



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 15, 2013

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

Subject: Upcoming Service Action 20T8
Certain 2009-2012 Model Year Volkswagen Vehicles with TDI® Clean Diesel Engine
Install Misfueling Guard

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Service Action 20T8 Install Misfueling Guard

We would like to inform you of upcoming Service Action 20T8. Please refer to the attached Campaign Data Sheet for additional 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

Attachment: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		SERVICE ACTION
SAGA CODE		20T8
MARKET(S)		United States and Canada
AFFECTED VEHICLES		Certain 2009-2012 model year Volkswagen Vehicles with TDI® Clean Diesel Engine
TOPIC		Install misfueling guard
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 <u>before</u> filling the tank.
CUSTOMER NOTIFICATION DATE		On or about May 28, 2013
ELSAWEB VISIBILITY DATE		On or about May 21, 2013
VIM VISIBILITY DATE		On or about May 21, 2013
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 209,500 CANADA: Approximately 51,600
	DEALER INVENTORY	USA: Approximately 97 CANADA: Approximately 23
	CPO INVENTORY	USA: Approximately 1,007 CANADA: Approximately 406
APPROXIMATE REPAIR TIME		Up to 30 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
PARTS REQUIRED		(1) Misfueling Guard Kit 5K0 201 400
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)		Completion Factor: .875 / Replacement Rate 100%

IMPORTANT! 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. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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PROJECTED DEALER RETURN BLOCK DATE	February 25, 2014
INITIAL PARTS ALLOCATION DATE	May 16, 2013
TECHNICIAN TRAINING REQUIRED?	SEE WORK PROCEDURE INSTRUCTIONS
EXPIRATION DATE	May 31, 2015
ADDITIONAL INFORMATION	<ul style="list-style-type: none">• The Targeted Allocation program will be used in support of this campaign.• Installation video is located in ServiceNet with the campaign information. It explains the installation of the misfueling guard and updated fuel filler neck cap. It is recommended that technicians view this video before performing this repair.

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Frequently Asked Questions (FAQ) Service Action 20T8

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.

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.

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.

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 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.

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.

IMPORTANT!

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