



Frequently Asked Questions (FAQ) Voluntary Safety Recall 24BK

SUMMARY

Campaign Code: 24BK

Affected Vehicles: 2012 MY Touareg Hybrid

Problem Description: 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.

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.

Corrective Action: To correct the safety defect, dealers will replace both fuel rails and the fuel injector seals.

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.

FOR RECALLS: 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.

What does the driver experience with this issue?

This issue causes a fuel leak in the engine compartment. Customers with this condition may notice a fuel smell in their vehicle. Leaking fuel, in the presence of an ignition source, may result in a fire.

No accidents or injuries related to this issue have been reported.

Can I continue to drive my vehicle until it is repaired?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay.

Affected vehicles can continue to be driven as usual, but if you can smell fuel in the vehicle proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay. In the interim, if you can smell fuel in the vehicle proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

Is a loaner vehicle or towing assistance being covered under this action?

In the event the request for a loaner vehicle or towing assistance is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.