

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please contact Warranty.**



Service Action Campaign

Code: 20T8

**Subject: Certain 2009-2012 Model Year Vehicles with TDI® Clean Diesel Engine
Install Misfueling Guard**

May 21, 2013

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 guard 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.

Affected Vehicles**U.S.A.:**

**2009-2012 Jetta, Jetta SportWagen
2010-2012 Golf
With TDI Clean Diesel Engine**

CANADA:

**2009-2012 Jetta
2010-2012 Golf, Golf Wagon
With TDI Clean Diesel Engine**

To determine if the VIN applies to this Campaign verify the open Campaigns/Actions screen in ElsaWeb

NOTE:

- ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".
- If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.
- ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.
- Contact Warranty if you have any questions.

Campaign Customer Allocation Report

Electronic Campaign Customer Allocation reports will be posted under My Dealership Reports on the VW Hub on or about May 21, 2013. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

- 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.

Owner Notification Mailing

On or about May 21, 2013 the customer mailing will take place. Sample copies of the owner letters are enclosed.

Service Action Expiration Date

- This service action will be available for customers free of charge **only until May 31, 2015**. Vehicles repaired under this action must have this service completed on or before May 31, 2015 to be eligible for payment.
- **Inspections/repairs performed after May 31, 2015 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.
- If a customer wishes to have the misfueling guard installed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

Installation Video

An installation video is located in ServiceNet with the campaign link. It explains the installation of the misfueling guard and updated fuel filler neck cap. It is recommended for technicians to view this video before performing this procedure.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwvhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the campaign is open.

Service No.: 20T8
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**
Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Inspect for presence of misfueling guard and updated fuel filler neck cap; both are present, no work required

Repair operation: 0183 00 99 10 T.U.

OR

Inspect for presence of misfueling guard and updated fuel filler neck cap; install misfueling guard and updated fuel filler neck cap.

Repair operation: 2005 23 99 30 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5K0 201 400	Misfueling Guard Kit

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6501 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2013 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Service Action 20T8/W9 – Install Misfueling Guard
Certain 2009-2012 Model Year Volkswagen TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to you today about a service action campaign designed to help prevent your TDI® Clean Diesel engine vehicle from being inadvertently misfueled from a gasoline pump. Our records show that you are the owner of a vehicle eligible for this service.

What is the issue? 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.

What will we do? As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel your TDI® Clean Diesel engine vehicle, your authorized Volkswagen dealer will install a misfueling guard in the fuel filler neck of your vehicle. Additionally, a new fuel filler neck cap will also be installed. This work will take less than one hour and will be performed for you free of charge.

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

This service action will be available for you free of charge only until May 31, 2015. If you wish to have the misfueling guard installed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

What should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If you have any questions regarding this repair, please contact us at:
Volkswagen of America, Inc.,
Attn: Customer CARE (20T8/W9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298

We hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Service Action 20T8/W9 – Install Misfueling Guard
Certain 2009-2012 Model Year Volkswagen TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to you today about a service action campaign designed to help prevent your TDI® Clean Diesel engine vehicle from being inadvertently misfueled from a gasoline pump. Our records show that you are the owner of a vehicle eligible for this service.

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Can we assist you further? If you have any questions regarding this repair, please contact us at:

Volkswagen Canada
Attn: Customer Relations (20T8/W9)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987

We hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality


If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”


Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5K0 201 400	Misfueling Guard Kit
1	CAMP 010 000	Campaign Completion Label

Work Procedure:

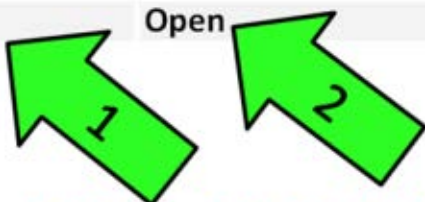
 Tip: If Campaign Completion label is present, no further work required

Section A – Identify Criteria and Check for Open Status

 Tip: On the date of repair, print this screen and keep a copy with the repair order.

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE



- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.
- ⇐ Ensure that the Status is “Open” <arrow 2>.
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

Continue to Section B



Section B - Install Misfueling Guard Kit

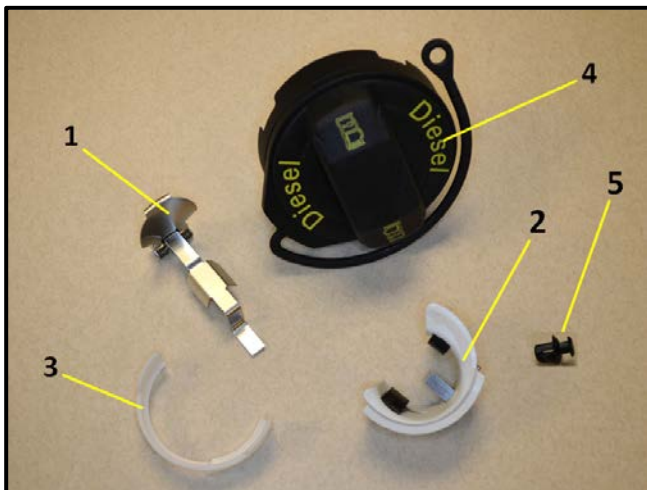


Tip: An installation video is located in ServiceNet along with the campaign link. It explains the installation of the misfueling guard and updated fuel filler neck cap. It is recommended for technicians to view this video before performing this procedure.

- Open the fuel filler door
- ⇐ Remove the fuel cap and the fuel cap tether <circle> from the vehicle.



Tip: If the customer has installed their own locking or aftermarket fuel filler cap, be sure to return the old fuel cap to the customer.



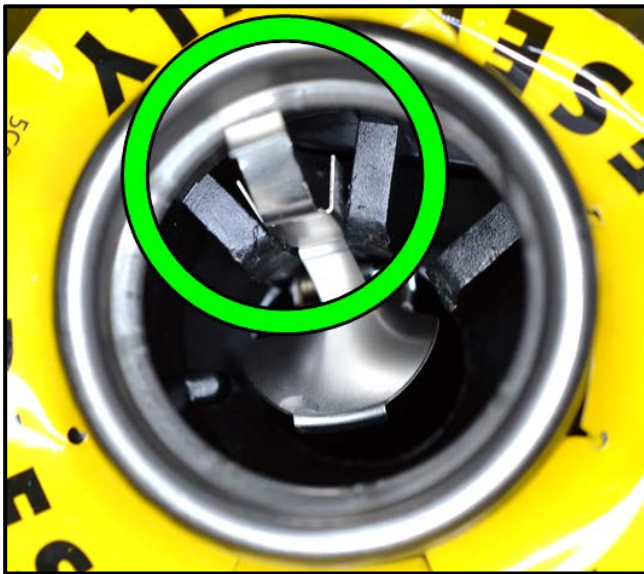
- ⇐ The misfueling guard kit p/n - 5K0 201 400 consists of five pieces (left) which must be installed in the following order:
 1. Spring loaded flap insert.
 2. Fuel filler lockout mechanism.
 3. Plastic retaining ring.
 4. Replacement fuel cap w/tether.
 5. Mounting pin for fuel cap tether.



Note: On SportWagen and Golf Wagon models the tether is attached to a permanent anchor inside the fuel filler housing. On Jetta sedans the tether is mounted to the fuel filler door hinge using a plastic mounting pin (#5 above). A replacement pin is included in every misfueling guard kit, but is not used on some models.



← The spring loaded flap insert is installed into the filler neck, **flap side first**, with the tabs <circle> inserted into the left slot <arrow> in the filler neck.



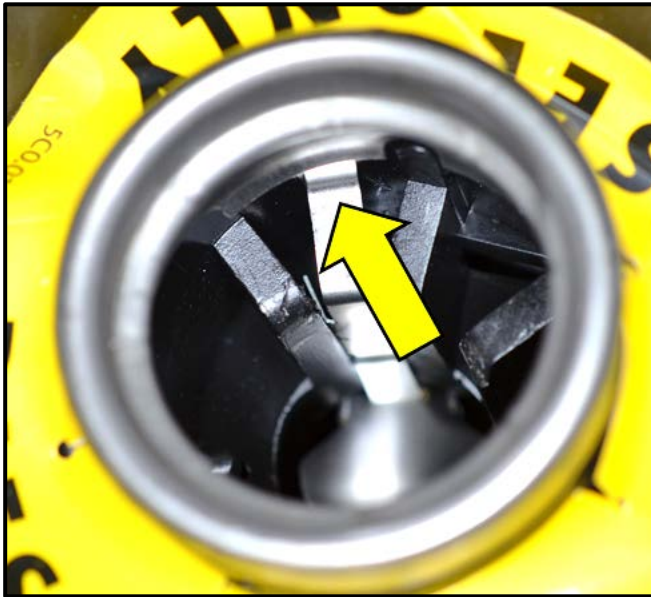
← Install the flap insert as shown, aligning the tabs with the filler neck slot <circle>.

Note: It may be necessary during this step to push upward on the flap insert, pressing it against the wall of the filler neck, and causing it to flex slightly. By doing this the tabs will align correctly with the filler neck. When done properly the flap insert will not be bent or damaged – **DO NOT** force the flap insert into the filler neck. When the tabs line up properly the insert will fit easily into place.

Note: During installation the flap itself will also flex backward slightly. This allows the flap to fit fully down into the filler neck. It will return to its original position with the flap insert fully seated in the filler neck.



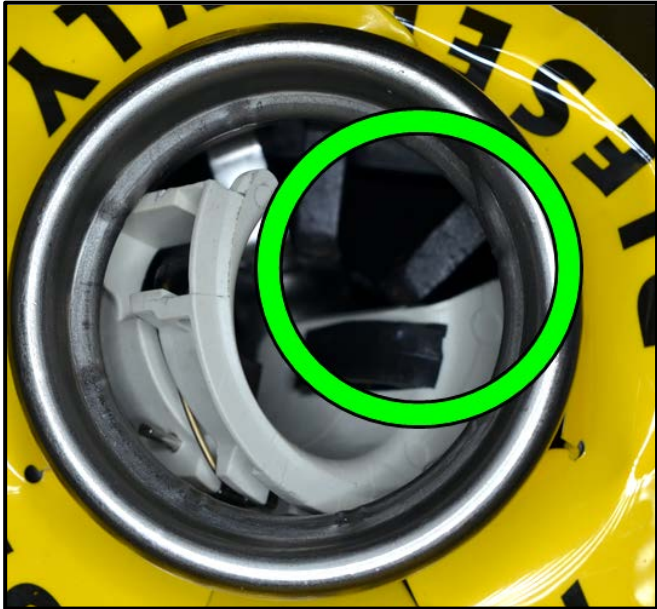
- With the tabs on the flap insert properly fitted into the filler neck slot, push the flap insert straight into the filler neck until it is seated.
- ← To lock the flap insert into position, push the locking tab inward using a pocket screwdriver, or equivalent, where shown <arrow>.
- There will be an audible click when the locking tab is fully engaged.



- ⇐ Verify the locking tab on the flap insert is fully seated behind the ring of the filler neck <arrow>.
- Using a pair of needle nose pliers, or equivalent, check for proper operation of the flap itself. Verify it does not stick closed and that it returns to a closed position after being pressed open.



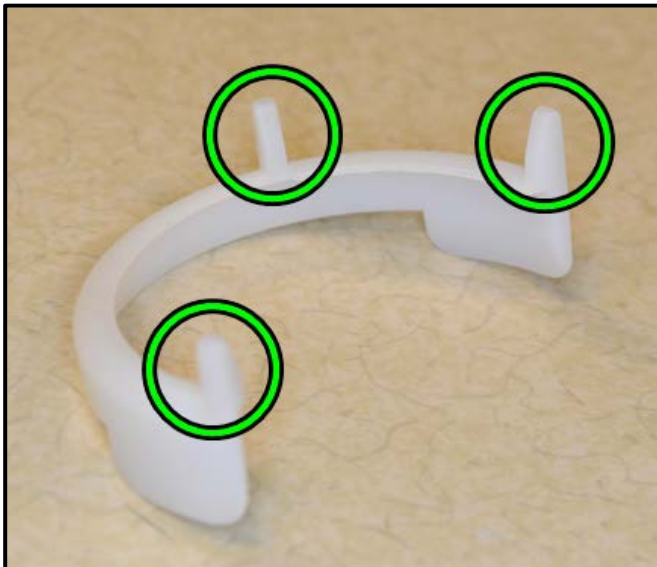
- ⇐ Insert the lockout mechanism into the filler neck (left).
- The right side of the mechanism must be placed into the filler neck opening first.



- ⇐ During installation the lockout mechanism must remain to the right of the right tab in the filler neck opening <circle>.
- With the right side of the lockout mechanism properly lined up, press the left side into the filler neck.



- ⇐ Align the lockout mechanism with the tabs in the filler neck, then push the lockout mechanism down into the filler neck until it is fully seated (left).



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



⇐ 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.



- Install the replacement fuel cap.

⇐ Attach the fuel cap tether <circle>.

Work Complete – Proceed to section C to install the campaign completion label and Parts Return/Disposal

SECTION C: Campaign Completion Label Installation and Parts Return/Disposal

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Open hood.

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label.



Tip: Ensure Campaign Completion label does not cover any existing label(s).

- Close hood

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE