



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 15, 2015

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

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

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

Volkswagen is ready to begin conducting repairs for safety recall 20W5. Please refer to the attached Campaign Data Sheet for additional information.

#### **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

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>	
<b>SAGA CODE</b>		20W5	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		2015 MY Golf/GTI with gasoline engine	
<b>TOPIC</b>		Fuel Delivery Unit	
<b>PROBLEM DESCRIPTION</b>		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.	
<b>CORRECTIVE ACTION</b>		Inspect and, if necessary replace the fuel delivery unit.	
<b>CUSTOMER NOTIFICATION DATE</b>		June 2015	
<b>ELSA VISIBILITY DATE</b>		On or about June 16, 2015	
<b>OMD Web/VIM VISIBILITY DATE</b>		On or about June 16, 2015	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 861</b>	<b>CANADA: 392</b>
	<b>DEALER INVENTORY</b>	<b>USA: 19</b>	<b>CANADA: 6</b>
	<b>CPO INVENTORY</b>	<b>USA: 6</b>	<b>CANADA: 7</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 90 TU	
<b>PARTS REQUIRED</b>		See work procedure	
<b>INITIAL PARTS ALLOCATION DATE</b>		On or before June 16, 2015	
<b>EXPIRATION DATE</b>		NONE	
<b>ADDITIONAL INFORMATION</b>		<p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></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.