



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 19, 2013

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

Subject: Dealer Talking Points/Customer Information - Service Action 20T8  
Install Misfueling Guard

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

#### Dealer Talking Points/Customer Information

#### Service Action 20T8

We have received feedback from some vehicle owners in localized areas who have concerns about their ability to refuel their vehicle after the 20T8 Service Action was performed. A few customers have advised that they are unable to fuel their vehicle at their preferred fueling stations or that it now takes a very long time to refuel.

We believe the root cause is attributed to damage and/or variances in diesel fuel nozzles found at fueling stations. At this time, we have no evidence to conclude that there is any problem with the misfueling guard. **Dealers should continue performing Service Action 20T8 on vehicles that show the code open in ElsaWeb.**

In discussing this action with your customers, we encourage you to utilize the attached talking points, and also provide your customers with a copy of the *Misfueling Guard for TDI® Clean Diesel Engine Vehicles* handout. For your convenience, this handout is also attached, and can also be found with the 20T8 campaign documents in ElsaWeb and in ServiceNet.

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

Volkswagen Product Compliance



Das Auto.

## Talking Points - Service Action 20T8

### **BEFORE installing the misfueling guard**

Talking points to help explain this action to your customers:

- Volkswagen would like to install a misfueling guard on your vehicle free of charge. This guard will help protect your car by preventing an unleaded gasoline nozzle from fitting into the fuel filler neck.
- Unleaded gasoline can cause damage to fuel system and engine components. Please refer to your owner's manual for additional information. This guard will help protect your car from being filled with a gasoline fuel nozzle.
- While you know your vehicle has a TDI® Clean Diesel engine, others who may occasionally drive or borrow your car may not remember that it requires diesel fuel.
- This is not a recall, but rather a free service we are offering to help protect your vehicle.

### **AFTER work is completed**

Perform on-vehicle demonstration/misfueling guard explanation as follows:

- Open the fuel filler door and show your customer the misfueling guard. Briefly explain that the guard is designed to only allow a correct diesel fuel nozzle into the fuel filler neck.
- The misfueling guard will provide a much snugger fit for the diesel fuel nozzle than what you may be accustomed to when fueling a vehicle.
- At the fueling station, if a diesel fuel nozzle does not work, the customer should try another diesel pump.
- If the fueling station has incorrectly put an unleaded gasoline nozzle on a diesel fuel pump, the customer will not be able to use that particular pump. Try another diesel pump or a different station.
- Provide the customer with a copy of the *Misfueling Guard for TDI® Clean Diesel Engine Vehicles* handout. For your convenience, this handout is attached, and can also be found with the 20T8 campaign documents in ElsaWeb and in ServiceNet.

## Misfueling Guard for TDI® Clean Diesel Engine Vehicles

Today your dealer has installed a misfueling guard on the fuel filler neck of your vehicle.

While you know not to put gasoline into your fuel tank, others who may occasionally drive or borrow your car may not remember that it requires diesel fuel. The misfueling guard is designed to help protect your car by preventing a gasoline fuel pump nozzle from fitting into the fuel filler neck.



MISFUELING GUARD

### Here are a few things to keep in mind regarding this new feature for your vehicle:

- The misfueling guard can generally only be properly opened with a correct nozzle from a standard diesel fuel pump. Under certain circumstances it may be necessary to turn the nozzle back and forth slightly with light pressure to ensure the nozzle is fully seated.
- You may find that the diesel fuel pump nozzles in localized areas and/or at individual fuel stations are no longer compatible with your vehicle. This is related to the fuel station– it is **not** an issue with your vehicle.
- Damaged, worn out, or incorrect nozzles, as well as other means of refueling (portable fuel containers, for example) will generally not open the misfueling guard and fuel from these sources cannot easily flow into the tank.
- If you must refuel with a non-standard diesel fuel nozzle, an adapter is available at your authorized Volkswagen dealer to allow refueling. If you must refuel using the adapter, please double-check to ensure you are filling your vehicle with the correct diesel fuel.
- If you decide you no longer want the misfueling guard on your vehicle, your dealer can remove it free of charge. Please note that, without the misfueling guard in place, your vehicle will no longer have the protection that this guard is intended to provide.