



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 24, 2017

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

Subject: Repair Available for Safety Recall 20Z4 – Fuel Pump Flange  
Certain 2007-2010 MY Volkswagen Touareg

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On July 25, 2017 repairs can begin for vehicles affected by Safety Recall 20Z4. Please refer to the campaign circular posted to Elsa and ServiceNet 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>20Z4</b>
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	Certain 2007-2010 MY Volkswagen Touareg
<b>TOPIC</b>	Fuel Pump Flange
<b>PROBLEM DESCRIPTION</b>	On certain vehicles, the fuel pump flange may develop fine cracks or fissures, which could result in a fuel leak. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.
<b>CORRECTIVE ACTION</b>	If cracks, leaks, and/or yellow discoloration are present, the fuel pump flange will be replaced and a protective film installed onto the fuel pump flange. If no cracks, leaks, and/or yellow discoloration are present, a protective film will be installed onto the fuel pump flange.
<b>CUSTOMER NOTIFICATION DATE</b>	July 2017
<b>PRECAUTIONS</b>	If a fuel smell is detected in the vehicle, customers are advised to immediately contact the nearest authorized Volkswagen dealer in order to have the vehicle inspected.
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about July 25, 2017
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 20,908 <b>CANADA:</b> 2,037
<b>APPROXIMATE REPAIR TIME</b>	Up to 125 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><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></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</p>

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.