



## Frequently Asked Questions (FAQ) Voluntary Safety Recall 23J9

### SUMMARY

- **Campaign Code:** 23J9
- **Launch Date:** Inventory vehicles – October 4, 2011 / Customer vehicles: Anticipated November 2011
- **Code Visibility Date:** Inventory vehicles – October 4, 2011 / Customer vehicles: Anticipated November 2011
- **Customer Notification Date:** Anticipated November 2011
- **Circular Release Date:** Inventory vehicles – October 4, 2011 / Customer vehicles: Anticipated November 2011
- **Allocation List Release Date:** Anticipated November 2011

#### ■ **Affected Vehicles:**

**Vehicles equipped with a 2.0L TDI Common Rail Diesel Engine/Clean Diesel Engine (codes CJAA and CBEA) as follows:**

United States: 2009 – 2012 MY Volkswagen Jetta & Jetta SportWagen and 2010 – 2012 MY Volkswagen Golf

Canada: 2009 – 2012 MY Volkswagen Jetta & Golf Wagon and 2010 – 2012 MY Volkswagen Golf

#### **Number of Vehicles Affected:**

USA inventory: approximately 8,161

Canada inventory: approximately 2,441

**Problem Description:** In U.S. specific application of the 2.0L TDI Common Rail Diesel engine/ Clean Diesel engine (engine codes CJAA and CBEA; emissions related de-NOx and de-SOx regeneration cycles) the fuel injection pulses could coincide with the natural frequency of the injector line #2 in specific load and RPM conditions. This resonance creates additional stress on the fuel line which a small number of parts (based on the statistic spread of line strength) cannot withstand over lifetime.

As a contributory factor, one supplier has used tube material with scratch marks from a grinding process during certain production periods which were installed in vehicles during the following production months: December 2008, January-February 2009, April 2010 and October-December 2010. Injector lines using this material exhibit a significantly higher failure rate.

Due to the possible resonance condition, single fuel injection lines could develop small cracks which could lead to fuel leakage. Leaking fuel, in the presence of an ignition source, may lead to a fire.

Volkswagen is not aware on any fire, crash or injury caused by this issue.

**Corrective Action:** Affected vehicles will have vibration dampeners installed on all four fuel injection lines. A small number of vehicles will also have the #2 fuel injection line replaced.

### **Important Reminder on Vehicles Affected by Safety and Compliance Recalls**

***By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.***

#### 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.

**Can the vehicle be driven until it is repaired?**

Yes, affected vehicles can continue to be driven as usual. However, if a customer smells fuel in their vehicle, they should contact an authorized Volkswagen dealer to have the vehicle inspected without delay.

**How can dealers assist customers with “car down” situations, or customers who indicate that they are concerned about driving their vehicle before the repair is made?**

Currently, a very limited supply of repair parts is available, and an initial parts allocation has been sent to dealers. These parts should be used to address customer vehicles that are “car down” situations, and should also be used to repair a customer vehicle if the customer has indicated they are concerned about driving their vehicle before the campaign repair has been made. These parts can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers.

**Is a loaner vehicle being covered under this action?**

Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

**Is towing being covered under this action?**

Dealers with customers needing a vehicle towed should contact Warranty for authorization.

**What is the customer notification plan?**

Customer notification is based on anticipated parts availability, and is anticipated to take place in November 2011.

**When will the repair parts and repair instructions become available?**

Volkswagen is working diligently to acquire the necessary parts to help address vehicles impacted by this safety recall. As soon as the supply plan has been confirmed, we will provide an update regarding parts allocation and the availability of repair instructions.

**How do dealers know if the vehicles they receive from the Ports have already been updated with the recall repair?**

The last shipment of vehicles from the Ports with this issue was in September 2011. Please review your VIM report to ensure that you have identified all in-stock vehicles affected by this action.

**What about Passat TDI vehicles? Are they affected by this recall?**

The 2012 Passat TDI vehicles are NOT part of this recall. These vehicles do not have the same TDI engine configuration/calibration.

**What should dealers do if they have any affected vehicles in inventory?**

Dealers can use their VIM report to identify any affected vehicles that may be in their inventory. These vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

**Will Volkswagen be compensating dealers for floor planning related to affected inventory vehicles?**

Yes.

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**Will Volkswagen alter the current CES process during this recall?**

No, the current CES process will remain unchanged. We will continue to survey the customers and monitor customer feedback closely.

**Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?**

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. 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 a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?**

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions.

**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.

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