

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: 23J9

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

October 4 2011

Problem Description

In U.S. specific application modes¹ 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.

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.

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.*

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

U.S.A.

2009-2012 Jetta/Jetta Sportwagen
3VW___1K_9M000027 - 3VW___1K_9M366373
and
3VW___AJ_AM004684 - 3VW___AJ_CM634015
Production Date: May 2008 - September 2011
2010-2012 Golf
WVW___AJ_AW000338 - WVW___AJ_CW103700
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

- 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 Information and 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.

Owner Notification Mailing

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

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. **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 dampeners; dampeners present, no further work required

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

-OR-

Criteria 01 – Replace #2 Fuel Injection Line

Repair operation: 2330 19 99 50 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 dampeners; dampeners present, no further work required

Repair operation: 0183 00 99 20 T.U.

-OR-

Criteria 02 – Inspect for dampeners; dampeners not present. Install vibration dampeners 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 Dampener (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.

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 Dampener (Criteria 02)
1	CAMP 010 000	Campaign Completion Label

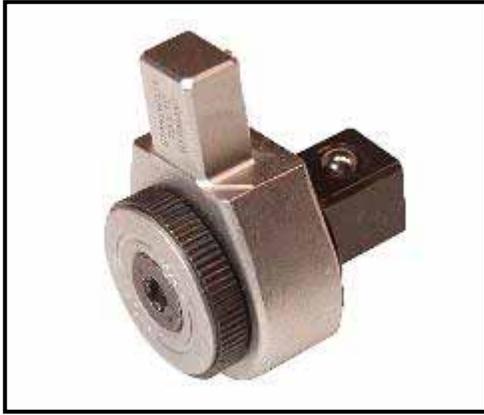
Required Tools:



- 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 Dampener



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



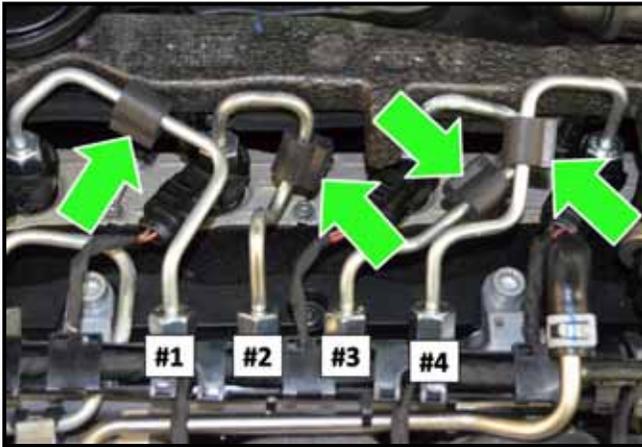
Note:

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 Dampeners <arrows> are already installed, WORK COMPLETE
- If Dampeners <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



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:

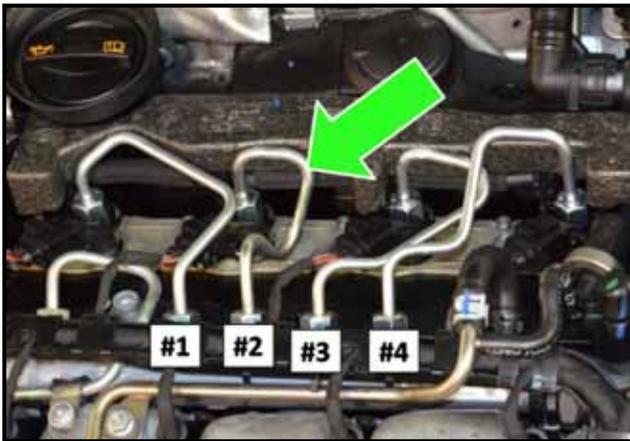
It is not necessary to remove the foam strip located above the fuel lines. Removing the foam strip may result in damage to the foam strip that is not covered under this action

⇐ 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



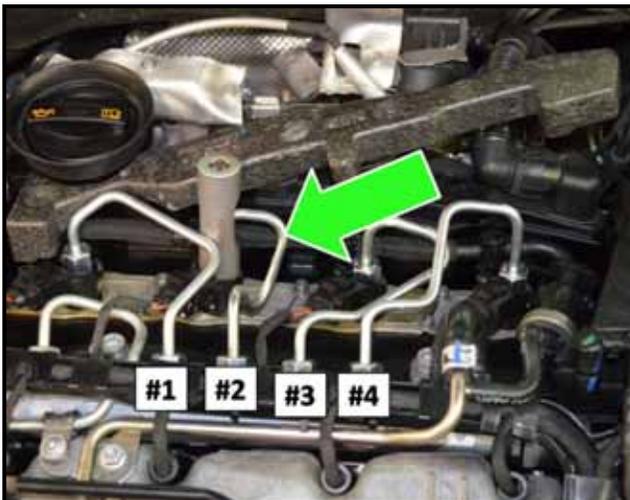
• Take the new #2 fuel injector line (03L 130 301R) out of the packaging and remove the plugs from each end

⇐ 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

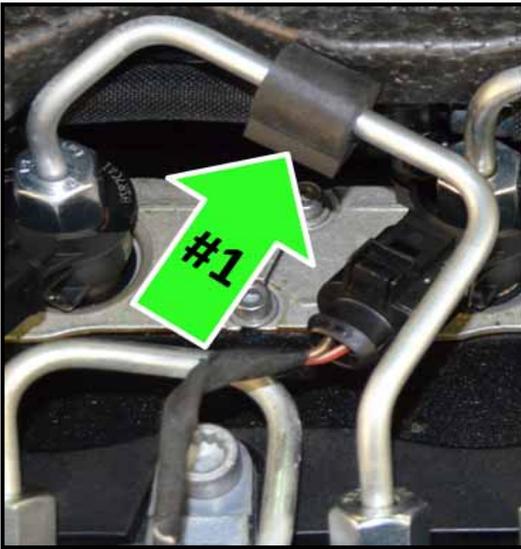
Continue to Section C

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!

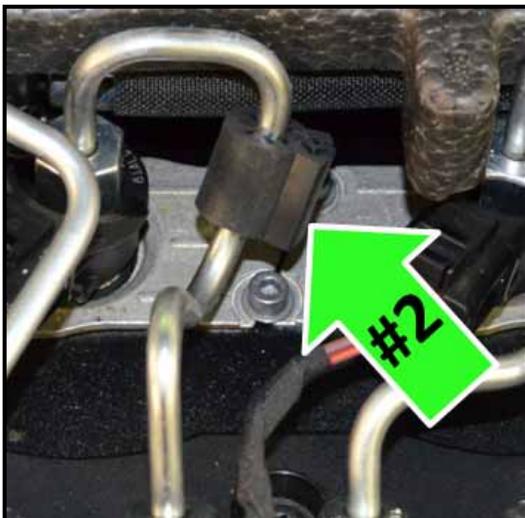


⇐ Install fuel line Dampener (03L 130 118) in the center of #1 fuel line as shown <arrow>



Note:

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



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



Note:

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



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



Note:

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

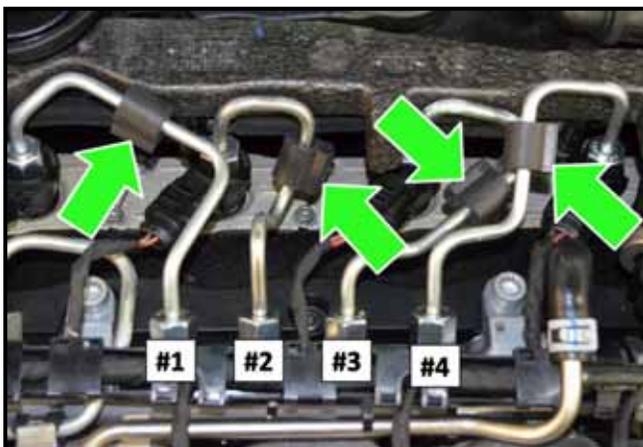


⇐ Install fuel line dampener (03L 130 118) in the center of #4 fuel line as shown <arrow>



Note:

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



Tip:

Picture on left shows overview of each dampener located properly. Ensure dampeners 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