



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: March 16, 2015

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Repair Instructions for Safety Recall 24BK – USA Only  
Fuel Injection System Leak  
2012 MY Volkswagen Touareg Hybrid

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

### **Repair Instructions for Safety Recall 24BK**

On March 17, 2015, repair instructions will be available for Safety Recall 24BK. Customer notification will also begin on this date.

**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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.***

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Revised Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET - REVISED

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>
<b>SAGA CODE</b>		<b>24BK</b>
<b>MARKET(S)</b>		United States Only
<b>AFFECTED VEHICLES</b>		2012 MY Touareg Hybrid
<b>TOPIC</b>		Fuel Injection System Leak
<b>PROBLEM DESCRIPTION</b>		<p>Due to a combination of production tolerance issues and vehicle vibration during dynamic driving, it is possible that, in rare cases, a fuel leak may occur in the vehicle's fuel injection system. Leaking fuel, in the presence of an ignition source, may result in a fire.</p> <p>Additionally, some vehicles may benefit from having the thermostat updated. Repairs to this component are not related to the safety recall, but can easily be performed at the same time as the recall repair.</p>
<b>CORRECTIVE ACTION</b>		<p>To correct the safety defect, dealers will replace both fuel rails and the fuel injector seals.</p> <p>Additionally, some vehicles may also have the thermostat updated. This work is not related to the safety recall, but can easily be performed at the same time as the recall repair.</p>
<b>CUSTOMER NOTIFICATION DATE</b>		March 17, 2015
<b>ELSA VISIBILITY DATE</b>		March 17, 2015
<b>VIM VISIBILITY DATE</b>		March 17, 2015
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	USA: 201
	<b>DEALER INVENTORY</b>	USA: 0
	<b>CPO INVENTORY</b>	USA: 3
<b>APPROXIMATE REPAIR TIME</b>		Up to 460 TU
<b>PARTS REQUIRED</b>		SEE CAMPAIGN WORK PROCEDURE
<b>PARTS ALLOCATION</b>		<p>Due to the small number of vehicles affected by this recall, there will be no parts allocation. If you have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a>.</p>
<b>EXPIRATION DATE</b>		NONE
<b>ADDITIONAL INFORMATION</b>		<p><b><u>Important Reminder on Vehicles Affected by Safety and Compliance Recalls</u> : By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</b></p>

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.