



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 28, 2013

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

Subject: Revision to Service Action 20T8
Install Misfueling Guard

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Revision to Service Action 20T8

Effective immediately, the work procedure for Service Action 20T8 has been revised to exclude the spring-loaded flap insert found in the 5K0 201 400 Misfueling Guard Kit. This change was made based upon feedback/recommendations received from dealer and field colleagues.

An updated campaign circular has been posted to ServiceNet and will be visible in ElsaWeb shortly. An updated FAQ will also be available for dealer reference.

Please ensure that everyone in your dealership with campaign-related responsibilities has been made aware of this updated information.

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 28, 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.

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.

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.

If a customer asks to have the campaign-installed misfueling guard removed from their vehicle, what should dealers do and how should the work be claimed?

- Dealers with customers wishing to have the campaign-installed misfueling guard removed from their vehicle should follow the removal instructions below.
- Labor time pays 10TU.
- Upon completion of the work, fax a copy of the signed repair order and related paperwork to Warranty for payment. Dealers cannot enter claims for misfueling guard removal in SAGA.

Misfueling Guard Removal Procedure:

Tools needed:

- 90° angled pick
- Needle-nose pliers

Labor time: 10 TU



- Open fuel filler door and remove fuel cap.
- ← Using a 90° angled pick lift the plastic retaining ring starting from the left side <as shown>.

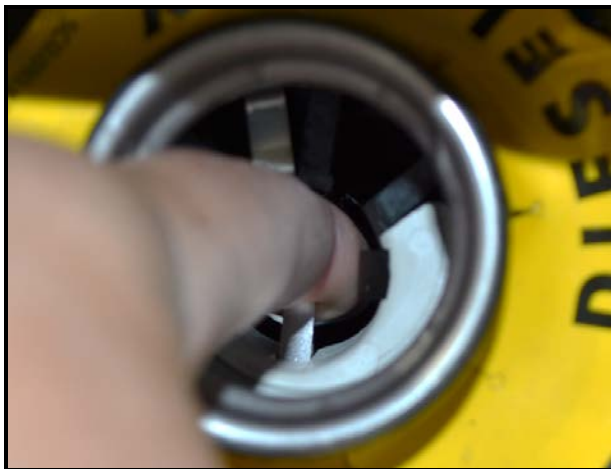
IMPORTANT!

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.

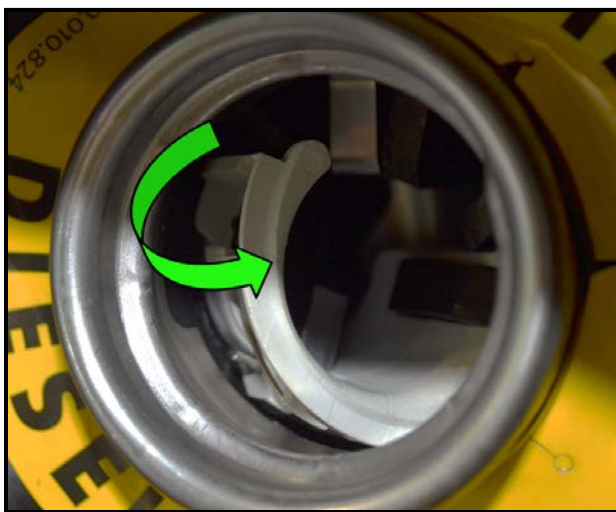


⇐ Slide the pick under the plastic retaining ring from left-to-right until it becomes loose and can be removed <as shown>.

- Remove plastic retaining ring from fuel filler area.



⇐ Using your finger <as shown> pull the fuel filler lockout mechanism toward you approximately 5mm until it stops.



⇐ Rotate the fuel filler lockout mechanism from left-to-right <arrow> and remove from fuel filler area.

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.



- ⇐ Using needle nose pliers, push the spring loaded flap insert retaining tang inward and downward until it becomes loose <as shown>.

Note: Damage may occur to the spring loaded flap insert.



- ⇐ Using needle nose pliers, pull the spring loaded flap insert out of the fuel filler area <as shown>.



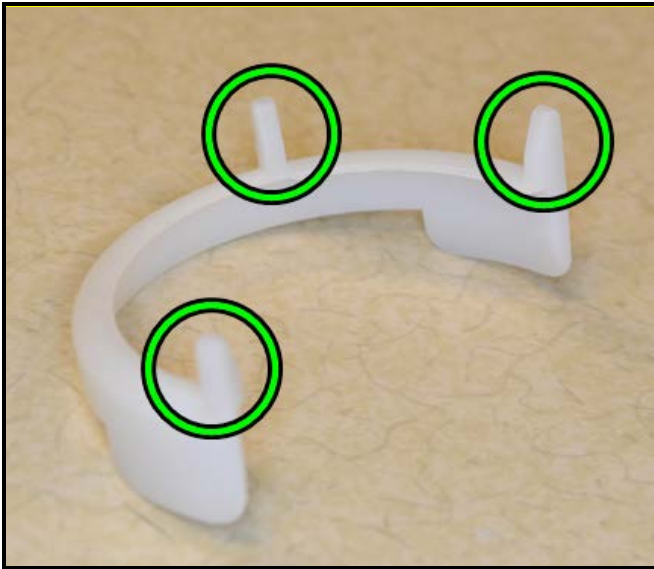
- ⇐ Reinsert the fuel filler lockout mechanism <as shown> and rotate from right-to-left <arrow> to seat properly into position.

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.



Tip: The fuel filler lockout mechanism is fully seated into position when it bottoms out against the fuel filler neck <as shown>.



← The retaining ring is installed into the filler neck with the alignment pins <circles> facing toward the fuel tank.

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.



- ⇐ Insert the retaining ring into the filler neck <arrow>.
- The ring will lock into place at both the 9 o'clock and the 3 o'clock positions when fully seated against the lockout mechanism.



- ⇐ Reinstall the fuel filler cap with yellow lettering <as shown>.
- Close the fuel filler door.

WORK COMPLETE

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.



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.



Das Auto.

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.



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.