



# Safety Recall

## Code: 20DB

# REVISION

**Subject** Underhood Fuel Line & Connector

**Release Date** September 9, 2021

**REVISION SUMMARY** Updated work instructions to provide direction if car arrives with fuel line connection disconnected or if fuel leaks during the pull test

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	TAOS	16,737
CAN	2022	2022	TAOS	1,063

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description**

The underhood fuel supply quick-connector may not be secure and could detach from the fuel supply line. If the quick connector detaches from the fuel line, it may lead to a loss of motive power (engine stalling) without warning, and may also cause fuel to leak into the engine compartment. Stalling can lead to a vehicle crash. Leaking fuel, in the presence of an ignition source, can result in a fire.

**Corrective Action**

Inspect the affected fuel line connection and, if necessary replace the fuel line and connector.

**Precautions**

If this condition is present in the vehicle, occupants may notice a fuel odor inside the vehicle, or vehicle may stall without warning. If this happens customers are advised to contact an authorized Volkswagen dealer without delay and make arrangements to have the vehicle inspected/repared.

**Code Visibility**

On or about August 24, 2021 the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification took place in August 2021. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:**

**New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

## Parts Information (if required)

### CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! The expected need for the following parts is less than 1.5%. Ordering parts unnecessarily will cause delays.

**Parts Control Type:**  
**VIN to Order**

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

**Initial Allocation:**  
**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5Q0-200-059-KE QAT	LINES	VIN to Order
	1	05E-133-723-BE	HOSE	VIN to Order

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	20DB		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  <b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.  <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
	Inspect the fuel line connection. Fuel line connection is secure. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	30	Inspect the fuel line connection
<b>-OR-</b>	Inspect the fuel line connection. Fuel line connection is NOT secure. Replace the fuel line and hose		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2029 55 99	120	Replace the fuel line and hose
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5Q0200059KEQAT	LINES
	1.00	05E133723BE	HOSE

Continue to next page

<b>-AND-</b>	<b>Outside Material (CLAIM ONE TIME PER DEALER ONLY)</b>			
	<b>Additional tool claims will be cancelled</b>			
	<b>Quantity</b>	<b>Part number</b>	<b>Description</b>	<b>Amount</b>
1.00	SPECIALTOOL	Digital Force Gauge/Hanging Scale	Up to \$120	

The repair 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. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (USA)

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 21V651

**Subject: Safety Recall 20DB - Underhood Fuel Line & Connector**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 model year Volkswagen Taos vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The underhood fuel supply quick-connector may not be secure and could detach from the fuel supply line. If the quick connector detaches from the fuel line, it may lead to a loss of motive power (engine stalling) without warning, and may also cause fuel to leak into the engine compartment. Stalling can lead to a vehicle crash. Leaking fuel, in the presence of an ignition source, can result in a fire.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect the affected fuel line connection and, if necessary replace the fuel line and connector.

- The inspection will take about an hour to complete.
- If replacement parts are necessary, your dealer will need to order them for your vehicle. Once the parts arrive at the dealership, the replacement will take about an hour to complete.
- The inspection and replacement (if needed) will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** If this condition is present in the vehicle, occupants may notice a fuel odor inside the vehicle, or vehicle may stall without warning. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay and make arrangements to have the vehicle inspected/repaired.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (Canada)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2021-523

**Subject: Safety Recall 20DB - Underhood Fuel Line & Connector**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The underhood fuel supply quick-connector may not be secure and could detach from the fuel supply line. If the quick connector detaches from the fuel line, it may lead to a loss of motive power (engine stalling) without warning, and may also cause fuel to leak into the engine compartment. Stalling can lead to a vehicle crash. Leaking fuel, in the presence of an ignition source, can result in a fire.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect the affected fuel line connection and, if necessary replace the fuel line and connector.

- The inspection will take about an hour to complete.
- If replacement parts are necessary, your dealer will need to order them for your vehicle. Once the parts arrive at the dealership, the replacement will take about an hour to complete.
- The inspection and replacement (if needed) will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

**Precautions you should take** If this condition is present in the vehicle, occupants may notice a fuel odor inside the vehicle, or vehicle may stall without warning. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay and make arrangements to have the vehicle inspected/repaired.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Repair Overview



- Inspect underhood fuel line connection.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



## Required Tools



Digital Force Gauge\* or a digital hanging scale (luggage scale).

**Min weight requirement = 300 Newton (67.4 lbs)**

(dealer sourced)

\*A force gauge with an audible tone when set force is reached feature is the preferred tool.



Shackle

(if necessary)

-10-222A/12-

(or equivalent)

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

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

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

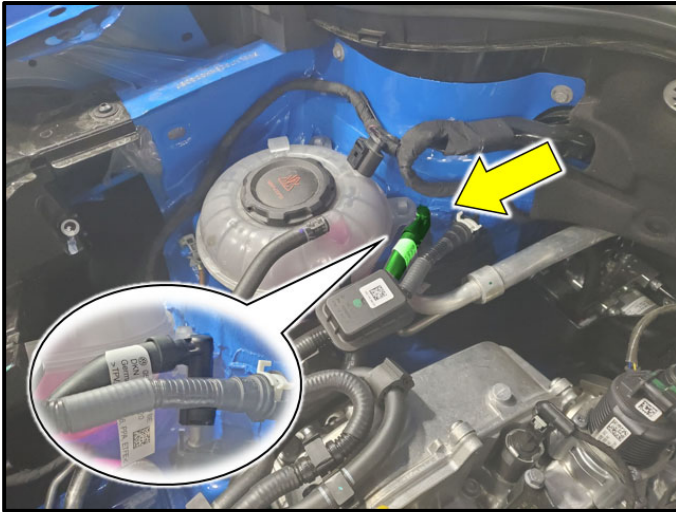
#### **CRITICAL REPAIR STEP**



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section C.**

## Section B – Fuel Line Inspection



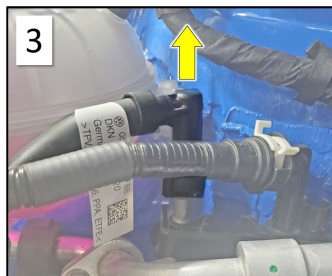
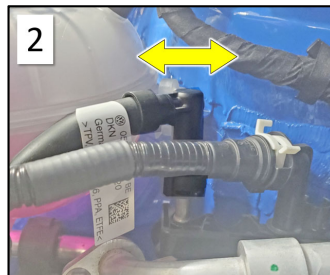
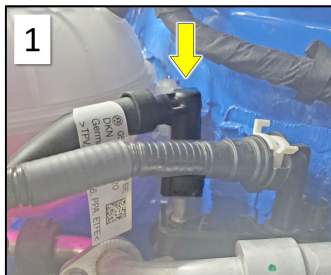
### Fuel line connection location:

- The underhood fuel supply line connection <arrow> located on the right side of the engine compartment will be inspected.

### **CAUTION**

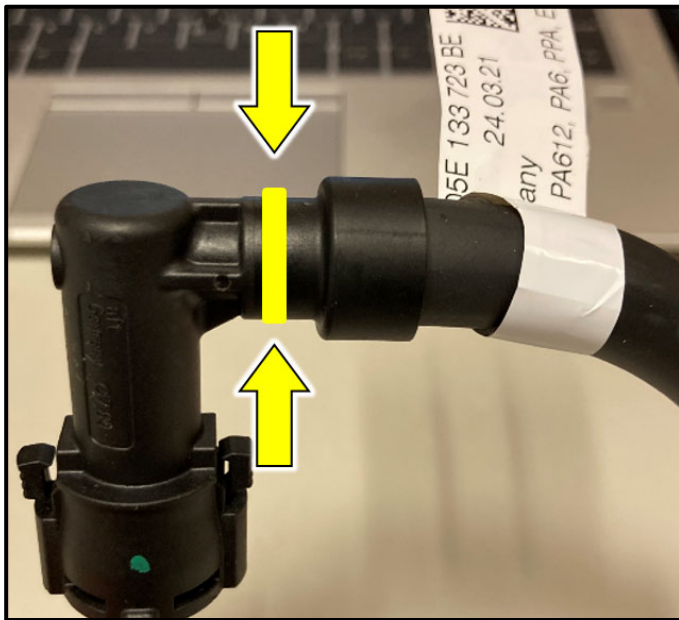
#### **The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.**

- Turn the ignition off.
  - Remove the key from the vehicle.
  - Ensure the driver door is not opened during the fuel line inspection.
- 
- If the car arrives with the fuel line connection not connected:
    - Testing is not required.
    - The vehicle **MUST NOT BE DRIVEN**.
    - The underbody fuel line must be replaced.
    - The underhood fuel hose must be replaced.
    - Proceed to Section C.



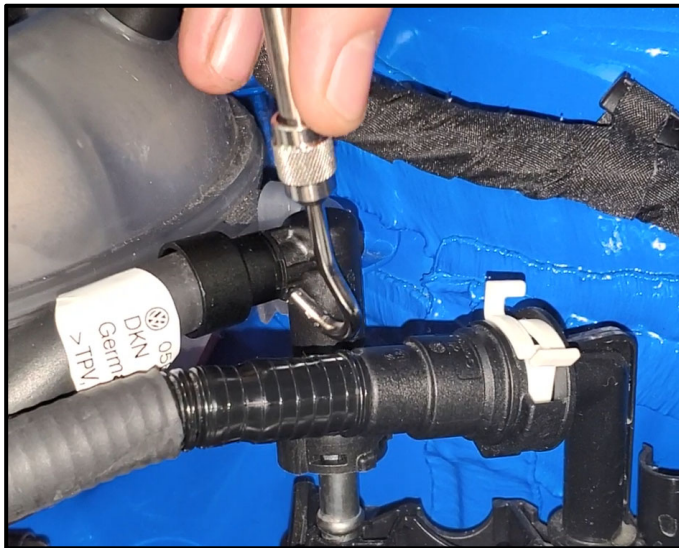
### Fuel line connection pre-test:

- Turn the ignition OFF.
- First, press down on the fuel line coupling.
- Then, move the fuel line coupling axially and in a slight rocking motion to ensure the coupling is locked.
- Finally, pull up slightly by hand to ensure the coupling is locked.



**Prepare for fuel line connection test:**

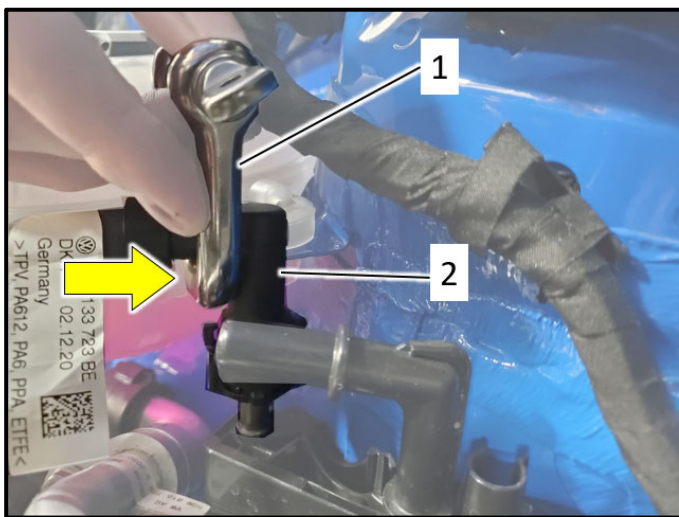
- The gauge/scale must be hooked around the fuel hose coupling in the area shown.



- The diameter of the fuel line coupling is 13 mm.
- Test the hook fitment around the fuel line coupling.
- If the hook on the force gauge or hanging scale does not fit all the way around the fuel line connection, a shackle should be used. 10-222A/12, for example.

**NOTE**

The hook on the force gauge or hanging scale may also have to be slightly bent to fit around the shackle.



- The shackle (or hook) <1> must be secure around the fuel line coupling <2>.
- If the shackle (or hook) is not located properly, unnecessary stress could be applied to the coupling.

**CAUTION**

**The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.**

- Wear protective eyewear.
- Wear safety gloves.
- Place clean cloths around the connection point for example.

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### Perform pull test:

#### **⚠ WARNING**

**The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.**

- Wear protective eyewear.
- Wear safety gloves.
- Place clean cloths around the connection point for example.

#### **RISK OF INJURY**

- Substantial upward force is being applied to the fuel line connection. If the connection were to come loose suddenly, there is a risk your hands will strike the underside of the hood.



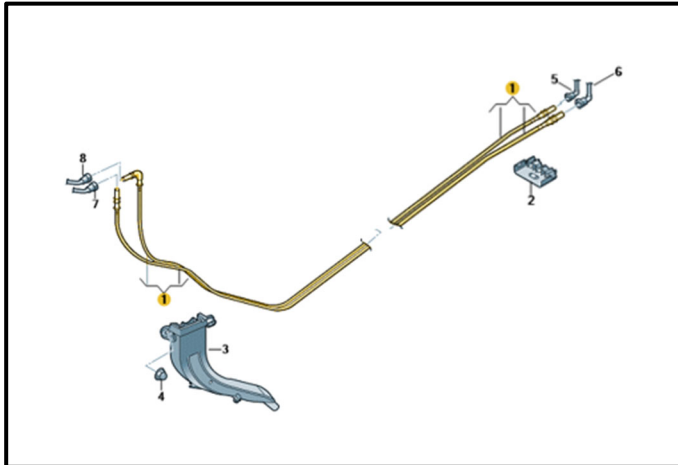
- Pull the force gauge (or hanging scale) straight upward until 300 Newton (67.4 lbs) is reached.
- DO NOT pull upward on an angle, or unnecessary damage to the fuel line could occur.
- If the fuel line connection holds:
  - No further work is required.
  - Remove tool and shackle (if necessary) from fuel line coupling.
  - Remove cloths.
  - Proceed to Section D.
- If the fuel line connection does not hold, OR if fuel leaks out of the connection during any test:
  - The vehicle MUST NOT BE DRIVEN.
  - The underbody fuel line must be replaced.
  - The underhood fuel hose must be replaced.
  - Proceed to Section C.

## Section C – Fuel Line and Fuel Hose Replacement

### ⚠ CAUTION

**The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.**

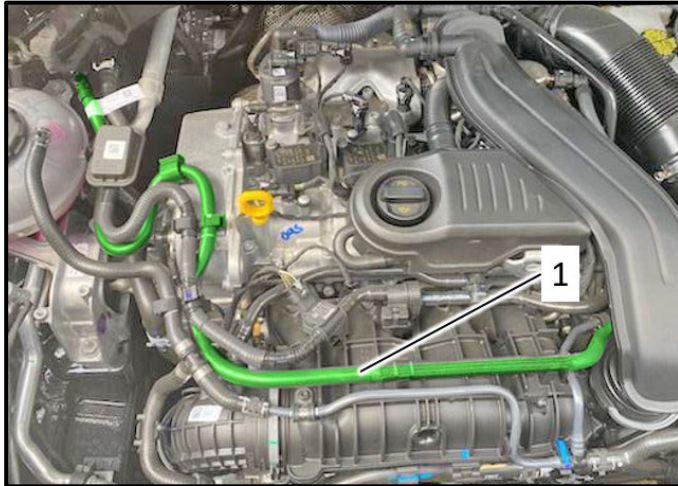
- Wear protective eyewear.
- Wear safety gloves.
- Place clean cloths around the connection point and carefully open the connection point.



### Replace underbody fuel line:

- See ELSA Repair Manual: *Repair manual > Engine > Fuel Supply - Gasoline Engines > 20 Fuel Supply > Fuel Lines > Fuel Lines, Removing and Installing*

Part Number	Part Description
5Q0-200-059-KE QAT	Set of Fuel Lines

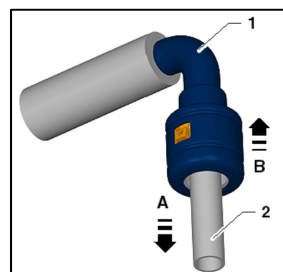


### Replace underhood fuel hose:

- Release fuel hose securing clips.
- Disconnect couplings and remove fuel hose <1>.
- Reinstall fuel hose in the reverse order of removal.

Part Number	Part Description
05E-133-723-BE	Fuel Hose

### Proceed to Section D



### ⓘ NOTE

When disconnecting fuel line couplings:

1. Push the connector coupling <1> down in the <direction of the arrow A>.
2. Press the release buttons and hold it down.
3. Disconnect the connector coupling <1> from the fuel line <2> in the <direction of the arrow B>.

## Section D – Campaign Completion Label

### Install Campaign Completion Label

- 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).

### Proceed to Section E

## Section E - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.