



Safety Recall

Code: 20W5

Subject	Fuel Delivery Unit
Release Date	June 16, 2015
Affected Vehicles	U.S.A. & CANADA: 2015 MY Golf/GTI with Gasoline Engine <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
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.
Parts Information	Parts will be allocated prior to owner notification. If allocated parts have been used, submit requests for additional parts via email to Special Services vwoaspecialservices@vw.com .
Code Visibility	On or about June 16, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwhub.com & OMD Web/VIM). A list will not be posted for dealers who do not have any affected vehicles. On or about June 16, 2015, this campaign code will show open on affected vehicles in Elsa. On or about June 16, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in June 2015, Owner letter examples are included for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <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. <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. Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.</i>

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	20W5									
Damage Code	0099									
Parts Vendor Code	WVO									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark fuel delivery unit as causal part*									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	01									
	<p>Check fuel delivery unit part number. Updated part present, no further work required Labor operation: 0183 00 99 30 T.U. -OR- Check fuel delivery unit part number; Updated part not present. Replace fuel delivery unit. Labor operation: 2066 19 00 50 T.U. -And if necessary- Labor operation: 2003 17 50 40 T.U. (Fuel drain +fill)</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>5Q0919051AP*</td><td>Fuel Delivery Unit</td></tr><tr><td>1</td><td>1J0919133B</td><td>Gasket Seal</td></tr></tbody></table>	Quantity	Part Number	Description	1	5Q0919051AP*	Fuel Delivery Unit	1	1J0919133B	Gasket Seal
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1	5Q0919051AP*	Fuel Delivery Unit								
1	1J0919133B	Gasket Seal								

Customer Letter Example (USA)

NHTSA: <INSERT NUMBER>

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Golf and GTI vehicles equipped with a gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the fuel delivery unit. This work will take about two hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- When you arrive for your service appointment, please ensure that your vehicle's fuel tank is between $\frac{1}{4}$ and $\frac{3}{4}$ full.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:
- Volkswagen of America, Inc.,
Attn: Customer CARE (20W5)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Golf and GTI vehicles equipped with a gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
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- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:
- Volkswagen Canada
Attn: Customer Relations (20W5)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5Q0919051AP	Fuel Delivery Unit
1	1J0919133B	Gasket Seal

Required Tools



- Trim Removal Wedge - 3409



- Fuel Extracting Device – VAS5190
- OR**
- Fuel Extracting Device – VAS5190A (for vehicles filled with E85 fuel)



- Engine Bung Set – VAS6122



- Lever – Fuel Line – T10468



- Wrench – Fuel Sending Unit – T10202

Work Procedure

TIP

If Campaign Completion label is present, no further work is required.

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

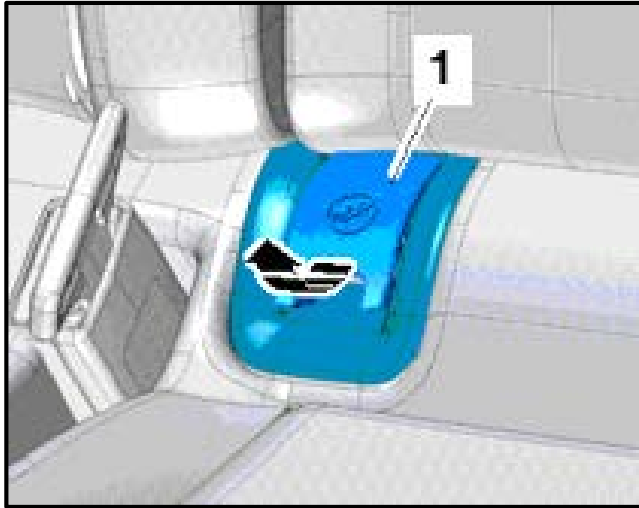
TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Ensure that the Status is “Open” <arrow 2>
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

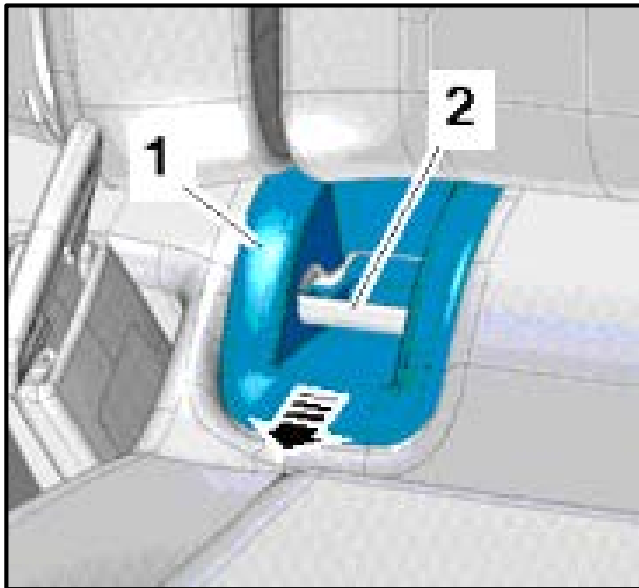
Section B – Accessing the Fuel Delivery Unit



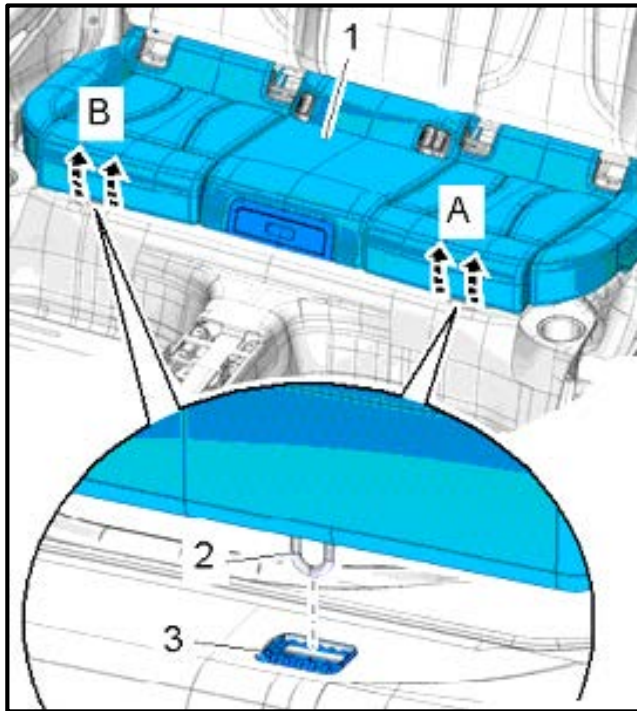
- Unclip and remove the cover <1> from each child seat anchor <direction of arrow>.

⚠ CAUTION

Edges on the child seat anchor cover may be sharp.



- Press straight downward on the guide <1> to disengage it from the child seat anchor <2>.
- Slide the guide <1> forward <direction of arrow> to remove it.
- Repeat these steps on the remaining three child seat anchor covers and guides.



- Using both hands, grasp the rear bench seat under the seat frame.
- Pull the rear bench seat <1> upward with both hands <direction of arrows A and B> so the wire hooks <2> on the rear bench seat release from the mounting grommets <3>.
- Remove the rear bench seat from the vehicle.

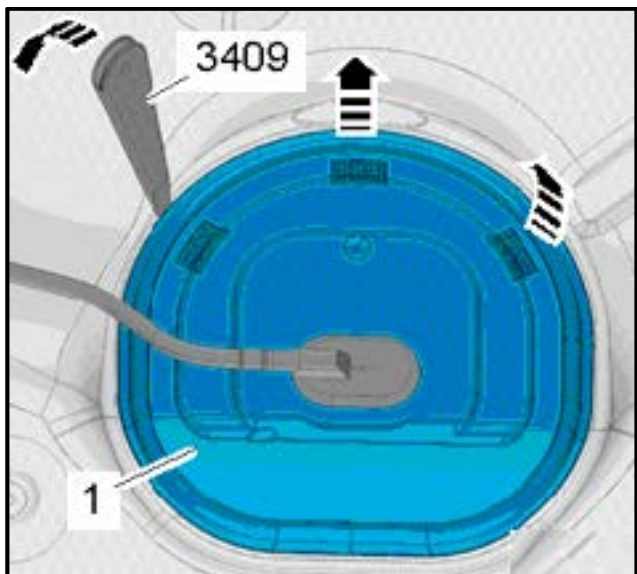
NOTE

Place the seat bench in a clean location where it will not be damaged. Damage to the seat bench is not covered under this action.



TIP

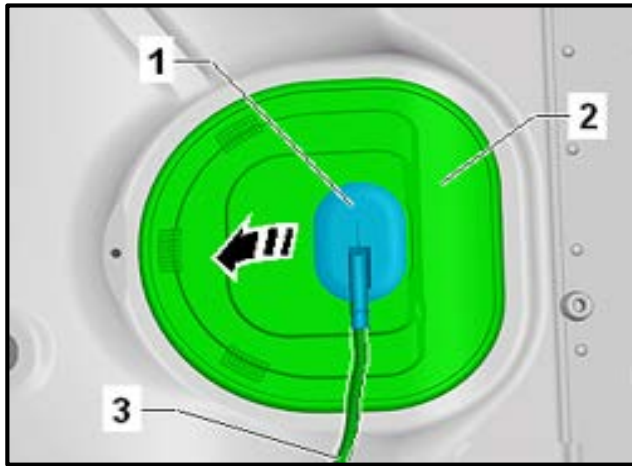
The rear frame of the seat bench engages locking fingers <circle> mounted to the vehicle body. During removal, it may be necessary to push the seat bench rearward slightly to disengage the locking fingers.



- Using the Trim Removal Wedge 3409 (or equivalent), gently pry up on the rear edge of the fuel delivery unit access cover <1> as shown <direction of arrows>, and release the cover from the vehicle body.

TIP

Some vehicles are equipped with an access cover on both sides of the vehicle under the rear seat bench. For this procedure, it is only necessary to remove the passenger side cover.



- Press the grommet <1> downward out of the cover <2>.
- Lift the cover <2> away from the fuel delivery unit access cutout.
- Slide the cover along the wiring harness <3> until it is positioned out of the way.



- Locate the label on top of the fuel delivery unit.
- Inspect the part number and build date of the fuel delivery unit <circles>.
- Reference the chart below using the part number and build date of the fuel delivery unit.
- If the part number and build date are listed in the chart below, the fuel delivery unit **MUST** be replaced, **Proceed to Section C**.
- If the part number and build date are **NOT** listed in the chart below, no further work is required, reassemble the vehicle and **Proceed to Section D**.

NOTE
Record the fuel delivery unit production date on repair order to be included on claim entry.

Part Number	Production Date – Replace fuel delivery unit ONLY if the production date matches one of the numbers below:		
5Q0 919 051 AP (FWD)	010314	040314	240214
	020114	050114	250214
	020314	060114	260214
	030114	070114	270214
	030314	101213	280214
	040114	230214	

NOTE
Fuel delivery unit P/N: 5Q0 919 051 BK may also be installed in the vehicle. If the “BK” suffix part number is present on the label, the fuel delivery unit does **NOT** need to be replaced.

Section C – Inspect Fuel Level

- Switch the ignition ON.
- Inspect the current fuel gauge reading.
- If the fuel gauge is **AT or ABOVE 3/4**, the fuel tank must be partially drained prior to removing the fuel delivery unit, **continue with this section**.
- If the fuel gauge is **BELOW 3/4**, the fuel delivery unit can be removed without performing this portion of the fuel draining procedure. **Proceed to Section C.**

NOTE

Use only the Fuel Extractor Unit VAS 5190A when extracting E85 fuel from the vehicle.

WARNING

There is a risk of injury because the fuel is under high pressure. Injury from fuel spraying is possible.

WARNING

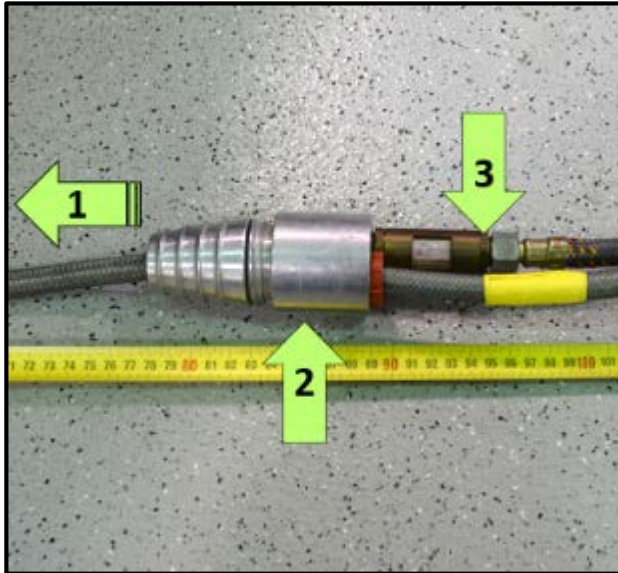
Burn risk due to escaping fuel. With the battery connected, the door contact switch activates the fuel pump when opening the driver door. Escaping fuel can ignite and lead to a fire.

NOTE

Observe these rules when working on the fuel supply/injector system:

- Thoroughly clean the connecting points and the surrounding area before loosening.
- Place the removed parts on a clean surface and cover them. Only use lint-free cloths.
- Carefully cover or seal opened components if the repair will not be done immediately.
- Only install clean parts: remove replacement parts from the packaging immediately prior to installation. Do not use parts that have been stored loose (for example, in tool boxes etc.).
- When the system is open, do not work with compressed air.
- Do not move the vehicle.

- Seal off any open lines and connections immediately with plugs, for example, take from Engine Bung Set VAS6122.
- Protect the disconnected connectors from dirt and moisture and only connect when they are dry.



- Measure 945mm from the open end of the Fuel Extractor Unit VAS 5190 extraction hose <arrow 1>.
- Position the fuel filler hose adapter <arrow 2> between the 945mm point and the end of the extraction hose.
- Using masking tape, or equivalent, make a mark <arrow 3> at the 945mm point on the extraction hose of the VAS 5190.

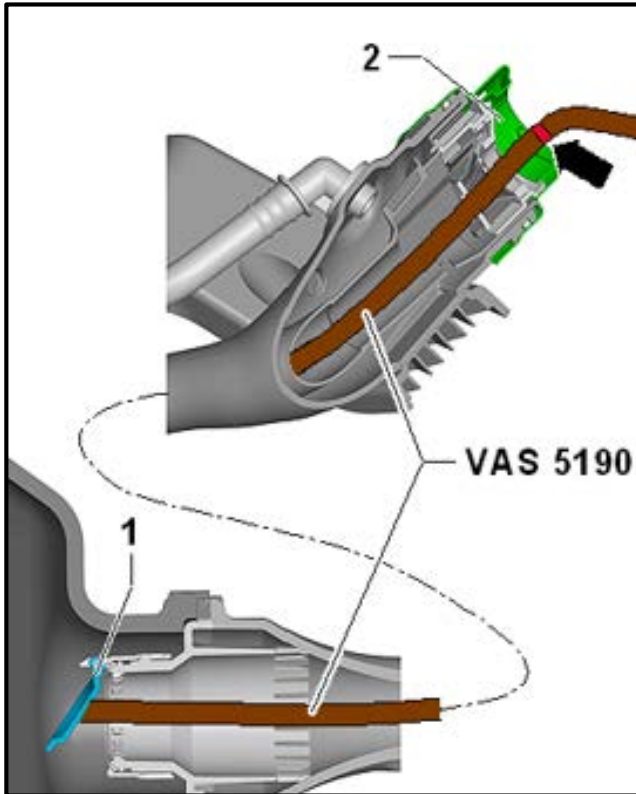
! NOTE

When properly assembled, the fuel filler hose adapter <arrow 2> should be located between the tape mark <arrow 3> and the end of the extraction hose <arrow 1>. To avoid possible fuel contamination, the tape must not come in contact with fuel or enter the fuel filler tube during these steps.

- Open the fuel filler door.
- If necessary, clean any dirt or debris from around the fuel filler tube.
- Remove the fuel cap from the fuel filler tube.
- Attach the Fuel Extracting Device VAS5190 ground cable to a grounded area on the body.



- Insert the extraction hose and fuel filler hose adapter of the VAS5190 into the fuel filler tube until the marking made previously <arrow> aligns with the fuel filler tube adapter as shown.
- Drain the fuel tank as much as possible through the fuel filler tube.



! NOTE	
•	A flap <1> is located in the fuel tank on the lower end of the fuel filler tube. It must not be damaged by the extraction hose. Only slide the hose into the fuel filler tube until the tape mark lines up with the top of the fuel filler tube <arrow>.
•	Do not use force to pull the extraction hose if it gets stuck on the check valve.
•	If the extraction hose becomes lodged in the check valve, remove the fuel delivery unit manually and hold the check valve open.

- Remove the extracting hose carefully.

! NOTE	
•	When no more fuel can be extracted, the tank is emptied only enough for the fuel delivery unit to be removed without fuel spilling out.

Proceed to Section C

Section C – Fuel Delivery Unit Replacement

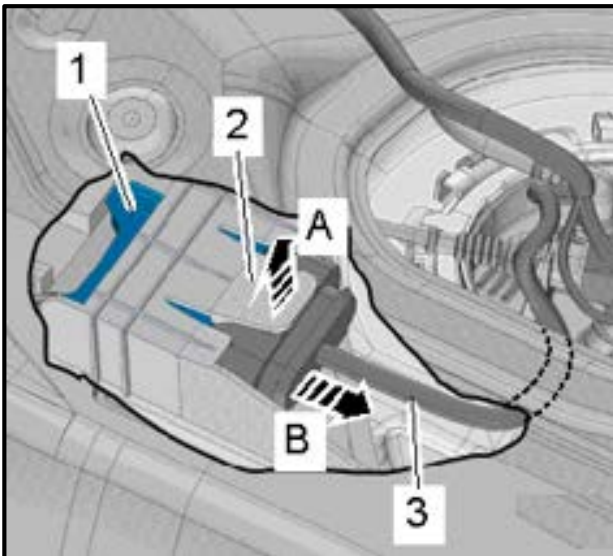


- Prior to disassembly, the fuel delivery unit **MUST** be clean. If excessive dirt or debris is present <as shown>, clean and dry the fuel delivery unit and surrounding areas as necessary.



- Switch the ignition OFF.
- Open the hood.
- Disconnect and isolate the negative battery cable.

- At the fuel delivery unit, unlock and disconnect the connector <arrow> from the locking flange.



- Lift the tab <2> upward <direction of arrow A>.
- At the same time, pull the Fuel Pump Control Module J538 <1> forward out of the mounting bracket <direction of arrow B>.
- Position the Fuel Pump Control Module J538 to the side to allow adequate slack in the wiring harness.



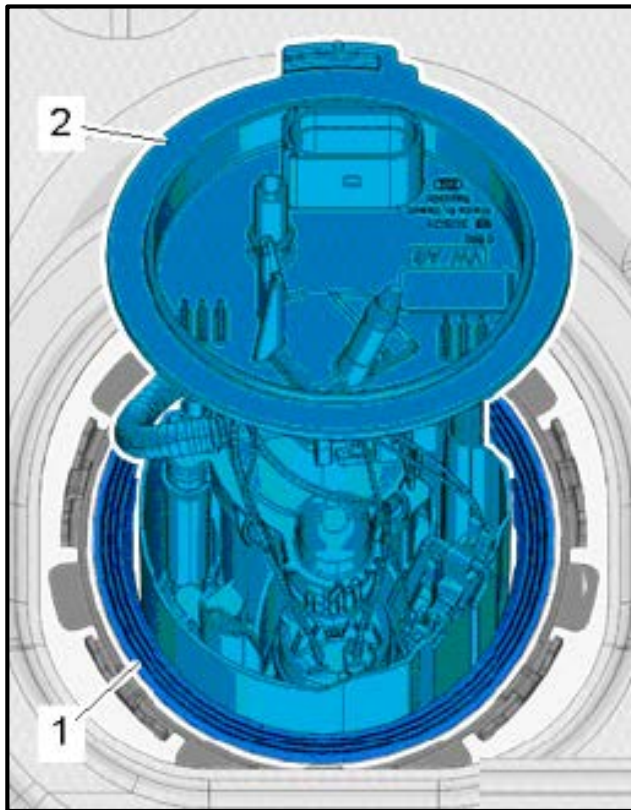
- Disconnect the fuel line <arrow> from the locking flange.

⚠ WARNING

Fuel Lines are under pressure. Danger of personal injury to eyes and skin. Wear protective eyewear and protective clothing in order to avoid injury and contact with the skin. Wrap a cloth around the connection **before** loosening hose connections. Open the connection carefully and release the pressure.



- Remove the locking ring using the Wrench – Fuel Sending Unit – T10202 <as shown>.



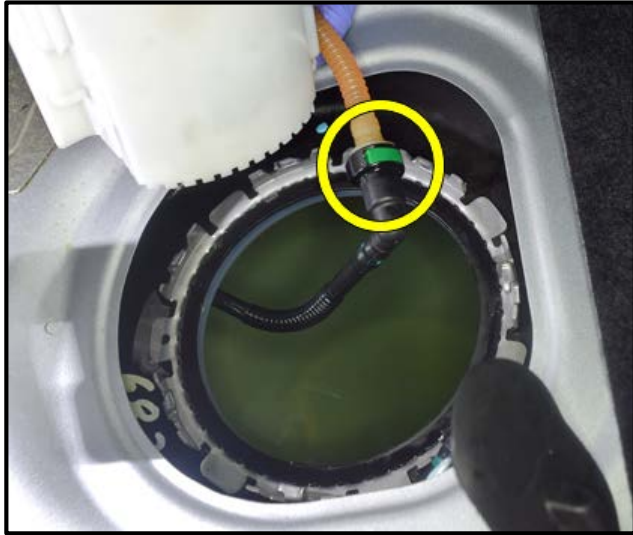
- Pull the locking flange <2> out of the opening in the fuel tank slightly.
- Remove seal <1> on the opening in the fuel tank.



- Position the fuel delivery unit to the side.
- Insert the extraction hose from the VAS5190 into the fuel tank.
- Drain additional fuel out of the tank until the fuel level reaches approximately $1/2$ tank.
- Insert the extraction hose into the fuel delivery unit <arrow>.
- Drain as much fuel as possible from the fuel delivery unit itself.

! NOTE

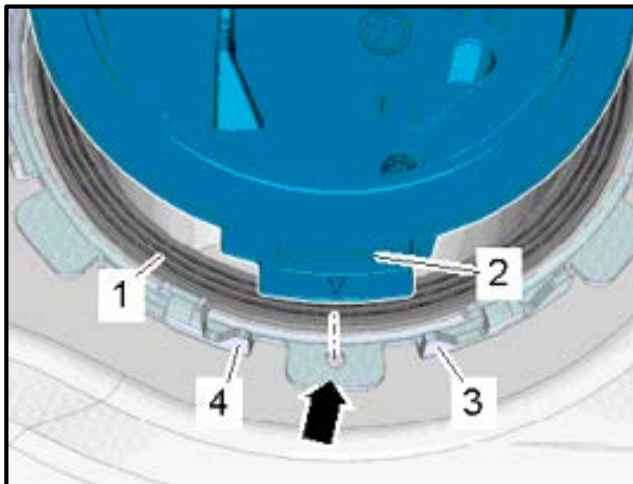
The fuel tank and sending unit **MUST** be drained during these steps. This will help to prevent excess fuel from spilling into the vehicle.



- Lay a cloth inside the vehicle to absorb any residual fuel.
- Carefully turn and tilt the fuel delivery unit as needed and remove it through the opening in the fuel tank.
- Disconnect the breather tube <circle> from the bottom of the fuel delivery unit.
- Remove the fuel delivery unit from the vehicle.

NOTE

- The fuel delivery unit must be drained prior to removal.
- Follow all gasoline disposal regulations.
- Inspect the fuel tank for visible contamination.
- Inspect the fuel line couplings and seals for any damage – replace seals if damaged.

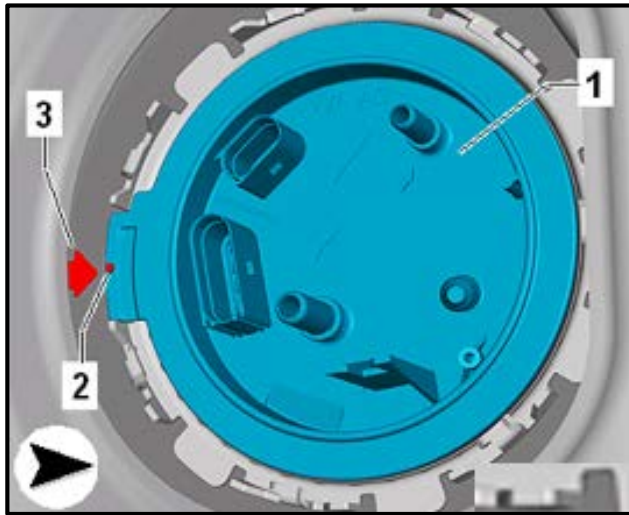


- Connect the breather tube to the bottom of the new fuel delivery unit, P/N: 5Q0919051AP.
- Place the new fuel delivery unit seal, P/N: 1J0919133B <1> around the fuel tank opening as shown. The seal should be installed dry.
- Coat the inside of the installed seal <1> with fuel.
- Position the new fuel delivery unit, P/N: 5Q0919051AP, into the fuel tank.

CAUTION

Be careful not to bend the fuel level sensor when installing the fuel delivery unit.

- Position the locking flange <2> between the alignment tabs <3 and 4>.
- Align the marks between the locking flange and the fuel tank as shown <arrow>.



- Press the top of the fuel delivery unit down into the fuel tank opening.
- The arrow <3> on the fuel tank must point to the mark <2> on the locking flange <1>.

NOTE

When inserting the sealing flange, the sealing ring must not be damaged or crushed.



- Install the locking ring, and tighten using the Wrench – Fuel Sending Unit – T10202, and torque to 110Nm.



- Attach the fuel line <1> to the locking flange until it clicks into place.



- Securely refasten the connector <arrow>.
- Reinstall the fuel pump control module.
- Reinstall the fuel delivery unit access cover.
- Refasten the wiring harness grommet into the cover.
- Reinstall the rear bench seat.
- Reinstall the child seat anchor covers.
- Reconnect the vehicle battery.
- Switch the ignition ON.
- Attach an appropriate VAS tester to the vehicle.
- Clear all DTCs.
- Reset customer convenience basic settings (i.e. one touch windows, instrument cluster clock, etc.).
- Refill the fuel tank with any fuel that was extracted previously.

Proceed to Section D

Section D – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.

Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

i TIP

Ensure Campaign Completion label does not cover any existing label(s).
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- Close the hood.

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE