



Frequently Asked Questions (FAQ)

Upcoming Safety Recall 38B9 - Transmission Oil Cooler

SUMMARY

n **Campaign Code:** 38B9

n **Affected Vehicles:** Certain 2014 MY Volkswagen Jetta, Beetle, Beetle Convertible & Passat with 1.8T engine and torque-converter automatic transmission.

Problem Description: Due to a supplier material change during the production of the transmission oil cooler, the O-ring seals in affected vehicles may be out of specification. If the O-ring does not completely seal between the oil cooler and transmission, a fluid leak may result. In the event of a leak, the fluid could contact a hot surface and result in a vehicle fire.

Corrective Action: At no cost to customers, dealers will replace the O-ring seals in the transmission oil cooler.

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.

Have there been any accidents?

Volkswagen has not identified any reports or allegations of accidents, injuries or fires resulting from this condition, however in the interest of consumer safety. Volkswagen is conducting this voluntary safety recall.

Can a vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven. However, customers are advised that if the Malfunction Indicator Lamp (MIL) in the vehicle comes on while driving, they should proceed to the nearest authorized Volkswagen dealer to have the vehicle inspected/serviced immediately.

What is the parts allocation plan for this action?

- Parts allocation will take place on or about April 11, 2014.
- If additional parts are required for critical cases (ie: customer car down), please contact the Parts Specialists at 800-767-6552.

Is a loaner/rental vehicle being covered under this action?

U.S. Dealers: Yes. Refer to Saga Communication Number VWS-14-02 for loaner/rental claiming instructions.

Canadian Dealers: Yes. Refer to Saga Communication Number CVWC-14-05 for loaner/rental claiming instructions.

Is towing being covered under this action?

No. Towing will be not covered under this action.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of safety and customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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