



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 21, 2015
To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator
Subject: Upcoming Safety Recall 24BL
Fuel Rail Leak
2014-2015 MY Jetta, Beetle, Beetle Convertible, Passat
2015 MY Golf/GTI

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Safety Recall 24BL

We would like to inform you of upcoming safety recall 24BL, which replaces safety recall 24Bi. Please refer to the attached Campaign Data Sheet for additional information.

Parts allocations were already made under the 24Bi safety recall; please note that parts allocations have also been made to support the new 24BL safety recall.

Important Claiming Information

- Because safety recall 24Bi is replaced by the new safety recall 24BL, dealers who have performed inspections under the 24Bi will have until February 22, 2015 to enter their inspection claims in SAGA. We will keep claiming instructions for 24Bi inspections available in ServiceNet as reference until February 22, 2015.
- Dealers who have performed (but not yet claimed) fuel rail replacements under safety recall 24Bi should now follow the claiming instructions under the new safety recall 24BL. Fuel rail replacements can no longer be claimed under safety recall 24Bi – they must be claimed under safety recall 24BL.

Additionally,

- On or about January 22, 2015, safety recall code 24BL will show in Elsa for all affected vehicles.
- The customer mailing will take place shortly after launch.
- Repair and claiming instructions will be available on or about January 22, 2015.

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		24BL
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2014-2015 MY Jetta, Beetle, Beetle Convertible, Passat 2015 MY Golf/GTI
TOPIC		Fuel Rail Leak
PROBLEM DESCRIPTION		During engine operation, a sealing cap at the fuel rail may fail to seal, allowing fuel to leak into the engine compartment. Leaking fuel, in the presence of an ignition source, may result in a fire.
CORRECTIVE ACTION		Replace the fuel rail.
CUSTOMER NOTIFICATION DATE		The customer mailing will take place shortly after launch.
ELSA VISIBILITY DATE		On or about January 22, 2015
VIM VISIBILITY DATE		On or about January 22, 2015
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 44,658 CANADA: Approximately 2,708
	DEALER INVENTORY	USA: Approximately 4,142 CANADA: Approximately 385
	CPO INVENTORY	USA: Approximately 29 CANADA: Approximately 5
APPROXIMATE REPAIR TIME		Up to 270 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
PARTS REQUIRED		SEE WORK PROCEDURE INSTRUCTIONS
INITIAL PARTS ALLOCATION DATE		Parts allocations were already made under the 24Bi safety recall; please note that parts allocations have also been made to support the new 24BL safety recall.
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		<p>Because safety recall 24Bi is replaced by the new safety recall 24BL, dealers who have performed <u>inspections</u> under the 24Bi will have until February 22, 2015 to enter their <u>inspection</u> claims in SAGA. We will keep claiming instructions for 24Bi inspections available in ServiceNet as reference until February 22, 2015.</p> <p>Dealers who have performed (but not yet claimed) fuel rail <u>replacements</u> under safety recall 24Bi should now follow the claiming instructions under the new safety recall 24BL. Fuel rail replacements can no longer be claimed under safety recall 24Bi – they must be claimed under safety recall 24BL.</p> <p><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.</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.