

VOLKSWAGEN

GROUP OF AMERICA

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By Recall Management Division at 1:55 pm, Jul 21, 2014

Ms. Nancy Lummen Lewis
Acting Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Christopher T. Sandvig Name
General Manager Compliance/TREAD Title
Product Compliance Department
248-754-5000 Phone
248-754-5093 Fax
July 21, 2014 Date

Subject: Notification of Voluntary Recall
2009-2014 Model Year Volkswagen Tiguan
Fuel Pump

VOLKSWAGEN GROUP OF AMERICA, INC
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Dear Ms. Lewis:

This information is submitted in accordance with the requirements of Part 573 of Title 49 of the Code of Federal Regulations (49 CFR 573 (2014)).

573.6 (c) (1) **Manufacturer's Name**
Volkswagen AG

Importer
Volkswagen Group of America, Inc. (VWGoA)

573.6 (c) (2) **Identification of Vehicles**

Make : Volkswagen

Line : Tiguan

Model Year : 2009 – 2014

Month/Year
of Manufacture : July 2007 – June 2014

VIN Numbers
of Affected Vehicles: WVGA___N_9W000002 – WVG___AX_EW626479

Other Identification : None

573.6 (c) (3) **Number of Vehicles Potentially Containing the Defect**
Approximately 151,389 vehicles are affected by this recall in the United States.

573.6 (c) (4) **Percentage of Vehicles Actually Containing the Defect**
Approximately 100% of affected vehicles contain the defect.

573.6 (c) (5) **Description of Defect**

It is possible that gas bubbles may form in the fuel system when winterized fuel with high vapor pressures is used in warmer areas or months with higher ambient temperatures or during engine hot soak. Engine hot soak occurs when a vehicle is at operating temperature and then is shut off. The condition occurs when the engine is restarted within a short period of time, before the engine has fully cooled down. When the vehicles, affected by this recall, have been operated under low load for an extended period of time, deposits may collect and degrade the electrical current flow inside the in-tank fuel pump leading to reduced fuel pump performance and pressure. If these conditions occur in combination, the fuel pump may not be able to overcome the vapor pressure under low loads and can potentially result in a vehicle stall directly after engine start, increasing the risk of a crash.

573.6 (c) (6) **Basis for Determination**

February 2014 through March 2014: Increasing warranty rates were detected and internally reported. Investigation and evaluation of the issue was initiated.

March 2014 through May 2014: Technical analysis of the issue and evaluation of field data was conducted.

June 11, 2014: Technical bulletin created to adjust ECM software to increase fuel pump pressure preventing deposit formation and a MIL on condition.

July 15, 2014: Information concerning the fuel system was presented to Volkswagen's Product Safety Committee and a defect determination was made. Software of the June technical bulletin determined to address the combination of the high vapor winterized fuel and the fuel pump deposit formation.

573.6 (c) (7) **Noncompliance Test Result**

Not applicable

573.6 (c) (8) **Proposed Remedial Program**

Volkswagen plans to notify all owners of affected vehicles and will instruct them to arrange for an appointment with an authorized Volkswagen dealer. At no cost to customers, dealers will install improved software.

Dealers: On or before July 21, 2014

Owners: On or before August 19, 2014

573.6 (c) (9) **Submission of Communications**

A representative copy of all bulletins and other communications sent to dealers and owners will be submitted within five (5) days of dealer/owner notification.

573.6 (c) (10) **Proposed Owner Letter**

A draft owner's letter will be submitted to the agency for review and approval.

573.6 (c) (11) **Manufacturer's Recall Code**

VWGoA has assigned the code 24AV/2W to this recall.

Sincerely,



Christopher T. Sandvig
General Manager Compliance/TREAD