

VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 6, 2015

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

Subject: Upcoming Safety Recall Code 20W5 – Fuel Delivery Unit
Certain 2015 Model Year Volkswagen Golf/GTI Vehicles with Gasoline Engine

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

As previously announced, Volkswagen will be conducting a safety recall on certain 2015 MY Volkswagen Golf/GTI vehicles equipped with a gasoline engine. Please refer to the attached Campaign Data Sheet for additional information.

Volkswagen is working diligently to secure the parts supply needed to support this recall. We estimate that parts will become available to repair affected vehicles sometime in June 2015.

On or about May 07, 2015 the campaign code 20W5 will appear for affected vehicles in both the vw.com and the NHTSA safercar.gov VIN lookup tools with the status of **REPAIR NOT YET AVAILABLE**.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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)

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall	
SAGA CODE		20W5	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2015 MY Golf/GTI with gasoline engine	
TOPIC		Fuel Delivery Unit	
PROBLEM DESCRIPTION		On some vehicles, contamination due to improper nickel plating of certain subcomponents within the fuel pump may cause excessive pump friction, potentially resulting in an inoperative fuel pump. If the fuel pump becomes inoperative due to this condition, it may result in a no-start condition or a stall while driving without warning, and without the ability to restart the vehicle. An engine stall without warning while driving can increase the risk of a crash.	
CORRECTIVE ACTION		Inspect and, if necessary replace the fuel delivery unit.	
CUSTOMER NOTIFICATION DATE		To be determined	
ELSA VISIBILITY DATE		On or about May 07, 2015 Will show in Elsa as PENDING RECALL/REPAIR NOT YET AVAILABLE	
OMD Web/VIM VISIBILITY DATE		On or about May 07, 2015	
VEHICLE COUNT	TOTAL AFFECTED	USA: 861	CANADA: 392
	DEALER INVENTORY	USA: 19	CANADA: 6
	CPO INVENTORY	USA: 6	CANADA: 7
APPROXIMATE REPAIR TIME		To be determined	
PARTS REQUIRED		See work procedure when available	
INITIAL PARTS ALLOCATION DATE		Anticipated June 2015	
EXPIRATION DATE		NONE	
ADDITIONAL INFORMATION		<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</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.