

IMPORTANT SAFETY RECALL



Das Auto.

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA #:** 14V-441

**Subject: Safety Recall 24AV – Fuel Pump  
2009 - 2014 Model Year Volkswagen Tiguan**

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 certain 2009-2014 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** 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 result in a vehicle stall directly after engine start, increasing the risk of a crash.

**What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will install improved Engine Control Module (ECM) software. This work will take approximately one hour to complete and will be performed for you free of charge.

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**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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 and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

**Can we assist you further?** 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 (24AV)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

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 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