



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 2013

To: Parts Manager

Subject: 20R9 Service Action Kit Allocation – May 2013
Allocation to Support Upcoming Service Action 20T8 (Misfueling Guard)

Volkswagen will soon launch Service Action 20T8 (Misfueling Guard) for certain 2009-2012 model year TDI® Clean Diesel engine vehicles. Because some vehicles affected by this upcoming service action will also have the 20R9 (“Diesel Fuel Only” Information) service action open, enclosed please find a supplemental allocation of “Diesel Fuel Only” kits for your dealership.

Please note:

- You are receiving this allocation because our records show your dealership will have customer vehicles affected by both the 20T8 and 20R9 actions.
- When scheduling customer repairs under the upcoming 20T8 action, check ElsaWeb to see if the VIN also has the 20R9 service action open. If so, ensure you have the correct kit on hand to service the vehicle **before** the customer arrives for their service appointment.
- Please keep this allocation in a secure place and reorder kits as they are used. Additional 20R9 kits can be ordered by VIN through the Compliance Label Ordering Portal on the VWHub.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance