



Das Auto.

Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 20W5

Affected Vehicles: 2015 Model Year Volkswagen Golf/GTI with Gasoline Engine

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.

Special Repair Notes: REPAIR AVAILABLE

What vehicles are affected by this recall, and when will VINs be identified with the recall code?

This recall affects certain 2015 model year Volkswagen Golf and GTI vehicles equipped with a gasoline engine. On or about June 16, 2015 affected vehicles will be identified in Elsa and in the VIN lookup tools under safety recall code 20W5.

What does the driver experience with this issue?

This issue 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.

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

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

In the event a request 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. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

What is the parts allocation plan for this action?

Volkswagen has a limited supply of parts available, and those parts will be on Special Service Block due to the low population and parts inventory.

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.

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?

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.

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.

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 will be 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.

FOR USA ONLY:

vw.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility

On or about June 16, 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 clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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