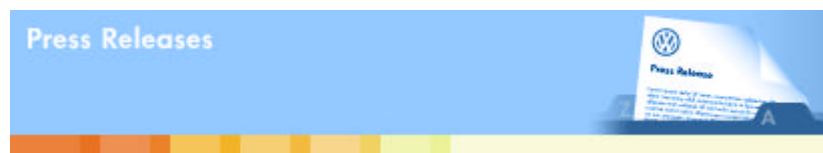


Company Information



Ignition Coils – Important Information

It has been reported that misfiring can occur on vehicles with 1.8T, V5, V6 and W8 petrol engines and can lead to erratic engine operation or reduced engine performance. The problem is caused by an electrical fault in the ignition coil and in no way endangers the driver or the car. We have not therefore, issued a recall notice in respect of affected vehicles as this is not a safety related issue.

This type of ignition system uses an ignition coil for each cylinder. Should a failure occur, one cylinder will fail to provide power. At this point the engine management warning light will be illuminated instructing the driver to drive to their nearest Volkswagen retailer.

We acknowledge and sincerely regret that some drivers have been inconvenienced and wherever possible, we have and will continue to provide a loan car whenever a customer's vehicle has been awaiting replacement parts.

As we have experienced a parts supply shortage, we have unfortunately, only been able to replace failed components. Supply of affected parts is increasing significantly and we expect to catch up with the demand for these ignition components in the next few weeks. Therefore, as we reach full availability of parts, we will replace all the ignition components in question. Customers who have had only one coil replaced will ultimately be able to have the remaining coils changed.

Customers will not be charged for these repairs.

If you have experienced this problem with your vehicle or your engine management warning light illuminates, please go to your nearest Volkswagen retailer for assistance.

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