



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 12, 2016

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

Subject: Upcoming Safety Recall 20Y6 – Suction Pump  
Certain 2015-2016 Model Year Volkswagen Golf, GTI & Golf SportWagen Vehicles

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

We would like to inform you of an upcoming safety recall. 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.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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>	<b>20Y6</b>
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	Certain 2015-2016 Model Year Volkswagen Golf, GTI & Golf SportWagen
<b>TOPIC</b>	Suction Pump
<b>PROBLEM DESCRIPTION</b>	The suction pump inside the fuel tank designed to purge fuel from the evaporative emissions (EVAP) system may have been damaged during assembly. This could cause fuel to flow directly into the EVAP system which could, over time, accumulate and cause a leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, may result in a fire.
<b>CORRECTIVE ACTION</b>	Replace the suction pump inside the fuel tank.
<b>PRECAUTIONS</b>	If a fuel smell is detected in the vehicle, customers should immediately contact an authorized Volkswagen dealer to have the vehicle inspected. Additionally, customers may experience refueling issues (early stopping of the fuel nozzle and fuel spillback) when fuel accumulates in the EVAP system. If this happens, customers should immediately contact an authorized Volkswagen dealer to have the vehicle inspected.
<b>CUSTOMER NOTIFICATION DATE</b>	Beginning October 2016
<b>ELSA/OMD WEB VISIBILITY DATE</b>	On or about October 13, 2016
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 82,067 <b>CANADA:</b> 32,465
<b>APPROXIMATE REPAIR TIME</b>	Up to 110 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>INITIAL PARTS ALLOCATION DATE</b>	On or about October 11, 2016
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b> <b><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.</b> <b><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to delivery any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</b>

**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.