



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 20DB / Underhood Fuel Line & Connector

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: August 23, 2021

Issue: The underhood fuel supply quick-connector may not be secure and could detach from the fuel supply line. If the quick connector detaches from the fuel line, it may lead to a loss of motive power (engine stalling) without warning, and may also cause fuel to leak into the engine compartment. Stalling can lead to a vehicle crash. Leaking fuel, in the presence of an ignition source, can result in a fire.

Precautions: If this condition is present in the vehicle, occupants may notice a fuel odor inside the vehicle, or vehicle may stall without warning. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay and make arrangements to have the vehicle inspected/repaired.

- Repair:**
- REPAIR AVAILABLE – August 24, 2021 / Inspect the affected fuel line connection and, if necessary replace the fuel line and connector.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the very low replacement rate expected, there will be no parts allocation. Please see the campaign circular for complete parts information. DO NOT order parts unless absolutely needed to complete a vehicle repair.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	TAOS	16,737
CAN	2022	2022	TAOS	1,063

**Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – August 2021

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

IMPORTANT REMINDER: 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.

-END OF MESSAGE-