

## 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



Audi

# Safety Recall

Code: 23J8

Subject: 2010-2012 Model Year A3  
Diesel Fuel Injection Lines

## REVISION

November 9, 2011

### Revision Summary

- Front matter revised to reflect customer mailing
- Customer letters added
- Added note in SAGA claiming instructions and updated T.U.'s for criteria 01
- VIN ranges updated

### Problem Description

In U.S. specific application modes<sup>1</sup> 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 its 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, October 2009, March-April 2010 and September-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.

### Corrective Action

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

### 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.

##### 2010-2012 A3

WAU\_\_\_ FM\_AA044013 - WAU\_\_\_ FM\_CA056777

Production date: September 2009 – September 2011

#### CANADA

##### 2010-2012 A3

WAU\_\_\_ FM\_AA041826 – WAU\_\_\_ FM\_CA036449

Production date: September 2009 – September 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 AccessAudi on or about November 09, 2011. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Parts allocation will take place 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@audi.com](mailto:upperorderlimits@audi.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Owner Notification Mailing

On or about November 09, 2011, Audi will notify all known owners of affected vehicles by first class mail. Sample copies of the owner letters are enclosed.

### 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.**

### 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. **See SAGA Claiming Instructions on next page.**

<sup>1</sup> Canadian vehicles/engines are built identical to U.S. specification

## Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "23J8" campaign is open.

**Service No.: 23J8**  
**Damage Code: 0099**

### Parts Manufacturer

**Removed part:** Use vendor code **002**

Sold vehicle = 7 10  
Unsold vehicle = 7 90

### Accounting Instructions

**Criteria 01** – Inspect for dampers; dampers present, no further work required

**Repair operation:** 0183 00 99 1 (one) T.U.

**Note:** For purposes of closing out criteria 01 when dampers are present, no fuel injection line replacement needed. Claim one (01) T.U. only. This is claimed in conjunction with criteria 02. This only applies to vehicles that have criteria 01 and criteria 02.

-OR-

**Criteria 01** – Replace #2 Fuel Injection Line

**Repair operation:** 2330 19 99 15 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	03L 130 301 R	#2 Fuel Injection Line (Criteria 01)

-AND/OR-

**Criteria 02** – Inspect for dampers; dampers present, no further work required

**Repair operation:** 0183 00 99 20 T.U.

-OR-

**Criteria 02** – Inspect for dampers; dampers not present. Install vibration dampers on all four fuel injection lines

**Repair operation:** 2330 24 99 25 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4	03L 130 118	Vibration Damper (Criteria 02)

**Note:** Vehicles may have more than one criteria, ensure to complete and claim all applicable criteria

*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 (U.S) and (905) 428-4811 (CAN). 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 23J8/K5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2010-2012 Model Year Audi A3**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some Audi vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts 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. 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.

**Precautions You Should Take**

If you should smell fuel in your vehicle, please have the vehicle inspected by an authorized Audi dealer or qualified repair shop without delay.

**What Will Audi Do?**

To help prevent this issue from occurring, dealers will install vibration damper on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

**What We Would Like You to Do**

Please contact your authorized Audi dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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 Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.  
Attn: Customer Relations – Hills East (23J8/K5)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-253-2834*

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.audiusa.com](http://www.audiusa.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 your continued loyalty!

Sincerely,  
Audi Product Quality & Technical Service

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2011 Audi of America, LLC and Audi Canada. All Rights Reserved.

**Customer Letter Example (United States)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 23J8/K5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2010-2012 Model Year Audi A3**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some Audi vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts cannot withstand over lifetime. 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.

**Precautions You Should Take**

If you should smell fuel in your vehicle, please have the vehicle inspected by an authorized Audi dealer or qualified repair shop without delay.

**What Will Audi Do?**

To help prevent this issue from occurring, dealers will install vibration damper on all four fuel injection lines. This work will be performed for you free of charge.

**What We Would Like You to Do**

Please contact your authorized Audi dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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.

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Rochester Hills, MI 48309  
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**Customer Letter Example (Canada)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 23J8/K5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2010-2012 Model Year Audi A3**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some Audi vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts 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. 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.

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**What Will Audi Do?**

To help prevent this issue from occurring, dealers will install vibration damper on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

**What We Would Like You to Do**

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**Service Help from Us**

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*Audi Canada  
Attn: Customer Relations (23J8/K5)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-253-2834*

We also invite you to visit our website at [www.audi.ca](http://www.audi.ca) where you can check to see if this or any other action may be open on your vehicle.

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**Customer Letter Example (Canada)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

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2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2010-2012 Model Year Audi A3**

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Sincerely,

Audi Product Quality & Technical Service

If there are questions regarding the work procedure:

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

**Required Parts:**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	03L 130 301 R	#2 Fuel Injection Line (Criteria 01)
4	03L 130 118	Vibration Damper (Criteria 02)

**Required Tools:**

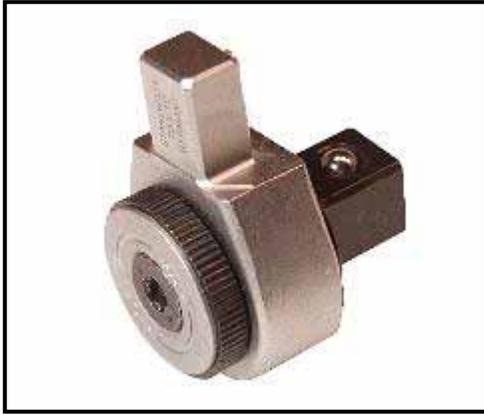


- T40055 – Socket (or equivalent)



- VAG 1331 – Torque Wrench 5-50Nm (or equivalent)

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Optional:

- VAG 1331/1 – Ratchet, reversible (or equivalent)

### Parts:



- 03L 130 118 – Fuel Line Damper



- 03L 130 301R - #2 Fuel Line (for Criteria 01 vehicles ONLY)

## Work Procedure:

### Section A – Remove Engine Cover



- Turn key off and remove key from ignition
- Open hood
- ⇐ Remove engine cover from the rear <as shown> by steadily and gently pulling up at each mounting point



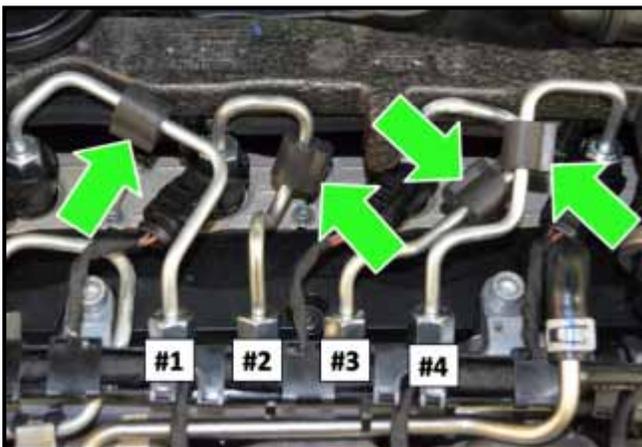
Note:

DO NOT remove engine cover by pulling from the front <as shown> as this will result in damage to engine cover that is not covered under this action



Tip:

Example of damaged engine cover <arrow> due to improper removal. This type of damage is not covered under this action



- If Dampers <arrows> are already installed, WORK COMPLETE
- If Dampers <arrows> are not installed, continue work procedure

**Criteria 01 Vehicles, Continue to Section B**  
**Criteria 02 Vehicles, Continue to Section C**

**Section B - Criteria 01 Vehicles Only:**

Applicable Criteria ID (s)	Campaign/Action Status
01, 02	Open

Green arrow 1 points to '01, 02' and green arrow 2 points to 'Open'.



**WARNING:**

- ◆ The fuel lines in the fuel system can become very hot (danger of scalding)!
- ◆ Wear protective eyewear, gloves and clothing during all work on the fuel system to prevent eye injuries and scalding
- ◆ The fuel system is under pressure! Before opening the system, place a cloth around the area and release pressure by carefully loosening the connection!



**Note:**

Perform this section ONLY to vehicles where "01" <arrow 1> is shown in the Applicable Criteria ID(s) and where "Open" <arrow 2> is shown in Campaign/Action Status under the Campaigns/Actions tab in ElsaWeb. Claims will be denied for repairs made to vehicles that are not labeled with Criteria 01

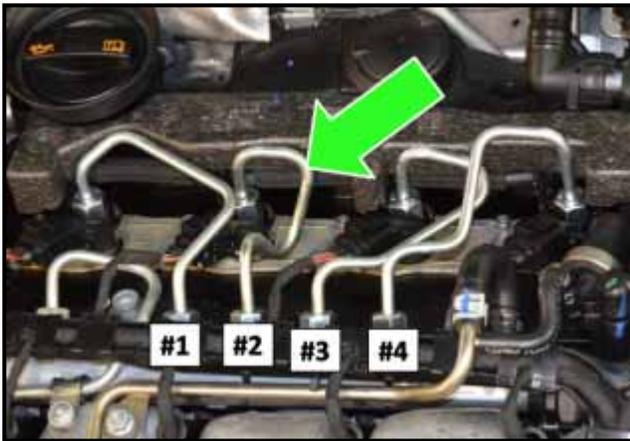


Tip: All vehicles will display Criteria 02



**Tip:**

It is not necessary to remove the foam strip located above the fuel lines. Removing the foam strip may result in damage to the foam strip that is not covered under this action



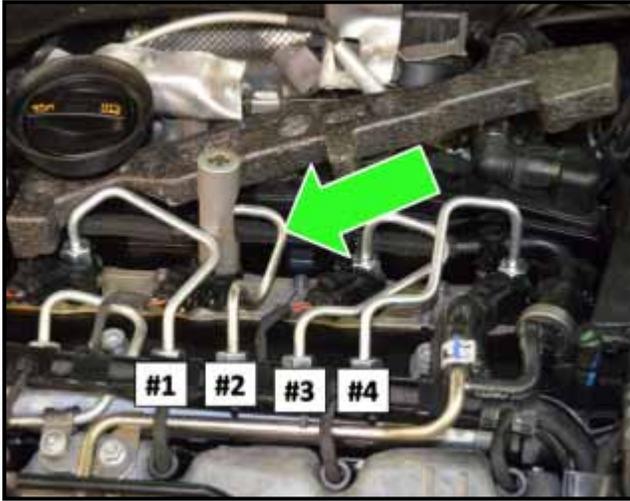
← Remove #2 fuel line by loosening the two union nuts using Special Tool T40055 or equivalent



**Tip:**

Use shop towel to capture residual fuel while removing fuel line

- Take the new #2 fuel injector line (03L 130 301R) out of the packaging and remove the plugs from each end
- ← Install the #2 line between the rail and injector immediately <arrow>
- Hand-tighten the union nuts for the #2 fuel injector line without using any tools and ensure the line is seated correctly and without tension



⇐ Gently lift the foam strip and tighten the union nuts for the #2 fuel line <arrow> to 28Nm using torque wrench <VAG 1331> equipped with socket <T40055> or equivalent

- Gently push foam strip back into position



Tip:

After replacing the #2 fuel line, it is normal to experience a one-time extended crank during engine startup

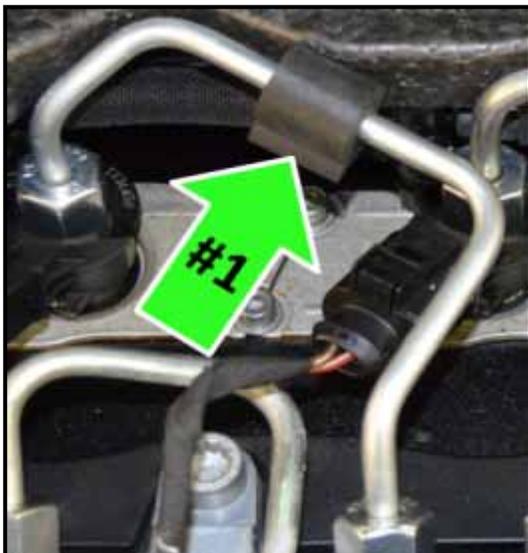
**Continue to Section C**

**Section C - 02 Vehicles only:**



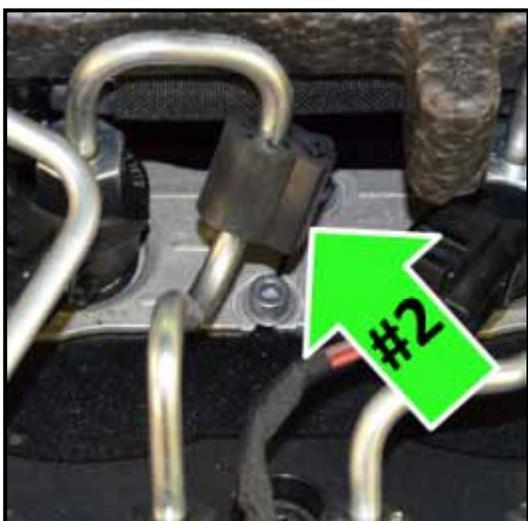
**WARNING:**

- ◆ The fuel lines in the fuel system can become very hot (danger of scalding)!
- ◆ Wear protective eyewear, gloves and clothing during all work on the fuel system to prevent eye injuries and scalding
- ◆ The fuel system is under pressure! Before opening the system, place a cloth around the area and release pressure by carefully loosening the connection!



⇐ Install fuel line Damper (03L 130 118) in the center of #1 fuel line as shown <arrow>

**!** Note:  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



⇐ Install fuel line Damper (03L 130 118) in the center of #2 fuel line as shown <arrow>

**!** Note:  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



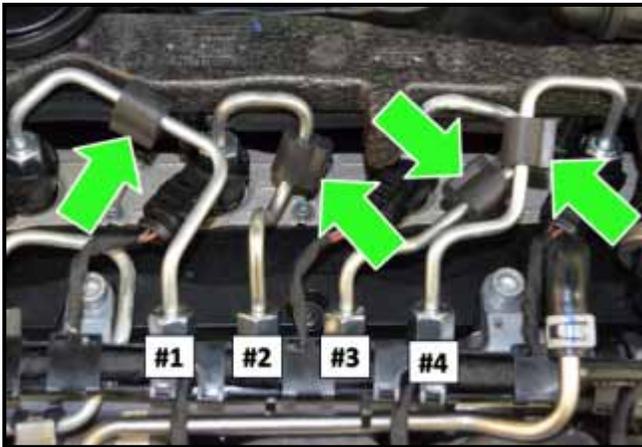
⇐ Install fuel line Damper (03L 130 118) in the center of #3 fuel line as shown <arrow>

**!** Note:  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



⇐ Install fuel line Damper (03L 130 118) in the center of #4 fuel line as shown <arrow>

**Note:**  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



**Tip:**  
Picture on left shows overview of each Damper located properly. Ensure dampers are located properly as shown <arrows>

- Reinstall engine cover
- Close hood

## WORK IS COMPLETE

### Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA

## IMPORTANT INFORMATION

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# Safety Recall

Code: 23J9

**Subject: 2009-2012 Model Year Jetta, Jetta Sportwagen (U.S.)/  
Golf Wagon (CAN)  
2010-2012 Model Year Golf  
Diesel Fuel Injection Lines**

## REVISION

November 9, 2011

### Revision Summary

- **Front matter revised to reflect customer mailing**
- **Customer letters added**
- **Added note in SAGA claiming instructions and updated T.U.'s for criteria 01.**

### Problem Description

In U.S. specific application modes<sup>1</sup> 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 its 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, October 2009, March-April 2010 and September-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.

### Corrective Action

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

### 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.**

2009-2012 Jetta/Jetta Sportwagen

3VW\_\_\_1K\_9M000027 - 3VW\_\_\_1K\_9M366373  
and

3VW\_\_\_AJ\_AM004684 - 3VW\_\_\_AJ\_CM630002

Production Date: May 2008 - September 2011

2010-2012 Golf

WVW\_\_\_AJ\_AW000338 - WVW\_\_\_AJ\_CW125131

Production Date: May 2009 - September 2011

### **Canada**

2009-2012 Jetta/Golf Wagon

3VW\_\_\_1K\_9M000152 - 3VW\_\_\_1K\_9M365695  
and

3VW\_\_\_AJ\_AM001241 - 3VW\_\_\_AJ\_CM630437

Production Date: May 2008 - September 2011

2010-2012 Golf

WVW\_\_\_AJ\_AW035682 - WVW\_\_\_AJ\_CW125261

Production Date: May 2009 - September 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 November 09, 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 09, 2011 the customer mailing will take place. Sample copies of the owner letters are enclosed.

### 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.**

<sup>1</sup> Canadian vehicles/engines are built identical to U.S. specification

### **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](http://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. **See Claiming Instructions on next page.**

## Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 23J9  
Damage Code: 0099

### Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

**Criteria 01** – Inspect for dampers; dampers present, no further work required

**Repair operation: 0183 00 99 1 (one) T.U.**

**Note: For purposes of closing out criteria 01 when dampers are present, no fuel injection line replacement needed. Claim one (01) T.U. only. This is claimed in conjunction with criteria 02. This only applies to vehicles that have criteria 01 and criteria 02.**

**-OR-**

**Criteria 01** – Replace #2 Fuel Injection Line

**Repair operation: 2330 19 99 15 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	03L 130 301 R	#2 Fuel Injection Line (Criteria 01)

**-AND/OR-**

**Criteria 02** – Inspect for dampers; dampers present, no further work required

**Repair operation: 0183 00 99 20 T.U.**

**-OR-**

**Criteria 02** – Inspect for dampers; dampers not present. Install vibration dampers on all four fuel injection lines

**Repair operation: 2330 24 99 25 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4	03L 130 118	Vibration Damper (Criteria 02)

**Note: Vehicles may have more than one criteria, ensure to complete and claim all applicable criteria**

***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 (U.S) and (905) 428-4811 (CAN). 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 23J9/V5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2009-2012 Model Year Volkswagen Jetta & Jetta SportWagen and  
2010-2012 Model Year Volkswagen Golf**

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 Volkswagen vehicles equipped with a 2.0L TDI common rail diesel engine/clean diesel engine. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Certain fuel injection pulses during catalyst and particle filter regeneration could coincide with the natural frequency of the #2 fuel injector line during specific engine load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts 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. 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.

**Precautions You Should Take**

If you should smell fuel in your vehicle, please have the vehicle inspected by an authorized Volkswagen dealer or qualified repair shop without delay.

**What Will Volkswagen Do?**

To help prevent this issue from occurring, dealers will install vibration dampers on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

**What We Would Like You to Do**

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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 (23J9/V5)  
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

**Customer Letter Example (United States)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 23J9/V5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2009-2012 Model Year Volkswagen Jetta & Jetta SportWagen and  
2010-2012 Model Year Volkswagen Golf**

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**What Is The Problem?**

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If you should smell fuel in your vehicle, please have the vehicle inspected by an authorized Volkswagen dealer or qualified repair shop without delay.

**What Will Volkswagen Do?**

To help prevent this issue from occurring, dealers will install vibration dampers on all four fuel injection lines. This work will be performed for you free of charge.

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Sincerely,

Volkswagen Product Compliance

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 23J9/V5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2009-2012 Model Year Volkswagen Jetta & Golf Wagon and  
2010-2012 Model Year Volkswagen Golf**

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**What Will Volkswagen Do?**

To help prevent this issue from occurring, dealers will install vibration dampers on all four fuel injection lines. The #2 diesel fuel injector line will also be replaced. This work will be performed for you free of charge.

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PO Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298

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Sincerely,

Volkswagen Product Compliance

**Customer Letter Example (Canada)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Safety Recall 23J9/V5  
2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine Fuel Injection Lines  
2009-2012 Model Year Volkswagen Jetta & Golf Wagon and  
2010-2012 Model Year Volkswagen Golf**

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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	03L 130 301 R	#2 Fuel Injection Line (Criteria 01)
4	03L 130 118	Vibration Damper (Criteria 02)
1	CAMP 010 000	Campaign Completion Label

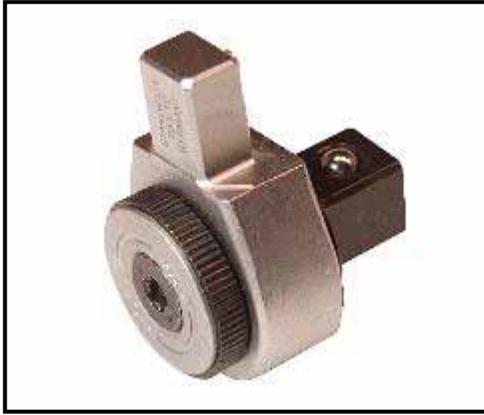
### Required Tools:



- T40055 – Socket (or equivalent)



- VAG 1331 – Torque Wrench 5-50Nm (or equivalent)



Optional:

- VAG 1331/1 – Ratchet, reversible (or equivalent)

Parts:



**03L 130 118**

- 03L 130 118 – Fuel Line Damper



**03L 130 301R**

- 03L 130 301R - #2 Fuel Line (for Criteria 01 vehicles ONLY)

**Work Procedure:**

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

**Section A – Remove Engine Cover**



- Turn key off and remove key from ignition
  - Open hood
- ⇐ Remove engine cover from the rear <as shown> by steadily and gently pulling up at each mounting point

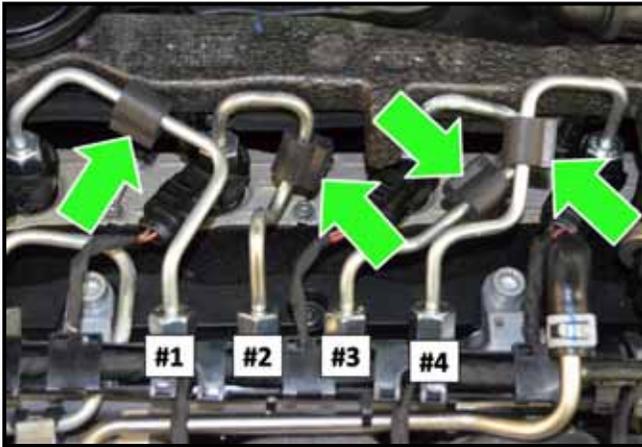


 Note:  
DO NOT remove engine cover by pulling from the front <as shown> as this will result in damage to engine cover that is not covered under this action



Tip:

Example of damaged engine cover <arrow> due to improper removal. This type of damage is not covered under this action



- If Dampers <arrows> are already installed, WORK COMPLETE
- If Dampers <arrows> are not installed, continue work procedure

**Criteria 01 Vehicles, Continue to Section B**  
**Criteria 02 Vehicles, Continue to Section C**

**Section B - Criteria 01 Vehicles Only:**

Applicable Criteria ID (s)	Campaign/Action Status
01, 02	Open

Green arrow 1 points to '01, 02' and green arrow 2 points to 'Open'.



**WARNING:**

- ◆ The fuel lines in the fuel system can become very hot (danger of scalding)!
- ◆ Wear protective eyewear, gloves and clothing during all work on the fuel system to prevent eye injuries and scalding
- ◆ The fuel system is under pressure! Before opening the system, place a cloth around the area and release pressure by carefully loosening the connection!



Note:

Perform this section ONLY to vehicles where "01" <arrow 1> is shown in the Applicable Criteria ID(s) and where "Open" <arrow 2> is shown in Campaign/Action Status under the Campaigns/Actions tab in ElsaWeb. Claims will be denied for repairs made to vehicles that are not labeled with Criteria 01



Tip: All vehicles will display Criteria 02



Tip:

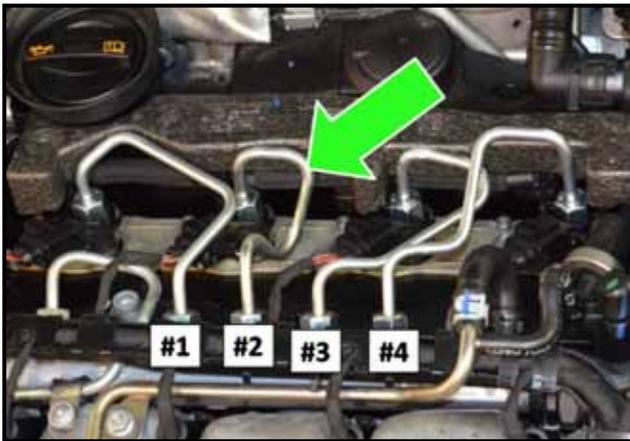
It is not necessary to remove the foam strip located above the fuel lines. Removing the foam strip may result in damage to the foam strip that is not covered under this action

- ⇐ Remove #2 fuel line by loosening the two union nuts using Special Tool T40055 or equivalent



Tip:

Use shop towel to capture residual fuel while removing fuel line



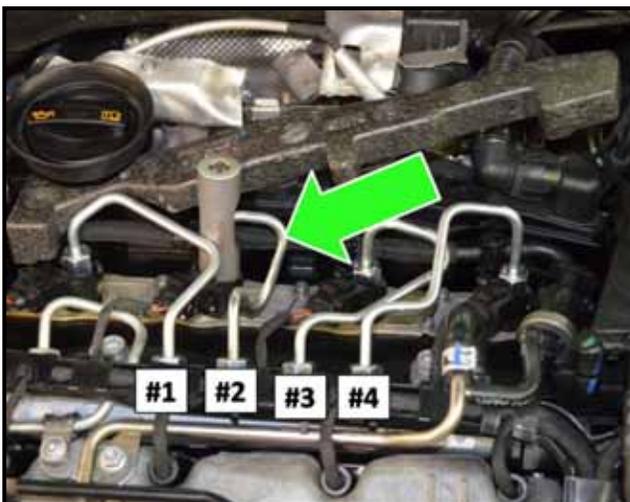
- Take the new #2 fuel injector line (03L 130 301R) out of the packaging and remove the plugs from each end

- ⇐ Install the #2 line between the rail and injector immediately <arrow>

- Hand-tighten the union nuts for the #2 fuel injector line without using any tools and ensure the line is seated correctly and without tension

- ⇐ Gently lift the foam strip and tighten the union nuts for the #2 fuel line <arrow> to 28Nm using torque wrench <VAG 1331> equipped with socket <T40055> or equivalent

- Gently push foam strip back into position





**Tip:**

After replacing the #2 fuel line, it is normal to experience a one-time extended crank during engine startup

**Continue to Section C**

**Section C - 02 Criteria Vehicles only:**



**WARNING:**

- ◆ The fuel lines in the fuel system can become very hot (danger of scalding)!
- ◆ Wear protective eyewear, gloves and clothing during all work on the fuel system to prevent eye injuries and scalding
- ◆ The fuel system is under pressure! Before opening the system, place a cloth around the area and release pressure by carefully loosening the connection!

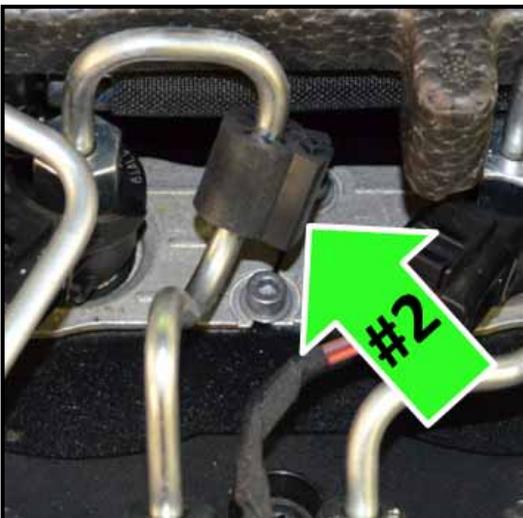


⇐ Install fuel line Damper (03L 130 118) in the center of #1 fuel line as shown <arrow>



**Note:**

It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



⇐ Install fuel line Damper (03L 130 118) in the center of #2 fuel line as shown <arrow>



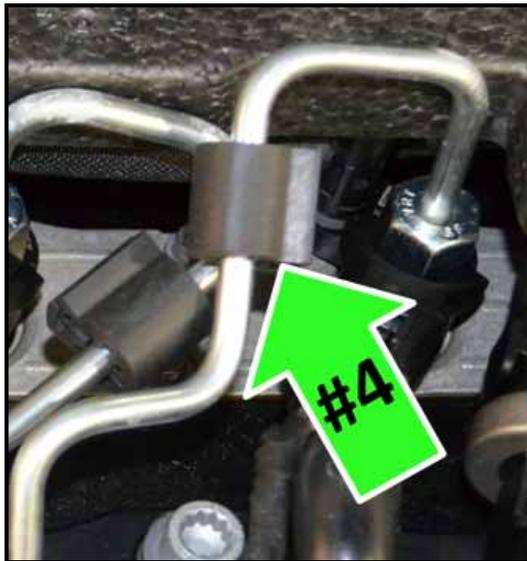
**Note:**

It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



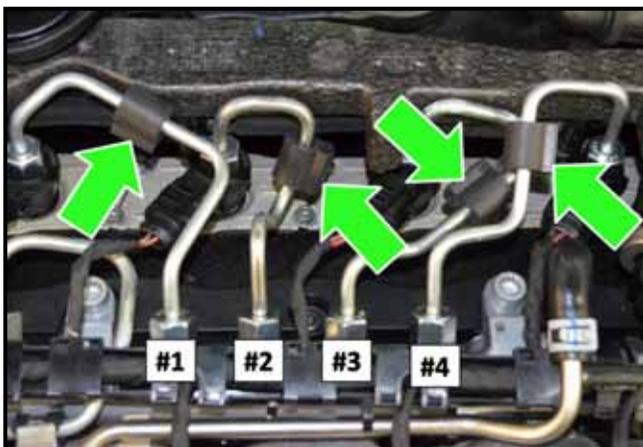
⇐ Install fuel line Damper (03L 130 118) in the center of #3 fuel line as shown <arrow>

**Note:**  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



⇐ Install fuel line Damper (03L 130 118) in the center of #4 fuel line as shown <arrow>

**Note:**  
It is critical that the Damper is placed in the center of fuel line in the area as shown <arrow>



**Tip:**  
Picture on left shows overview of each Damper located properly. Ensure dampers are located properly as shown <arrows>

- Reinstall engine cover

**Continue to Section D**

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

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

### Install Campaign Completion Label

- ⇐ 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 unless otherwise indicated and/or requested through SAGA

### ALL WORK IS COMPLETE