



Das Auto.

## Frequently Asked Questions (FAQ) Voluntary Safety Recall 24BL

### SUMMARY

**Campaign Code:** 24BL (Replaces safety recall code 24Bi)

**Affected Vehicles:** 2014-2015 Jetta, Beetle, Beetle Convertible, Passat & 2015 Golf/GTI

**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.

**FOR RECALLS ONLY:** 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?

Should a fuel rail leak occur, customers may notice a fuel smell in the vehicle. Additionally, as pressure drops in the fuel rail, the EPC warning light may illuminate in the instrument panel when fuel rail pressure cannot be maintained.

If you can smell fuel in your vehicle, or if the EPC warning light comes on, 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.

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.

Should a fuel rail leak occur, customers may notice a fuel smell in the vehicle. Additionally, as pressure drops in the fuel rail, the EPC warning light may illuminate in the instrument panel when fuel rail pressure cannot be maintained.

If you can smell fuel in your vehicle, or if the EPC warning light comes on, 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 your vehicle, or if the EPC warning light comes on, 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 of a fuel rail leak, a customer may request a loaner vehicle or towing assistance. In the event this request is made, please follow existing alternate transportation/towing assistance guidelines to assist the

#### 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.

customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

**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.

**What is the parts allocation plan for this action?**

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.

**How do I claim the inspection performed under the 24Bi recall?**

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.

**FOR USA ONLY:**

**[vw.com](#) VIN Lookup Tool Visibility / [NHTSA safercar.gov](#) VIN Lookup Tool Visibility**

On or about **January 22, 2015**, the campaign code will appear for affected vehicles in both the [vw.com](#) and the NHTSA [safercar.gov](#) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign, by visiting the **Recall/Service Campaign Lookup** tool at [www.vw.com](#) and entering the Vehicle Identification Number (VIN).

**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.