

**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

## REVISION

**Code: 20T8**

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

June 29, 2015

### Revision Summary

**Canada added to expiration date extension.**

### 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.*

### Parts Information and Allocation

Parts are on Upper Order Limits. 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 took 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, 2016**. *Vehicles repaired under this action must have this service completed on or before May 31, 2016 to be eligible for payment.*
- **Inspections/repairs performed after May 31, 2016 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.

### Owner Manual Supplement

- An owner manual supplement is available to hand to the customer after the installation of the misfueling guard. These supplements were allocated to dealers with affected vehicles in their area.
- Please keep this allocation in a secure place and reorder as needed.
- Additional supplements can be ordered via the **Technical Literature Ordering Center** on ServiceNet.

**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](http://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; install misfueling guard and updated fuel filler neck cap.

**Repair operation:** 2005 23 99 20 T.U.

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

**Owner Manual Supplement Claiming Information – USA and Canada**

**Outside Material:**

	<b>Description</b>	<b>Amount</b>
USA	144.5U2.TOU.21	\$2.00 (maximum)

**OR**

	<b>Description</b>	<b>Amount</b>
CAN ENG	144.5U2.TOU.21	\$2.00 (maximum)
CAN FR	144.5U2.TOU.42	\$2.00 (maximum)

***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. ©2015 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.

**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?**

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**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.

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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 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

**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

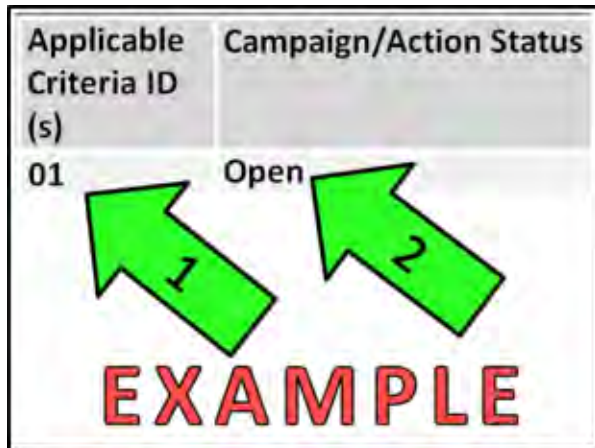
<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	144.5U2.TOU.21	Supplement
1	144.5U2.TOU.42	Supplement (CAN FR)

**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.



- 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

- 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.



**Note:** Please ensure the customer is properly advised about this modification to their vehicle



- ⇐ The misfueling guard kit p/n - 5K0 201 400 consists of five pieces <left>.

**NOTE: DO NOT INSTALL the spring loaded flap insert (#1)**

Install all other kit parts in the following order:

1. Spring Loaded Flap Insert (**NOT USED**)
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 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.



- ⇐ Insert the lockout mechanism into the filler neck and rotate from right-to-left <arrow> to seat properly into position.



**Tip:** The right side of the mechanism must be placed into the filler neck opening first.



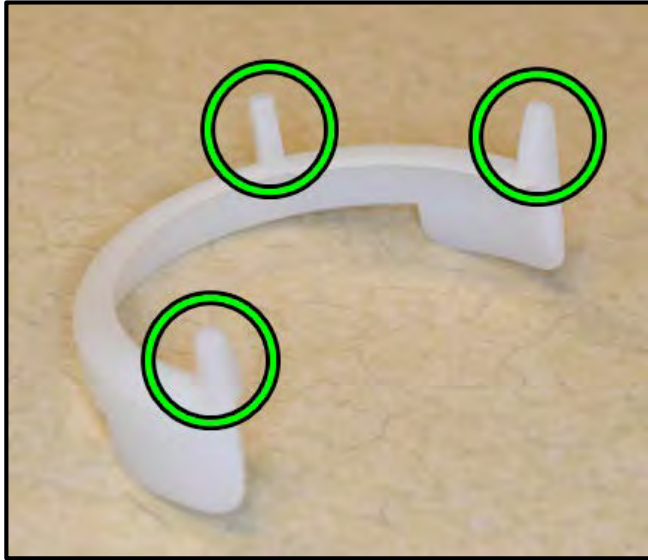
- ⇐ During installation the lockout mechanism must remain to the right of the right tab in the filler neck opening <circle>.
- With the right side of the lockout mechanism properly lined up, press the left side into the filler neck.



- ⇐ Align the lockout mechanism with the tabs in the filler neck, and then push the lockout mechanism down into the filler neck until it is fully seated <as shown>.



**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.



⇐ 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> and close the fuel filler door.

**Proceed to section C to install the campaign completion label and Owner Manual Supplement**



### SECTION C: Campaign Completion Label Installation and Owner Manual Supplement

- 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

#### Owner Manual Supplement

Please ensure an owner manual supplement is handed to the customer or put in the glove box.

	Part Number
USA	144.5U2.TOU.21

OR

CAN ENG	144.5U2.TOU.21
CAN FR	144.5U2.TOU.42



**Note:** Please ensure the customer is properly advised about this modification to their vehicle.

**ALL WORK IS COMPLETE**



Das Auto.

## Frequently Asked Questions (FAQ) Service Action 20T8

### SUMMARY

- **Campaign Code:** 20T8
- **Service Action Expiration Date:** May 31, 2016
- **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.

### **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.

### **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!**

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.