



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 20, 2015

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

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

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Safety Recall 24BK - USA Only

We would like to inform you of an upcoming safety recall. Please refer to the attached Campaign Data Sheet for additional information.

As a reminder, federal regulations require information on upcoming/pending recalls to be displayed in the vw.com and NHTSA VIN search tools. Because parts are not yet available to begin recall repairs, vehicles affected by safety recall code **24BK** will show in these VIN search tools and in Elsa as "Repair Not Yet Available."

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: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall
SAGA CODE		24BK
MARKET(S)		United States Only
AFFECTED VEHICLES		2012 MY Touareg Hybrid
TOPIC		Fuel Injection System Leak
PROBLEM DESCRIPTION		<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>
CORRECTIVE ACTION		<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>
CUSTOMER NOTIFICATION DATE		Anticipated March 2015
ELSA VISIBILITY DATE		<p>REPAIR NOT YET AVAILABLE - On or about January 21, 2015</p> <p>As a reminder, federal regulations require information on upcoming/pending recalls to be displayed in the vw.com and NHTSA VIN search tools. Because parts are not yet available to begin recall repairs, vehicles affected by safety recall code 24BK will show in these VIN search tools and in Elsa as "Repair Not Yet Available."</p>
VIM VISIBILITY DATE		REPAIR NOT YET AVAILABLE - On or about January 21, 2015
VEHICLE COUNT	TOTAL AFFECTED	USA: 201
	DEALER INVENTORY	USA: 0
	CPO INVENTORY	USA: 2
APPROXIMATE REPAIR TIME		Up to 500 TU
SPECIAL TOOLS NEEDED?		TBD - SEE CAMPAIGN WORK PROCEDURE WHEN AVAILABLE
PARTS REQUIRED		TBD - SEE CAMPAIGN WORK PROCEDURE WHEN AVAILABLE
INITIAL PARTS ALLOCATION DATE		TBD
EXPIRATION DATE		NONE

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.