



Das Auto.

# Warranty Information

**Warranty Parts Return Center Communication**

**Number: VWR-14-01**

**Subject: TDI High Pressure Fuel Pump Parts Return –  
All Claim Types Including Goodwill**

**Date: May 16, 2014**

This document conveys  
Volkswagen Warranty Parts  
Return Center information.

## TDI High Pressure Fuel Pump (HPFP) Parts Return

In an effort to support the ongoing analysis of High Pressure Fuel Pumps (HPFPs), the Product Compliance Group is requesting to review HPFPs replaced on TDI clean diesel vehicles.

All approved TDI HPFP claims, including Goodwill claims (Claim Type 210), will be subject to return request in the Warranty Parts Shipping Portal (WPSP). The purpose of the part collection is to ensure that the work instructions published in Technical Bulletin 2036656 are followed and to further investigate HPFP causes of failure.

Each HPFP will be inspected to verify the following:

- ▶ The GFF diagnostic log is available.
- ▶ HPFP is returned with the N290 Fuel Metering Valve properly secured in place.
- ▶ Metallic debris in the N290 Fuel Metering Valve bore is supported by photographs submitted at VTA opening; where applicable.
- ▶ HPFP is shipped within 14 days and successfully received at the designated inspection facility. (HPFP shipments returned to the dealer due to improper documentation, packaging, or shipping methods will be considered not received.)

HPFP claims will be subject to debit if any of the above criteria are not met.

The HPFP will be collected at the following inspection facility for a joint investigation with Bosch. The requested HPFP must be returned using the properly addressed HAZMAT return label from the WPSP.

Volkswagen Warranty Parts Return Center  
c/o FERBER WAREHOUSING  
6841 North Rochester Road  
Rochester Hills, MI 48306

## Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).



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## VOLKSWAGEN DEALERSHIP COMMUNICATION

To **Dealer Principals, General Managers and Parts and Service Managers**

David M. Durant      Name  
Director              Title  
Technical Service and Quality      Department  
Volkswagen of America

Subject: **TDI® Clean Diesel High Pressure Fuel Pump (HPFP)**

May 16, 2014      Date

As you are already aware, Volkswagen has undertaken multiple measures to effectively and responsibly ensure long-term ownership satisfaction and to reduce the total cost of ownership for our TDI Clean Diesel vehicle customers. To support this goal, we have previously provided customers with enhanced owner's information and the opportunity to have a mis-fuel guard installed.

To ensure we continue to provide the great ownership experience our TDI Clean Diesel customers expect, we have published a revised diagnostic procedure for high pressure fuel pumps (communicated via Technical Bulletin 2036656 on March 10<sup>th</sup>, 2014).

Volkswagen Technical Service and Robert Bosch, LLC are working together to thoroughly analyze and evaluate all high pressure fuel pumps returned from the field. Each returned pump will be inspected as per the work instructions published in Technical Bulletin 2036656 referenced above.

**To ensure we collect the greatest possible sample of high pressure pumps, effective immediately, all approved warranty and goodwill claims with TDI HPFP replacement will be subject to a part return request and review** (see attached Warranty Parts Return Center Communication VWR-14-01).

In order to avoid potential claim debit, each returned HPFP must:

- Be from the VIN for which the claim was paid,
- Have the N290 fuel metering valve properly secured in place,
- Be shipped within 14 days of request.

Thank you for your continued full cooperation and support in this matter. We cannot stress enough how much your support of HPFP return requests is needed in order to continue quality improvements and help protect our customers from an expensive repair.

Sincerely,

David M. Durant