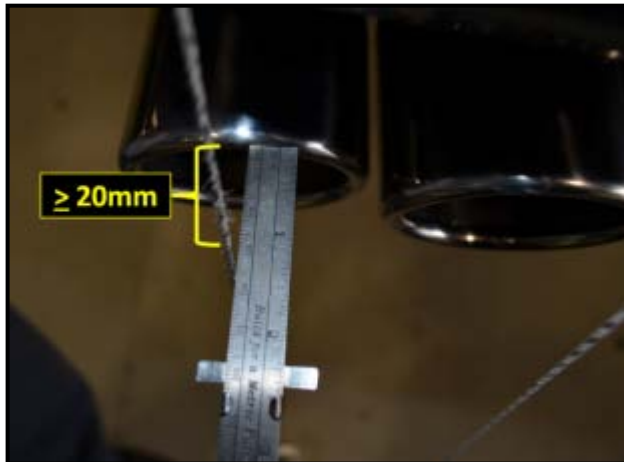
**Section D – New Exhaust Tip Installation  
(Criteria 02, 03 vehicles ONLY)**

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

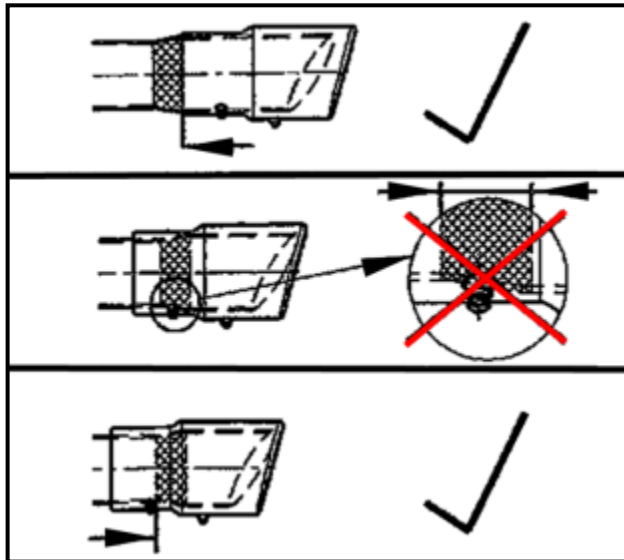


- ⇐ Obtain new exhaust tips (5C5 071 911B) and remove screws from tips
- Select correct length screw for the application
- ⇐ Apply approximately one drop of blue (medium strength) locking compound (shop supply) to each screw, then reinsert into new exhaust tips





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



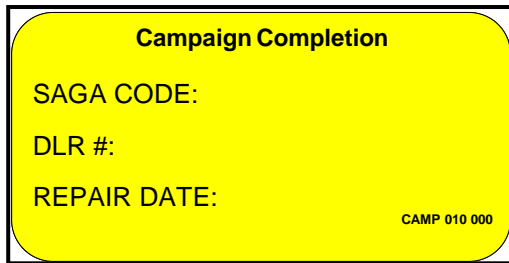
⚠ Note: Ensure that screws are NOT positioned over flared portion of exhaust (see drawing on left).



⇐ 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**



## 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 Criteria 02**

**-OR-**

**continue to Section G for Criteria 01**

## Section F - Parts Return Process (Criteria 02 Vehicles Only)

**Removed exhaust tips MUST be returned as a set to the third party return facility.** Use the existing parts return process and FedEx shipping label with the return facility address. For **Criteria 02 vehicles only** the SAGA system will generate a part request bar code for the 26G8 campaign.

Requested parts will be shipped to:  
VW Accessory Exhaust Tip Returns  
c/o Mann Metals Corp  
1011 Decker Road  
Walled Lake, MI. 48390

Requests not received within part return policies are subject to claim cancellation.

## Section G - Parts Return/Disposal (Criteria 01 Vehicles Only)

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

**ALL WORK IS COMPLETE**