



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: June 05, 2013

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

Subject: Revision to Service Action 20T8 FAQ  
Install Misfueling Guard

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

## **Revision to Service Action 20T8 FAQ**

We would like to inform you that the FAQ for Service Action 20T8 has been revised to include additional information for dealers to share with customers about the misfueling guard.

After the 20T8 campaign has been performed, please take some time to explain the misfueling guard to your customers, using the information in the FAQ as a guide. Please also ensure that dealership personnel are familiar with the information contained in the FAQ, so that they are able to answer any customer inquiries that may arise.

The revised FAQ is attached, and will also be available in ServiceNet shortly.

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 Product Compliance



Das Auto.

## Frequently Asked Questions (FAQ) Service Action 20T8 – REVISED JUNE 2013

### SUMMARY

- **Campaign Code:** 20T8
- **Service Action Expiration Date:** May 31, 2015
- **Affected Vehicles:** Certain 2009-2012 model year Volkswagen Vehicles with TDI® Clean Diesel Engine

**Problem Description:** As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.

**Corrective Action:** As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel a TDI® Clean Diesel engine vehicle, dealers will install a misfueling guard in the fuel filler neck of vehicles affected by this action. Additionally, a new fuel filler neck cap will also be installed.

Please note: The misfueling guard is designed to prevent a gasoline fuel pump nozzle from entering a vehicle's fuel filler neck, thereby reducing the risk of fuel system contamination from gasoline. Even with this inhibitor installed, remind anyone who refuels the vehicle that it requires diesel fuel, and to double-check the fuel pump to ensure the correct fuel is selected *before* filling the tank.

### What information can dealers share with customers about this campaign to help ensure customer understanding/satisfaction?

Below you will find some helpful information for discussions with your customers:

A misfueling guard helps prevent filling the fuel tank of a diesel vehicle with gasoline, because the guard makes it difficult to insert any type of filler nozzle other than the type commonly used for diesel fuel.

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. Using these incorrect or non-standard nozzles to refuel your diesel vehicle can cause fuel spills, which can cause fires, explosions, burns, and other severe injuries.

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 open the misfueling guard. If the misfueling guard cannot be opened this way, see the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the fuel system checked.

### ! NOTICE

- **It is your responsibility to put the right fuel in your vehicle and any damage that results from using the wrong fuel is not covered under the Emissions warranties or any other Volkswagen Limited Warranty.**
- **If you put any amount of the wrong fuel in the fuel tank, do not start the engine under any circumstances. Immediately contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.**
- **If diesel fuel should get on any rubber hose, it must be wiped off immediately. The same applies if diesel fuel gets onto other parts of the vehicle, especially paint, tires, or a plastic part. Wash the contaminated vehicle parts right away with soap and warm water to help prevent leaks and serious damage.**

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

## ! NOTICE

- **Never force a fuel nozzle in the misfueling guard. If you have problems inserting a fuel nozzle, first check to make sure you are using the correct diesel fuel. If you are, go to a pump with the standard diesel nozzle. Forcing a fuel nozzle in the misfueling guard can damage it so that it can no longer help prevent misfueling.**
- **If you have problems inserting a diesel fuel nozzle, please check to make sure you are using the right kind of diesel fuel.**
- **If you must refuel with a non-standard diesel fuel nozzle, an adapter is available from Volkswagen to allow refueling. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Only use an adapter approved by Volkswagen for your vehicle.**
- **Remember that the nozzle on a portable fuel container will generally not open the misfueling guard. If you must refuel with a portable fuel container in an emergency, you can pour diesel fuel very slowly from a portable container into the fuel filler neck of your vehicle. The fuel will flow slowly past the misfueling guard and into the tank.**

### **What are some additional precautions that any TDI® Clean Diesel owner can take to help ensure the vehicle is fueled correctly?**

Some things owners can do to help ensure their vehicle is fueled correctly are:

- Become familiar with the refueling information found in the owner's manual that came with your vehicle.
- Make certain that everyone who drives your vehicle is aware that it must be refueled with **DIESEL FUEL ONLY**. Filling the tank with the wrong kind of fuel can cause damage that is not covered under warranty.
- Be vigilant at the fueling station -- get into the habit of double-checking the fuel pump before you begin filling the tank. How one fueling station identifies their diesel pumps can be very different from how another station identifies theirs. Doing so can go a long way in preventing the wrong fuel from being put into your vehicle.

### **Why are the Touareg and Passat TDI® Clean Diesel engine vehicles not included in this action?**

These vehicles are not included because there was too little room and it was not possible to develop a misfueling guard that could be fitted to these vehicles.

### **What is the parts allocation plan for this service action?**

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign. Please refer to the Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### **Is a loaner vehicle being covered under this action?**

No. A loaner vehicle is not being covered under this action.

### **Is towing being covered under this action?**

No. Towing is not covered under this action.

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**What should dealers do if they have any affected vehicles in inventory?**

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this work has been performed.

**Can a dealer deliver a new vehicle affected by this action to a customer before the repair has been completed?**

No. In the interest of customer satisfaction, please ensure that every new vehicle affected by this action is repaired prior to delivery.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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