

## OWNER INFORMATION ABOUT CONTROL MODULE TUNING\* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)

\*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..

Date:	
Dealer Number:	
Vehicle Identification Number:	
Repair Order Number:	
Vehicle Identification Number: Repair Order Number:	_

Dealer stamp

\_\_\_\_\_, owner or driver of the above identified Volkswagen, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

<u>TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):</u>

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer

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#### 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 call (800) 741-2919.

**Recall Circular** 

Subject: 1999-2005 Passat & Passat Wagon (5<sup>th</sup> Generation) Equipped With Gas Engine Install Underbody Heat Shield(s); Inspect/Replace Fuel Line, Fuel Tank; Update Software, if Necessary

**Revision Summary** 

- Criteria Code Contents updated p. 2
- Clarified fuel line bracket check p. 23
- Install Software Patch (for all scan tools) p. 40
- Software Update Using CD-ROM for Vehicles with AUG Motor (Section K - <u>K1</u>, <u>K2</u>) added to work procedure – pp. 40-45
- Software update CD-ROM (part number 26E5/R5\_MY2001 AUGSWU) mailed to dealers

#### **Problem Description**

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### **Corrective Action**

Dealers will install additional underbody heat shields to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### VIN Range & Production Date of Affected Vehicles

#### U.S.A.

(Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

(Mosel)

WVW\_\_\_3B\_XP489411 - WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005

## CANADA

(Emden) WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

Code:

(Mosel)

- WVW\_\_\_3B\_XP489411 WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005
- NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

#### Allocation Report of Affected Vehicles

Dealers with affected vehicles received a report containing the VIN, customer name, city, state and zip code. Dealers did not receive a report if they had no affected vehicles.

#### Parts Information and Allocation

Dealers have received their allocation list and an initial allocation of parts. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

#### **Owner Notification Mailing**

Owner notifications were mailed on or about June 13, 2008, using a staggered approach. A sample copy of the owner letter is enclosed.

#### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from one of the charts on Pages 3-8. **The Applicable Criteria ID is shown in ElsaWeb**. Claims will only be paid for vehicles that show this campaign open in ElsaWeb <u>on the day of the repair</u>. To help ensure prompt and proper payment, attach the screen print to the repair order.

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



REVISED

August 8, 2008

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mpaign is open. ervice No. : 26E5 amage Code : 0099	e-Online, FISH (VSI), to determine	CHART 1 of 6) whether the "26E5"	
ervice No.:26E5 amage Code:0099			
ervice No. : 26E5 eamage Code : 0099 e <u>arts Manufacturer</u> – Re			
•			
arts manufacturer – Ru			
	emoved part: Use vendor co		
Sold vehicle = $7 \ 10$ Unsold vehicle = $7 \ 90$			
IEAT SHIELD ONLY			
riteria code 01 —	Section A		
- Install passenger side he			
epair operation:	2615 23 99	75 T.U.	
1 3B0 825 676	Heat shield (right)		
2 N 908 235 01	Sub frame bolt		
1 357 253 141A O	Exhaust clamp (if needed)		
	side heat shield (2.8L & W8 automatic	)	
epair operation:	2615 24 99	85 T.U.	
1 3B0 825 675 1 3B0 825 676	Heat shield (left) Heat shield (right)		
2 N 908 235 01	Sub frame bolt		
2 191 253 141F	Exhaust clamp (if needed)		
2 191 253 141F			
2 191 253 141F			
2 191 253 141F	Exhaust clamp <i>(if needed)</i>		
2 191 253 141F UEL TANK ONLY Criteria code 02 — 2	Exhaust clamp (if needed) Sections E, F, G, H , J	further work required	
2 191 253 141F UEL TANK ONLY Criteria code 02 — 1 - Check ventilation line met	Exhaust clamp <i>(if needed)</i>	further work required 20 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — 2	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99		
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 2 - Check ventilation line measurem O -Ventilation line measurem	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation:	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99 R ent less than 36mm and <u>no fuel leak 1 2010 05 99</u>	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak r</u> 2010 05 99 R	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O - Found fuel leak - replace	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99 R ent less than 36mm and <u>no fuel leak 1 2010 05 99</u>	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak r</u> 2010 05 99 R fuel tank & perform rear alignment	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: O - Found fuel leak - replace epair operation: 1 3B0 201 075BK	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: -Ventilation line measurem epair operation: - Found fuel leak - replace epair operation: 1 3B0 201 075BK 1 3B7 201 075C	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i>	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: O - Found fuel leak - replace epair operation: 1 3B0 201 075BK	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>criteria code 02</b> — - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp	20 T.U. found 50 T.U.	

Saga Claim Entry Procedure( CHART 2 of 6)Check in the system Service-Online, FISH (VSI), to determine whether the "26E5"			
campaign is open.			
Service No. : 26E5 Damage Code : 0099			
Parts Manufacturer       – Removed part:       Use vendor code VWE.         Sold vehicle = 7       10         Unsold vehicle = 7       90			
FUEL LINE ONLY Criteria code 03 — Sections B, C, D			
- Check fuel line; unclip bracket – No cracks or leaks found Repair operation: 0183 00 99 20 T.U.			
AND, IF NECESSARY			
- Remove and replace air filter box; remove foam block, if necessary Repair operation: 2425 19 99 40 T.U. OR			
- Found fuel leak - replace fuel line			
Repair operation:         2038 19 99         140 T.U.			
1       3B0 201 544BS       Fuel line set         3       N 024 1222       Fuel line clamp         2       N 904 119 01       EVAP line clamp			
HEAT SHIELD & ECM SOFTWARE UPDATE Criteria code 04 — Sections A, K			
- Install passenger side heat shield (1.8T automatic)			
Repair operation: 2615 23 99 75 T.U.			
1 3B0 825 676 Heat shield (right)			
2         N 908 235 01         Sub frame bolt           1         357 253 141A         Exhaust clamp ( <i>if needed</i> )			
AND			
- Check ECM software; NO update required			
Repair operation:         2470 01 99         20 T.U.			
OR - Perform ECM software update			
Repair operation:         2470 25 99         50 T.U.			
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date			
There is NO reimbursement for Vehicle Wash or Loaner Vehicle!			

Saga Claim Entry Procedure(CHART 3 of 6)Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.			
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Removed part: Use vendor code VWE.			
Sold vehicle = 7 10 Unsold vehicle = 7 90			
HEAT SHIELD, FUEL LINE & ECM SO	OFTWARE UP	DATE	
<u>Criteria code 05 — Sections A, </u>	<u>B, C, D, K</u>		
- Install passenger side heat shield (1.8T au	tomatic)		
Repair operation:	2615 23 99	75 T.U.	
1 3B0 825 676 Heat shield			
2 N 908 235 01 Sub frame b			
	mp <i>(if needed)</i>		
AND Chack fuel line: upplin brooket No grooke	or looko found		
- Check fuel line; unclip bracket – No cracks Repair operation:	0183 00 99	20 T.U.	
AND, IF NECESSAF			
- Remove and replace air filter box; remove for <b>Repair operation</b> :	oam block, if nece <b>2425 19 99</b>	essary 40 T.U.	
OR			
<ul> <li>Found fuel leak - replace fuel line</li> </ul>			
Repair operation:	2038 19 99	140 T.U.	
1 3B0 201 544BS Fuel line set			
3 N 024 1222 Fuel line clar	•		
2 N 904 119 01 EVAP line cl	amp		
AND			
- Check ECM software; NO update required			
Repair operation:	2470 01 99	20 T.U.	
<ul> <li>Perform ECM software update</li> <li>Repair operation:</li> </ul>	2470 25 99	50 T.U.	
If Customer Refused Repairs         Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date         There is NO reimbursement for Vehicle Wash or Loaner Vehicle!			

Saga Claim Entry		(CHART 4 of 6)
Check in the system Servi Service No. : 26E5	ce-Online, FISH (VSI), to determin	e whether the "26E5" campaign is open.
Damage Code : 0099		
Parts Manufacturer – I	Removed part: Use vendor	code VVVE.
Sold vehicle = $7 \cdot 10$		
Unsold vehicle = 7 90	)	
HEAT SHIELD, FUE	L LINE, FUEL TANK & ECI	M SOFTWARE UPDATE
<u> Criteria code 06  —</u>	Sections A, B, C, D, E, F	<u>, G, H, J, K</u>
	eat shield (1.8T automatic)	
Repair operation:	2615 23 99	75 T.U.
1 3B0 825 676	Heat shield (right)	
2 N 908 235 01 1 357 253 141A	Sub frame bolt Exhaust clamp <i>(if needed)</i>	
	AND	
	racket – No cracks or leaks found	
Repair operation:	0183 00 99	20 T.U.
Demons 1 1 1		
- Remove and replace air Repair operation:	filter box; remove foam block, if neces 2425 19 99	sary 40 T.U.
	OR	
- Found fuel leak - replace		440 7 11
Repair operation:	<b>2038 19 99</b> Fuel line set	140 T.U.
1 3B0 201 544BS 3 N 024 1222	Fuel line clamp	
2 N 904 119 01	EVAP line clamp	
	AND	
<ul> <li>Check ventilation line m</li> </ul>	easurement, if greater than 36mm, <u>No</u>	further work required
Repair operation:	0183 00 99	20 T.U.
	OR	
	ment less than 36mm and no fuel leak	
Repair operation:	2010 05 99 OR	50 T.U.
- Found fuel leak - replac	e fuel tank & perform rear alignment	
Repair operation:	2010 55 99	530 T.U.
1 3B0 201 075BK	Fuel tank (1.87 & 2.8L)	
2 8E0 919 133G	Fuel pump seal	
1 4B0 919 133	Fuel sender seal	
3 N 024 1222	Fuel line clamp	
4 N 909 813 01 2 4B0 201 844	Rear sub-frame bolts O-ring	
2 N 904 119 01	EVAP line clamp	
	AND	
- Check ECM software; I		
Repair operation:	2470 01 99	20 T.U.
	OR	
- Perform ECM software	-	50 7 11
Repair operation:	2470 25 99	50 T.U.

Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry Pr Check in the system Service-C campaign is open.		CHART 5 of 6) ne whether the "26E5"		
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Removed part: Use vendor code VWE. Sold vehicle = 7 10 Unsold vehicle = 7 90				
FUEL LINE & FUEL TANK				
Criteria code 07       Sections B, C, D, E, F, G, H, J         - Check fuel line; unclip bracket – No cracks or leaks found         Repair operation:       0183 00 99       20 T.U.         AND, IF NECESSARY				
Repair operation:	r box; remove foam block, if nece 2425 19 99 OR	ssary 40 T.U.		
<ul> <li>Found fuel leak - replace fue</li> <li>Repair operation:</li> <li>1 3B0 201 544BS</li> <li>3 N 024 1222</li> <li>2 N 904 119 01</li> </ul>	<b>2038 19 99</b> Fuel line set Fuel line clamp EVAP line clamp	140 T.U.		
- Check ventilation line measu	AND Irement, if greater than 36mm, <u>No</u>	o further work required		
Repair operation:	0183 00 99	20 T.U.		
	OR			
- ventilation line measuremen Repair operation:	t less than 36mm and <u>no fuel leal</u> 2010 05 99	50 T.U.		
	OR			
Repair operation:	el tank & perform rear alignment 2010 55 99	530 T.U.		
<ol> <li>3B0 201 075BK</li> <li>8E0 919 133G</li> <li>4B0 919 133</li> <li>N 024 1222</li> <li>N 909 813 01</li> <li>4B0 201 844</li> <li>N 904 119 01</li> </ol>	Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp			
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date				
There is NO r	eimbursement for Vehicle Wasl	h or Loaner Vehicle!		

Saga Claim Entry Procedure(CHART 6 of 6)Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.			
Service No.:26E5 Damage Code:0099			
Parts Manufacturer – Removed part: Use vendor code VWE. Sold vehicle = 7 10 Unsold vehicle = 7 90			
HEAT SHIELD & FUEL TANK			
	Sections A, E, F, G, H, J	-	
- Install passenger and dr <b>Repair operation:</b> 1 3B0 825 675 1 3B0 825 676 2 N 908 235 01 2 191 253 141F	iver side heat shield <i>(2.8L &amp; W8 auto</i> <b>2615 24 99</b> Heat shield (left) Heat shield (right) Sub frame bolt Exhaust clamp <i>(if needed)</i>	mauc) 85 T.U.	
-	<b>AND</b> easurement, if greater than 36mm, <u>Na</u>	o further work required	
Repair operation:	0183 00 99 DR	20 T.U.	
	nent less than 36mm and <u>no fuel leak</u>	found	
Repair operation:	2010 05 99 DR	50 T.U.	
	e fuel tank & perform rear alignment		
Repair operation: 1 3B0 201 075BK	<b>2010 55 99</b> Fuel tank <i>(1.8T</i> & 2 <i>.8L)</i>	530 T.U.	
c 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01 2 4B0 201 844 2 N 904 119 01	Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp		
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date There is NO reimbursement for Vehicle Wash or Loaner Vehicle!			

## Customer Letter Example (U.S.A.) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

## Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

Picture	

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

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#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: *Volkswagen of America, Inc.* 

Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

#### Customer Letter Example (U.S.A.) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

#### 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles

Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

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3499 West Hamlin Road

Rochester Hills, MI 48309

1-800-893-5298

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#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

### Safety Recall 26E5/R5

#### What Is The Problem?

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Volkswagen Canada Attn: Customer CARE Center (26E5/R5 and 66C8/P9) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

#### Customer Letter Example (CANADA) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

## 1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

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#### Service Help from Us

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Attn: Customer CARE Center (26E5/R5)

P.O. Box 842, Stn. A

Windsor, ON N9A 9Z9

#### 1-800-822-8987

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Sincerely,

Volkswagen Product Compliance

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## **Campaign Work Procedure**

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919. **PARTS:** 

Heat Shield Replacement – 1999 - 2005 Automatic

Quantity	Part Number	Part Name
1	3B0 825 675	Left heat shield (2.8L & W8)
1	3B0 825 676	Right heat shield (1.8T, 2.8L, W8)
2	N 908 235 01	Sub-frame bolts
1	357 253 141A	Exhaust clamp (if needed – 1.8T)
2	191 253 141F	Dual exhaust clamp (if needed – 2.8L, W8)

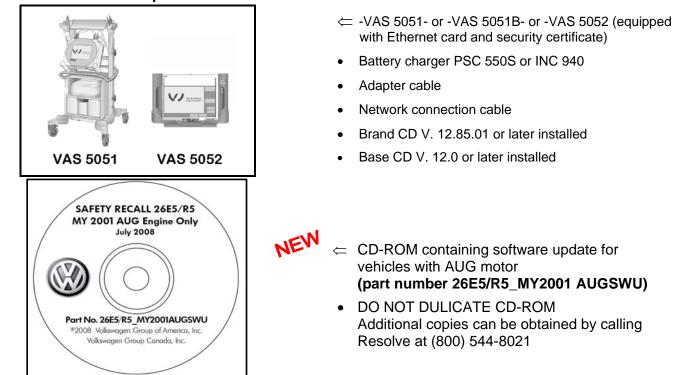
#### Fuel Tank Replacement – 2001-2005 4Motion (Replace these parts ONLY IF leak found at fuel tank ventilation valve)

Quantity	Part Number	Part Name
1	3B0 201 075BK	Fuel tank (2.8L, 1.8T)
	or	
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 119 01	EVAP line clamp

#### Fuel Line Replacement – 2001-2005 1.8T (Replace these parts ONLY IF cracks or leaks in fuel line)

Quantity	Part Number	Part Name		
1	3B0 201 544BS	Fuel line set		
3	N 024 122 2	Fuel line clamp		
2	N 904 119 01	EVAP line clamp		

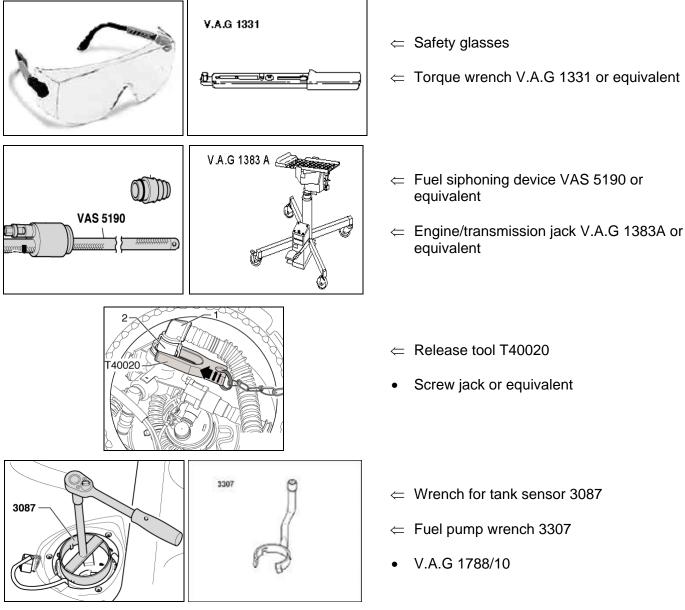
## ECM Software Update- 2001-2005 1.8T Automatic



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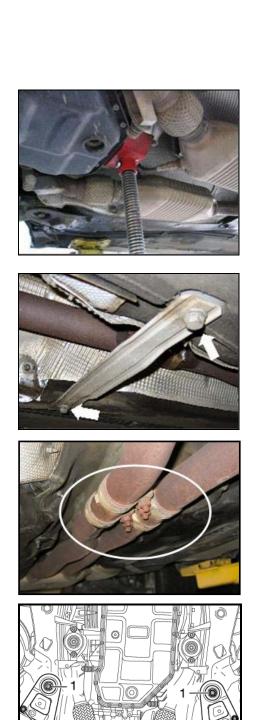
## R5 (26E5) Safety Recall

## Special Tools and Equipment



### **Criterion Selection Instruction**

110688		24 K 1006-14	ATQ FAI	Use this C needed, S	riteria co			
Cam	ipalgns/A	ctions		procedure				
Vehicle Data			Note: In this case, the tech would perform Sections A.E.F.G.H.J for Criteria code 08.					
VIN: WVWTHE3862F								
Can	npaigns/Ac	tions			where the second	1	000055000	15 Marshawaran
Ne.	Service Number (Campaign Code)	Start Date	Description		Repair Dete	Applicable Criteria 10 (51	Campaign/Action Status	
10	2111	2108-08-13				3008-06-13	Let.	Completed
5	1121	2108-18-13	Service Action Circular PS: Service Air Renum Area to Empro			3008-04-10	84	Completed



## Section A – Heat Shield Installation (1999-2005 automatic vehicles)

MARNING! To prevent injury, allow exhaust to cool

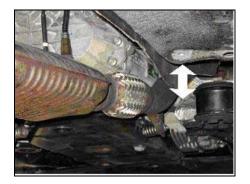
- Lift vehicle on hoist
- If damage or missing components are observed, notify customer that item(s) must be addressed at customer responsibility, before campaign can be performed; mark notation on repair order accordingly
- C Place screw jack or equivalent on tail housing of transmission to support transmission

Note: Supporting transmission from the oil pan can cause damage and is not covered under this action

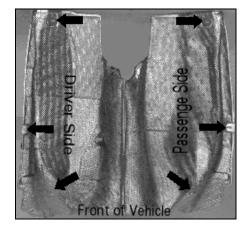
Remove bolts -arrows- to remove cross member (1.8T only)

- Loosen exhaust clamp nuts and slide exhaust clamp(s) connecting down pipe to tail pipe toward rear of vehicle to allow down pipe to hang loosely
- Remove bolts -1- and -2- of sub-frame on both sides of the vehicle, discard bolts -1-

Note: Sub-frame bolts -1- are torque-to-yield bolts and should always be replaced when removed









• Slowly lower transmission with screw jack to allow approximately 50mm clearance between sub-frame and body

Note: There are two different-looking versions of new passenger side heat shield (3B0 825 676). Either version can be used for this campaign.

Remove nuts -arrows- securing heat shield on passenger side (all engines) and nuts -arrowssecuring heat shield on driver side (2.8L & W8 only)

Note: Picture shows heat shield for clarity DO NOT REMOVE EXISTING HEAT SHIELD FROM VEHICLE

Note: It may be easier to remove heat shield nut between exhaust and body by using a long extension with a swivel 10mm socket to go between exhaust and transmission mount







(1.8T, 2.8L & W8)

 Carefully insert passenger side heat shield (3B0 825 676) between body and exhaust, then push front edge of heat shield between exhaust and body

(2.8L & W8 Only)

 Repeat this step for driver side heat shield (3B0 825 675)

Note: Be careful not to distort or damage heat shield

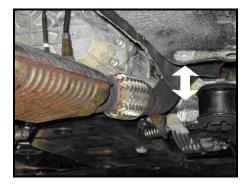
## 🗥 WARNING!

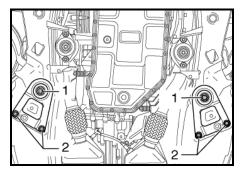
When installing heat shield, do not overly deform or damage new heat shield, including cuts, holes, or tears Damage to new heat shield could potentially cause a fire. If during installation a heat shield is damaged, install a new and undamaged heat shield Damage to these parts will not be covered under this action!

 Bend center shield over to allow new shield to lay under it, bend center shield back into place

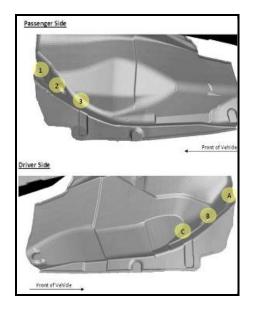
Note: W8 vehicles will not need to have old heat shield overlapping new heat shield

- Ensure heat shield studs are properly aligned with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)









• Raise transmission with the screw jack

Note: Be careful not to crush old heat shield between sub-frame and body

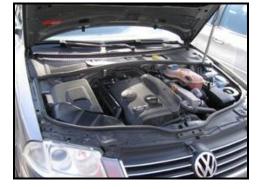
- Install new sub-frame bolts (N 908 235 01) -1- and torque to 110 Nm + ¼ turn
- $\ensuremath{\Leftarrow}$  Reinstall bolts -2- and torque to 30 Nm

• Slide exhaust clamp(s) forward to reconnect down pipe to tail pipe and torque to 40 Nm

After the sub-frame and exhaust have been put back in place, ensure there is at least 20mm of clearance between new heat shield and exhaust pipe in locations 1,2,3 and A,B,C

Note: If clearance is not at least 20mm, use flat end of a pry bar to adjust the heat shield for proper clearance









Reinstall cross member and torque bolts to 30Nm (1.8T only)

Note: There is an "L" and an "R" stamped on the cross member, make sure the "L" part of the cross member is on the driver side

## Work is complete for Section A

Section B – Fuel Line Bracket Removal and Fuel Line Inspection (2001-2005 1.8T vehicles)

Open hood

Remove plastic fuel line retainer -arrow- to relieve fuel line tension

⇐ Remove fuel lines from plastic holder -circle-



- ⇐ Remove bolts -arrows- for fuel line bracket
- Remove fuel line bracket from engine
- Unclip plastic holder from metal bracket (retain metal bracket tool and bolts)

Note: Metal bracket tool and bolts must be retained for future use Do not reinstall on engine

• Unclip bracket latch holding fuel lines by pushing bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely

• Remove plastic cover over air filter housing

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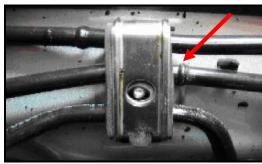
Unclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely

- Check center fuel line -arrow- for signs of cracking or fuel leaks
  - If <u>fuel line shows visible leaks or cracks</u>, proceed to Section D
  - If <u>no cracking or fuel leaks</u> are found, close brackets and continue
- Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
- If flare joint is visible outside of bracket approximately 1mm to the right, reinstall small plastic fuel line retainer and plastic cover for air filter housing, work is complete
  - If flare joint is <u>not</u> visible outside of bracket approximately 1mm to the right, **proceed to** Section C

Section C – Fuel Line Foam Block Removal and Bracket Clipping (2001-2005 1.8T vehicles)

• Remove air filter housing









• Remove and discard insulating foam -circle- located below air filter housing

- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket -arrow-
  - If <u>not</u> visible outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter
- Reinstall air filter housing
- Reinstall plastic fuel line retainer -arrow-

• Reinstall plastic cover over air filter housing

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- Reinstall engine cover by turning three retainers 1/4 turn to secure
- Reconnect battery, if not a 4Motion vehicle
- Close hood

## Work is complete, if not a 4Motion vehicle

• 4Motion vehicles proceed to Section E

## Section D – Fuel Line Replacement (2001-2005 1.8T vehicles)

If not already done:

- Save all customer settings (i.e. radio stations, A/C settings)
- Switch off ignition and all electrical consumers
- Disconnect battery ground (GND) strap
- Open fuel filler cap to relieve tank pressure

## WARNING!

Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

Ensure battery is disconnected



• Remove air filter housing







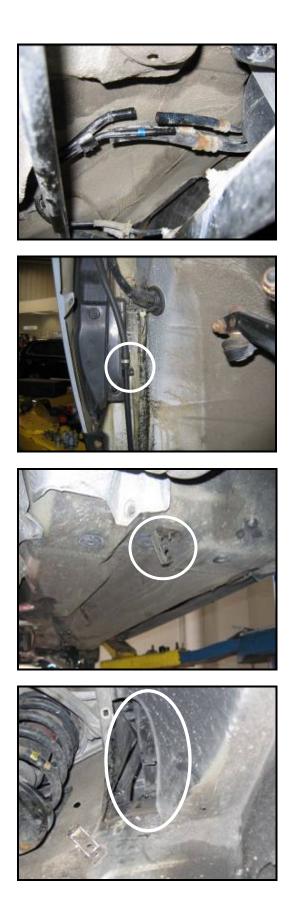


• Remove and discard insulating foam -circle- located below air filter housing

- Disconnect fuel lines at fuel rail -arrows-
  - Tip: Before removing lines, place a cloth around connection to capture excess fuel

- Raise vehicle
- Remove underbody cover plate -dotted line-

• Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter



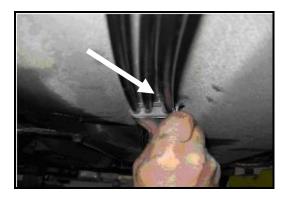
• Remove fuel line clamps for vent line and return line located above fuel filter, then disconnect lines

- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well

- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-

C Pull fuel lines through opening -circle- from engine compartment to wheel well









- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 119 01)
- Secure new fuel line clips in place by pushing clip onto existing stud -arrow-

Note: Ensure that fuel lines are not touching together and are positioned free and clear of vehicle body

Insert vent line from N-80 EVAP canister purge valve into fuel line retaining bracket -arrow-, then push firmly on bracket near latch to ensure it clips properly into place, and proceed to Section D

### Section E – Fuel Tank Inspection (2001-2005 4Motion vehicles)

 Remove rear seat bottom by pulling up on seat bottom









• Remove cover from fuel sending unit on driver side

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring arrow-, it should be at least 36mm
  - If the measurement is 36mm or greater, reinstall cover for fuel sending unit and rear seat bottom

## Work is complete for Section E

 If the measurement is less than 36mm, proceed to Section F to perform visual inspection/vent line measurement check of surrounding surfaces for signs of fuel leak

## Section F – Visual Inspection/Vent Line Check (2001-2005 4Motion vehicles)

With vehicle still on hoist, remove both bolts -arrow- from heat shield just above rear differential pinion flange

Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts

Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps

Note: This will allow for more clearance between fuel tank and access hole under rear seat bottom









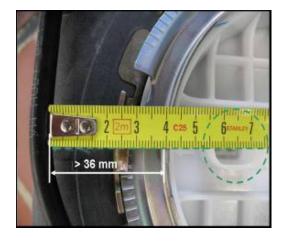
- Visually check fuel tank ventilation valve and surrounding area for fuel leak
  - If fuel leak is found go to Section G
  - If <u>no fuel leak</u> is found, continue with procedure

Note: Picture shows tank removed for clarity DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely

Remove zip tie -2- from underneath vehicle, near shock tower

Secure electrical wiring to vent hose -1- with a new zip tie -2- and move zip tie as shown in image to ensure tension is no longer present



- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
  - 1.8T 4Motion with automatic transmission go to Section K
  - All other models Work is complete

## Section G – Fuel Tank Removal (2001-2005 4Motion vehicles)

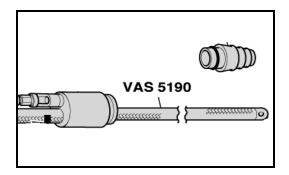
- If not already done:
  - Save all customer settings (i.e. radio stations, A/C settings)
  - Switch off ignition and all electrical consumers
  - Disconnect battery ground terminal

## WARNING!

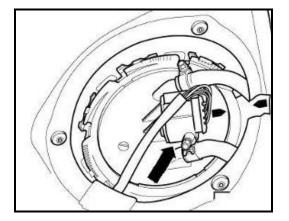
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

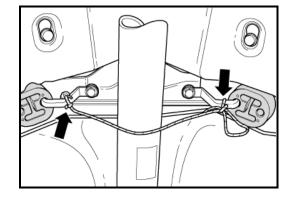
Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

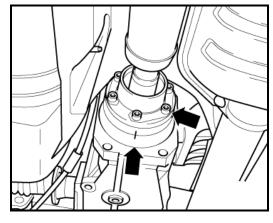
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections



- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank







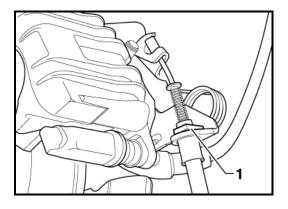
⇐ Disconnect 4-pin connector from fuel sending unit arrow-

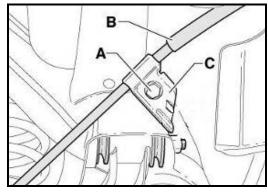
- Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle
- Secure drive shaft using a wire or equivalent • otherwise the constant velocity joint can be damaged
  - Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action
- Remove rear wheels

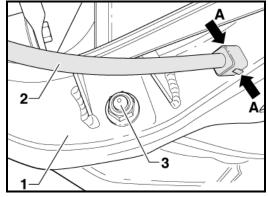


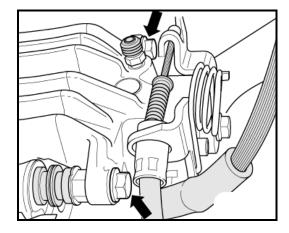
Note: It is essential that the installation position is marked -arrows- before the drive shaft is removed, offset installation will cause excessive imbalance or vibration

Remove drive shaft from rear final drive









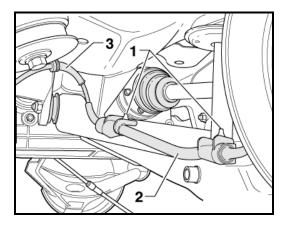
C Pull out securing clip -1- and unhook parking brake cable from brake caliper

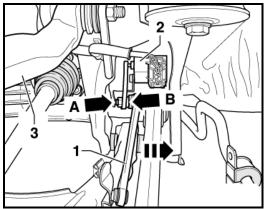
Note: Do not damage parking brake boot when removing and installing

- ⇐ Loosen bolt -A- on both sides
- Characteristic Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side

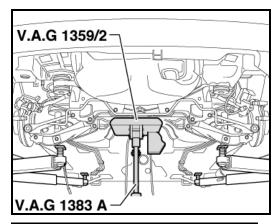
Tip: Mark position of rear sub-frame prior to removing bolts

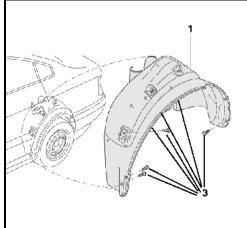
- Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- Remove control arm -1- from shock absorber by removing bolt -3
- Repeat on opposite side
- Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose





In this illustration -3- is Upper Control Arm



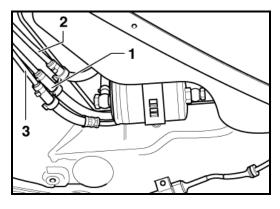


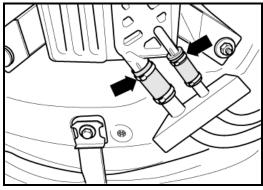
- Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- ⇐ Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing

## These two steps are for vehicles with automatic headlight range control ONLY:

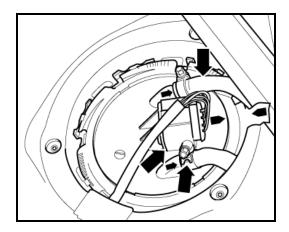
- Remove nut -arrow A- and bolt -arrow B- from coupling rod -1- for vehicle level control system sensor -2-
- ⇐ Pull out coupling rod -1- in -direction of arrow-

- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack V.A.G 1383A- or equivalent
- Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck







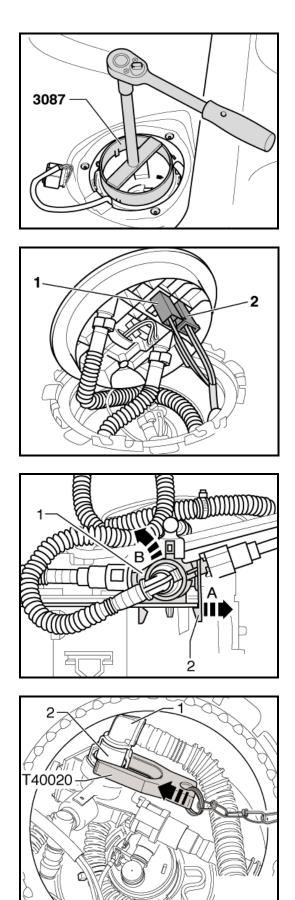


- ⇐ Disconnect supply line -1- from fuel filter
- Mark return hose -2- and breather hose -3- and separate at connecting point
- Seal lines so the fuel system is not contaminated with debris
- Remove cover from EVAP canister
- Constant Disconnect ventilation lines at EVAP canister -arrows-

- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

## Section H – Fuel Sending Unit Removal (2001-2005 4Motion vehicles)

- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris

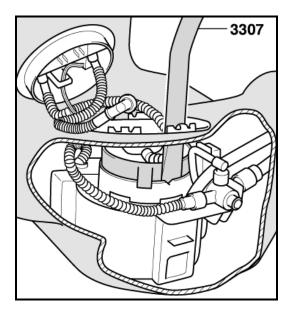


• Remove locking ring using special wrench -3087-for tank sensor

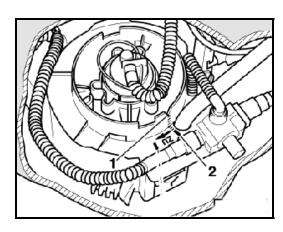
- Pull flange and seal out of the opening in fuel tank
- Constant Connectors -1- (white) and -2- (black) from inside of flange

Curclip distributor piece -1- from lower part of baffle housing by pressing the two catches -2-, positioned one behind the other, toward outside -arrow Athen disconnect distributor piece -arrow B-

C Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-

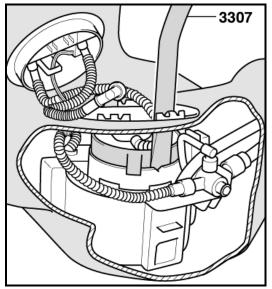


• Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it

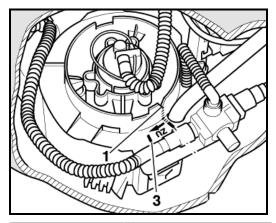


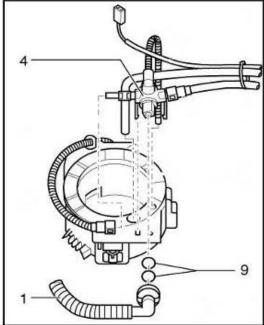
### Section J – Fuel Sending Unit Installation (2001-2005 4Motion vehicles)

- Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably



• Turn fuel pump approximately 15° toward right until impact using fuel pump wrench -3307-



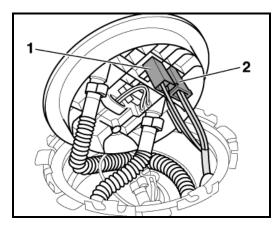


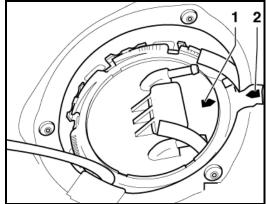
Connection Notch -1- aligns with marking -3- (bayonet connection)

Press on return line -1- on distributor piece -4- until hose coupling engages

Note: Always use new O-rings -9- for fuel return line Coat O-rings for fuel return line with fuel

Connect distributor piece -4- to baffle housing
 -8- and ensure distributor piece is fully seated





- ⇐ Reattach connectors -1- and -2- to inside of flange
- Install new seal for flange onto opening of fuel tank and coat inside with fuel
- Insert lines into fuel tank and install flange
- Constrained A Marking on Financial Andrew A Marking on Financial Andrew A Marking A
- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- Reinstall removed parts in reverse order, using new sub-frame bolts
- Align sub-frame to vehicle, using marks made prior to sub-frame removal
- Perform rear alignment
- Check parking brake cable adjustment; adjust if necessary
- Set basic settings
- Reset clock, radio station pre-sets and window "onetouch" feature
- Ensure proper function of remote control key; adapt key if necessary

Note: Inform customer that additional remote control key(s) may need to be adapted to work properly

- Set basic settings
- Destroy and properly discard all removed parts
  - 1.8T 4Motion automatic transmission vehicles proceed to Section K
  - 2.8L & W8 4Motion automatic transmission vehicles

### Work is Complete

### Section K – Software Update



### <u>Section K1</u> – Install Software Patch (for all scan tools)

- Tip: DO NOT DUPLICATE CD-ROM Additional copies can be obtained by calling Resolve at (800) 544-8021
- Insert CD-ROM (26E5/R5\_MY2001 AUGSWU) and wait until light on CD drive goes out
- Select Applications -arrow-

Note: CD patch only needs to be installed one time on each scan tool

- Select application Start application of CD-ROM Service Training
- Select "Start application of CD-ROM" -arrow-
  - **I** Tip: Screen will flicker within a few seconds
- Select ◄ -circle-

### Section K2 – Software Update Using CD-ROM for Vehicles with AUG Motor

Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Note	<ul> <li>Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.</li> <li>Current Tuned ECM or TCM requirements: If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming</li> <li>Notify the owner that their ECM or TCM was found to have been tuned</li> <li>Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties</li> </ul>
Note:	ECM DTCs will be erased when performing the update programming procedure
Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
Note:	Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)
	VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming
	VAS 5052 must be connected to vehicle and battery voltage requirements maintained
	Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF

 Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052 diagnostic tester

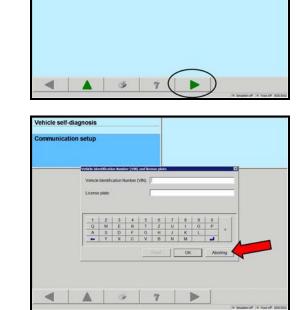
- Insert CD-ROM (26E5/R5\_MY2001 • AUGSWU) and wait until light on CD drive goes out
- ⇐ Select "Vehicle Self-Diagnosis" -arrow-

⇐ Select "On Board Diagnostic (OBD) -arrowthen ▶-circle-

⇐ Select "Aborting" -arrow-

On Board Diagn

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Select diagnostic function 004 - DTC memory conter 005 - Output Diagnostic 006 - Basic setting 009 - Coding 010 - Measured values 012 - Adaptation 016 - Access authorizati 016 - Access authorizati 013 - Update programmin 020 - Special function 022 - End output Vehicle self-diagnosis 006 - Basic setting Enter diaglay group	nt Test Mode (DTV) on ng	480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907 01 - Engine electronics 480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907	4 1 2 3 4 5 6 7 8 9
Select diagnostic function 004 - DTC memory conter 005 - Output Diagnostic 006 - Basic setting 009 - Coding 010 - Measured values 012 - Adaptation 016 - Access authorizati 016 - Access authorizati 013 - Update programmin 020 - Special function 022 - End output Vehicle self-diagnosis 006 - Basic setting Enter diaglay group	nt Test Mode (DTV) on ng	480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907 01 - Engine electronics 480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907	4 1 2 3 4 5 6 7 8 9
Select diagnostic function 004 - DTC memory conter 005 - Output Diagnostic 006 - Basic setting 009 - Coding 010 - Measured values 012 - Adaptation 016 - Access authorizati 016 - Access authorizati 013 - Update programmin 020 - Special function 022 - End output Vehicle self-diagnosis 006 - Basic setting Enter diaglay group	nt Test Mode (DTV) on ng	480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907 01 - Engine electronics 480906018BQ 1.8L R4/SVT G 0003 Coding 16551 Dealership number 40907	4 1 2 3 4 5 6 7 8 9

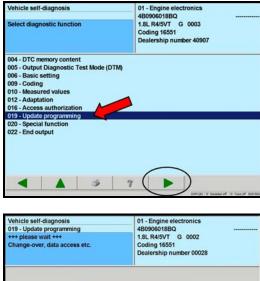
⇐ Select "01 - Engine electronics" -arrowthen ►-circle-

If "019-Update programming" -arrow- does not appear, work is complete for Section K2; otherwise, continue

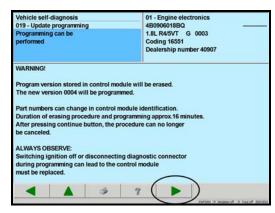
⇐ Select "006 – Basic setting" -arrow- then ►-circle-

⇐ Select "4" -arrow- then select "Q" -arrow-

01 - Engine electronio 4B0906018BQ 1.8L R4/5VT G 000 Coding 16551 Dealership number 4	13
	Activate
	Display group
	4
0.4min 13.300 V 36.0 C	
	Activate
	48090601880 1.8L R4/5VT G 000 Coding 16551 Dealership number 4 13.00 V 13.00 V







- ← Check the voltage -circle- to ensure that it is not lower than 12.5 V and not higher than 14.5 V
- $\leftarrow$  Select  $\blacktriangleleft$  -circle- twice

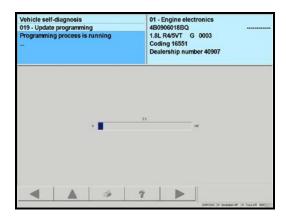
### WARNING!

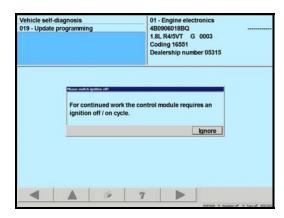
Updating a control module while voltage is too low/high can lead to failure of the control module. Failure of the control module due to voltage being too low/high is not covered under this campaign.

⇐ Select "019 – Update programming" -arrow- then select ►-circle-

Note: This screen may randomly appear. If this screen appears, cycle the key off, then on then select "Aborting"

⇐ Read information then select ►-circle-





Vehicle self-diagnosis 019 - Update programming	01 - Engine electronics 4809060188Q
Expanded identification old	Expanded identification new
4B0906018BQ	4B0906018BQ
1.8L R4/5VT G	1.8L R4/5VT G
Coding	Coding
Dealership number 05315	Dealership number 23328
Unit number 00000	Unit number 00000
Importer number 000	Importer number 000
Programming status	
Status	0
Counter programming attempts	1
Counter successful attempts	1
Programming pre-condition	met

Observe control module update until 100% complete

Note:	Do not interrupt software update process
	Interruption of the software update process will lead to failure of the control module
	Failure of the control module due to interruption is not covered under this action

• When prompted, switch key off for 30 seconds then switch key on

- Print and staple this screen to the repair order
- Exit and clear faults

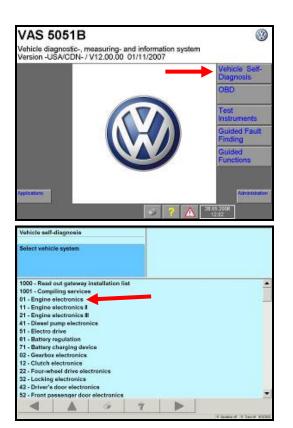
### Work is complete for Section K2

- Section K3 Software Update Using Software Version Management (SVM) (2001-2005 1.8T vehicles with automatic transmission)
- Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

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Note:	Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc. Current <b>Tuned ECM or TCM</b> <b>requirements:</b> If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming - Notify the owner that their ECM or TCM was found to have been tuned - Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties <b>See ECM/TCM Tuning form on p. 54</b>
Note: I	ECM DTCs will be erased when performing the update programming procedure
	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
	Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)
i	VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming
;	VAS 5052 must be connected to vehicle and battery voltage requirements maintained
i	Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF



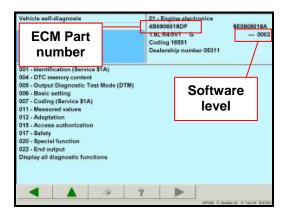
Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052
 diagnostic tester

Tip: MY 2001 AUG motor vehicles must use Section K2 ONLY

- Connect vehicle diagnostic, testing and information system VAS 5051B or VAS 5052 (with online capability) to the vehicle
- C Select Vehicle Self Diagnosis to check software level of ECM -arrow-

⇐ Select 01 – Engine electronics -arrow-



 If ECM part number and software level matches table below, no software update is required, work is complete for Section K3; otherwise, proceed to next step

Old ECM Part Number	New ECM Part Number	New Software Level or Higher
4B0 906 018 Q	4B0 906 018 Q	0009
4B0 906 018 P	4B0 906 018 P	0009
4B0 906 018 BH	4B0 906 018 BH	0009
4B0 906 018 BG	4B0 906 018 BG	0009
4B0 906 018 CL	4B0 906 018 CL	0003
4B0 906 018 BQ	4B0 906 018 BQ	0004
4B0 906 018 CM	4B0 906 018 CM	0010
4B0 906 018 DA	4B0 906 018 DQ	0060
4B0 906 018 DN	4B0 906 018 DQ	0060
4B0 906 018 DP	4B0 906 018 DQ	0060
4B0 906 018 DQ	4B0 906 018 DQ	0060



A 2014 at 100

- Connect VAS 5051B or VAS 5052 to your workshop network using network connection cable
- Insert USB memory stick and save Guided Fault Finding log

Select brand, select Volkswagen -arrow-

Guided Fault Finding	Volkswagen v12 85 01 11/04/2008
Vehicle Identification Select type	
IC - New Beete 1998 > ony USA/ 17 - Ees 2008 > only USA/Canada 10 - Gaf 1998 > only USA/Canada 14 - Gaf 2004 > only USA/Canada 14 - Jetta 2005 > USA / Canada onl 14 - Raubil. 2008 > only USA/Canada 20 - Paesel 1998 > only USA/Canada 20 - Paesel 2006 > only USA/Canada 30 - Paesel 2006 > only USA/Canada 30 - Paesel 2008 > only USA/Canada 31 - Touareg 2008 > only USA/Canada 32 - Golf 1999 - Canada 2006 > 33 - Golf 1999 - Canada > 34 - Jetta 1999 > USA / Canada > 34 - Jetta 1999 > only USA/Canada > 34 - Jetta 1999 > only USA/Canada > 35 - Solf 1999 - Canada >	y da only US <i>B / Commun</i> da ada da ada ada
Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle Identification	38 - Passat 1998 > only USA/Canada
Select model year	
1999 (X) 2000 (Y) 2001 (1) 2002 (2) 2003 (3) 2004 (4) 2005 (5)	
Constant and Company	28.66.2010
Construction Const	S ? A Store 12.08
Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Guided Fault Finding Vehicle Identification	
Guided Fault Finding	Volkswagen V12.85.01 11/04/2008 38 - Passat 1998 > only USA/Canada
Guided Fault Finding Vehicle Identification Select version Sedan Wagon Construction Guided Fault Finding Vehicle Identification	Volkswagen V12.85.01 11/04/2008 38 - Passat 1998 > only USA/Canada
Guided Fault Finding Vehicle Identification Sedan Wagon Guided Fault Finding Vehicle Identification Select engine code	Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada           2004 (4)           Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada           Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada         V00/04/2008
Guided Fault Finding Vehicle Identification Select version Sedan Wagon Construction Guided Fault Finding Vehicle Identification	Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada           2004 (4)           Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada           Volkswagen         V12.85.01 11/04/2008           38 - Passat 1996 > only USAVCanada         V00/04/2008

Select type, select 3B – Passat 1998 > only USA/Canada -arrow-

⇐ Select model year

• Select version - select version as applicable

⇐ Select applicable engine code

Volkswagen V12.85.01 11/04/200 3B - Passat 1998 > only USA/Canada		
n.		
1/200		
ıda		

AWM 1.8 L Motronic / 125kW	1	
Motronic Engine Management System	1	i.
o-speed Automatic Transmission 01V		
ABSIEDE - Dooch 5.3 synero		
ABS/EDL/ASR - Bosch 5.3	× .	
ABS/EDL/ASR/ESP - Bosch 5.7		
ABS/EDL/ASR/ESP - Bosch 5.7 syncro		
Airbag - without side airbag		
Airbag - with side airbag		
Airbag - with side airbag and head-level airbag	1	
Climatronic		
Diagnostic interface for drivetrain data-bus	1	
Digital Sound Package (DSP)		
Conv. system 10.00> door control modules (DCMs) front		
Conv. sys. 10.00> DCM front with anti-theft warning system		
Conv_system 10.00> door control module front/rear		1
Operating model Control of Party Par		

Guided Fault Finding	Volkswagen V12.85.01		
Vehicle System Test	3B - Passat 1998 > only US/ 2004 (4)	VCanac	ia
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW	,	
Motronic Engine Management Syste	m	1	
5-speed Automatic Transmission 01	V or	*	
ABS/EDL - Bosch 3.3 syncro			
ABS/EDL/ASR - Bosch 5.3		×.	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syn	cro		
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	evel airbag	*	
Climatronic			
Diagnostic interface for drivetrain dar	ta-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m			
Conv. sys. 10.00> DCM front with an			
Conv_system 10.00> door control m			
Operating mode	28.05 2028		

Guided Fault Finding	Volkswagen V12.85.01 1		
Vehicle System Test	3B - Passat 1998 > only USA/ 2004 (4)	Canad	a
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW		
Airbag - with side airbag and head-is	wel airbag	*	
Climatronic			1
Diagnostic interface for drivetrain da	ta-bus	*	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	nti-theft warning system		
Conv. system 10.00> door control m	odule front/rear		
Conv. system 10.00> DCM front/rea	r with anti-theft warning 🚽 📟	1	
Automatic vertical headlight aim con	trol		
Multi-function steering wheel	-2*	1	
Radio Premium 5			
Radio Premium 6		×	
Instrument cluster			
Seat with memory function			
Telematic NAR			*
Operating resol	253553036		

 Confirm vehicle identification -circle- GFF will begin to interrogate control units automatically

Conce control units have been interrogated, check to see if Automatic Transmission is highlighted

If GFF did not highlight the control unit, select Automatic Transmission manually to interrogate control unit -circle-

Check to see if Instrument cluster is highlighted -circle-

Guided Fault Finding Vehicle System Test	3B - Passat 1998 > on	85.01 11/04 ly USA/Cana	
Control units have been interrogated	– 2004 (4) Wagon AWM 1.8 L Motronic /	125kW	1919/12
Airbag - with side airbag and head-le	wel airbag	×.	
Climatronic	14	10 10	
Diagnostic interface for drivetrain dat	a-bus	1 A	100
Digital Sound Package (DSP)			
Conv. system 10.00> door control m	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control m	odule front/rear	Sort	
Conv. system 10.0C> DCM front/real	with anti-theft warning	ar y	
Automatic vertical headlight aim cont	rol		
Multi-function steering wheel		× 1	
Radio Premium 5			
Radio Premium 6		X	
Instrument cluster		ar V	
Seat with memory function			20
Telematic NAR			-
Operating model Go to	20 20 20 20 20 20 20 20 20 20 20 20 20 2		

Guided Fault Finding Function Test Technical information		Volkswagen 38 - Passat 1 2004 (4) Wagon	V12.85.01 11/04/200 998 > only USA/Canada
			otronic / 125kW
Information To charge for the perfor warranty, it is mandatory job number and to send online. If there is no diagnostic , right to refuse the warra	y to corre the diagr protocol,	ctly enter the nostic protocol we reserve the	
Constitution	Quite	3 ? 2	28.06.2008

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Fault Memory Contents	3B - Passat 1998 > only USA/Canada 2004 (4)
No fault detected	Wagon AWM 1.8 L Motronic / 125kW

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Function / Component Selection	3B - Passat 1998 > only USA/Canada 2004 (4)
Select function or component	Wagon AWM 1.8 L Motronic / 125kW
<ul> <li>Software version management</li> </ul>	
Adapting software Conversion/retrofitting campaign	
Constantion model Data	
Contracting model Do to	28:05:2026

- If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-
- Address any relevant fault codes prior to proceeding with Software Version Management

Note: Fault codes will be erased once GFF is complete

⇐ Press ►

• Read Note and press "Done"

 $\leftarrow \ \ Go \ to >> Function/Component \ Selection >>$ 

- ⇐ Select Software version management -circle-
- ⇐ Press ►

	Fault Find			- 8	Volks	wagen	1000	V12	85.01	11/04/2008
Function	/ Compo	nent Sele	ection		2004	(4)	1998	> oni	y USAV	Canada
Select fu	nction or	compone	ent		Wago AWM	n 1.8 L	Motror	nic / 1	25kW	
Software version management     Adapting software										
	version/r		g camina	ier-	>					
CIN	ADDIT UKAN		0010		4	2	A	28 06	2008	
			1200	-	~	100		12	24	
Guided	Fault Find	fina		10	Volks	wager		V12	85.01	11/04/2008
Test Pla					3B - F 2004	Passat	1998	> only	USA	Canada
					Wago	m				
System	Test Pla	n	_		AWM	1.8 L	Motron	HC / 1	25kW	
										•
User Te	st Plan			_						- 3
(• A	dapting s	software		~	>					
	obern griften	_	Carbo					28.05	NOT BE	
	West was		No.	10	1.1.			12	29	
Guided f	Fault Find	ling			Volks	wager	i i			11/04/2008
Function		787.			3B - 1 2004	Passat	1998	> onl	y USA	/Canada
Determin	ning insta	lied cond	lition for t	SVM	Wage	m	Matro	nic /	125kW	
Unit cod							10.774.00	00810		
Please	enter the	e unit co	ode.			-	-		0	
1	2	3	+	É		F	CG		D H	
4	5	6		IN		JN	K		LP	
7	8	9	4	G	2	R	S		T	
С	0	(	2	Y	-	Z	W		X	
		3	061							
-	ALTER VIEW		Co w		91	2	A	25.0	22008	

- ⇐ Select Adapting software -circle-
- $\leftarrow$  Press  $\blacktriangleright$

- Perform User Test Plan. Select "Adapting software" -circle-
- Follow on-screen prompts for Adapting software test plan
- ⇐ Enter unit code **"3061"**
- ← Press ► to continue with Adapting software test plan
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

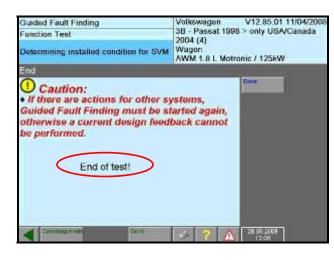
### WARNING!

DO NOT interrupt or stop Test Plan once software update begins

Any interruption of Software Version Management (SVM) process will result in damage to ECM

ECM replacement is not covered by this action

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -circle- appears on screen

# Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the Campaign Helpline at (800) 741-2919
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the "Go to" button

### ALL WORK IS COMPLETE



## OWNER INFORMATION ABOUT CONTROL MODULE TUNING\* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)

\*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..

Date:	
Dealer Number:	
Vehicle Identification Number:	
Repair Order Number:	

Dealer stamp

\_\_\_\_\_, owner or driver of the above identified Volkswagen, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

<u>TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):</u>

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer

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# **VOLKSWAGEN DEALERSHIP COMMUNICATION**

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Subject: Safety Recall 26E5/R5

1999-2005 Model Year 5<sup>th</sup> Generation Passat and Passat Wagon Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary and Revision to Service Action 66C8/P9 Name

Title

Department

Product Compliance

June 2008 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 26E5/R5 and Revision to Service Action 66C8/P9

### Safety Recall 26E5/R5

### What is the Problem?

Volkswagen has decided that some 1999-2005 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire. Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### Parts Allocation and Customer Notification Information

Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13. The 26E5/R5 code will begin showing open on affected vehicles on or about June 13, 2008.

### Customer Satisfaction Reminder Regarding Vehicle Keys and Fuel Level in Vehicle

To facilitate repairs and to help ensure customer satisfaction please ask customers when you schedule their service visit to have ¼ tank or less of fuel in their vehicle on the day of repair, if possible. Also be sure to remind customers to bring all of the vehicle keys to their service appointment.

### Revision to Service Action 66C8/P9

Service Action 66C8/P9 has been revised to include some 2001-2005 model year vehicles affected by Safety Recall 26E5/R5. Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13, 2008. The 66C9/P9 code will show open on all affected vehicles on or about June 13, 2008. Please see the revised Service Action 66C8/P9 circular for additional information.

Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance. Press inquiries should be directed to Volkswagen Public Relations (248-754-5064).

### **Volkswagen Product Compliance**

#### IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.

### Frequently Asked Questions (FAQ) Safety Recall 26E5/R5

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular that will be posted on ElsaWeb and on ServiceNet.

### What vehicles are affected?

1999-2005 model year 5<sup>th</sup> generation Passat and Passat Wagon vehicles with (all engines except diesel).

### How many vehicles are affected?

Approximately 412,000 in the United States, approximately 22,000 in Canada.

### What is the problem and what can happen?

Volkswagen has decided that some Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### Can I drive the vehicle until it is repaired?

The vehicle can be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if they believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

### What exactly will be repaired on the vehicle?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### How long does the repair take?

The inspection and repair will take several hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### • Customer Satisfaction Reminder Regarding Vehicle Keys and Fuel Level in Vehicle

To facilitate repairs and to help ensure customer satisfaction please ask customers when you schedule their service visit to have ¼ tank or less of fuel in their vehicle on the day of repair, if possible. Also be sure to remind customers to bring all of the vehicle keys to their service appointment.

### Is a loaner vehicle or towing being covered under this action?

If the repair includes replacing the fuel tank or the heat shield, a loaner vehicle may be required and should be covered under the existing loaner vehicle policy through your FOM.

### Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

### When will this repair be available?

Dealers will receive their parts allocation prior to customer notification. Customer notification will begin on or about June 13, 2008, using a staggered approach starting with V6 and W8 vehicles. The 26E5/R5 code will begin showing open on affected V6 and W8 vehicles on or about June 13, 2008. Dealers will receive an allocation list for the V6 and W8 cars, followed up at a later date with one for the 1.8T vehicles. <u>The 1.8T vehicles will also show open at a later date.</u>

### Frequently Asked Questions (FAQ) Safety Recall R5

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular that will be posted on ElsaWeb and on ServiceNet.

### What vehicles are affected?

1999-2005 model year 5<sup>th</sup> generation Passat vehicles with (all engines except diesel).

### How many vehicles are affected?

Approximately 412,000 in the United States, approximately 22,000 in Canada.

### What is the problem and what can happen?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

### Can I drive the vehicle until it is repaired?

The vehicle can be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if they believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

### What exactly will be repaired on the vehicle?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

### How long does the repair take?

The inspection and repair will take several hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### Is a loaner vehicle or towing being covered under this action?

If the repair includes replacing the fuel tank or the existing heat shield, a loaner vehicle may be required and should be covered under the existing loaner vehicle policy through your FOM. Towing will be covered under certain conditions that will be described in the upcoming campaign circular.

### Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

### When will this repair be available?

Dealers will be notified and parts will be shipped on or about May 27, 2008. The owner notification is scheduled for May 30, 2008.



# **VOLKSWAGEN DEALERSHIP COMMUNICATION**

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Title

Subject: Safety Recall 26E5/R5 Software CD for MY 2001 AUG Engine Vehicles and SVM Patch Product <sup>Department</sup> Compliance

August 2008 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 26E5/R5 Software CD for MY 2001 AUG Engine Vehicles and SVM Patch

During the first few weeks of Safety Recall 26E5/R5, we learned that the SVM software used in the campaign was not communicating properly with the ECM on some 2001 model year Passat vehicles equipped with the AUG engine. We appreciate your feedback on this issue, and have worked as quickly as possible to develop a software solution.

Each Service Manager will receive two copies of the new software CD, part number **26E5/R5\_MY2001AUGSWU**. Please note that only the 2001 Passat AUG engine vehicles needing the campaign software update should use this CD. Please refer to the updated 26E5/R5 campaign circular for information on using this CD.

### IMPORTANT!

Use only <u>ORIGINAL</u> software CDs to update affected vehicles. Self-made copies are not reliable and may cause ECM failures that will not be covered under this campaign.

All other affected vehicles that need the 26E5/R5 campaign software update should continue to be updated via SVM.

This CD also includes a patch necessary for SVM. Please ensure that this patch is installed on each scan tool in your dealership.

Additional copies of this CD can be ordered through Resolve by calling 800-544-8021. Dealers with questions are encouraged to contact the Campaign Helpline at 800-741-2919.

### Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.

# **COPY OF ORIGINAL CUSTOMER LETTER**



Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 Tel. 1 800 893 5298

June 2008

Subject: Safety Recall 26E5/R5 2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

> Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

## Safety Recall 26E5/R5

What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

# **COPY OF ORIGINAL CUSTOMER LETTER**

### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

### Service Action 66C8/P9

### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has <sup>1</sup>/<sub>4</sub> tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

# Lease Vehicles OPY OF ORIGINAL CUSTOMER LETTER

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- $\Rightarrow$  Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- $\Rightarrow$  Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- $\Rightarrow\,$  Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance



Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 Tel. 1 800 893 5298

June 2008

Subject: Safety Recall 26E5/R5 2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

> Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

## Safety Recall 26E5/R5

What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

### Service Action 66C8/P9

### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- $\Rightarrow$  Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- $\Rightarrow$  Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- $\Rightarrow$  Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

# **COPY OF ORIGINAL CUSTOMER LETTER**



Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 Tel. 1 800 893 5298

June 2008

### Subject: Safety Recall 26E5/R5 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

# What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- $\Rightarrow$  Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- $\Rightarrow$  Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance



Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 Tel. 1 800 893 5298

June 2008

### Subject: Safety Recall 26E5/R5 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- $\Rightarrow$  Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- $\Rightarrow$  Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

### Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

### **DRAFT 6/9/2008**

#### 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 call (800) 741-2919.



June 2008

Recall Circular Code: 26E Subject: 1999-2005 Passat & Passat Wagon (5<sup>th</sup> Generation) Equipped With Gas Engine Install Underbody Heat Shield(s); Inspect/Replace Fuel Line, Fuel Tank; Update Software, if Necessary

Problem Description

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

### **Corrective Action**

Dealers will install additional underbody heat shields to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

### VIN Range & Production Date of Affected Vehicles

### U.S.A.

(Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

(Mosel) WVW\_\_\_3B\_XP489411 - WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005

### CANADA

(Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

(Mosel)

WVW\_\_\_3B\_XP489411 - WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

### Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles.

### Parts Information and Allocation

Dealers will receive an allocation list for the V6 and W8 cars, followed up at a later date with one for the 1.8T vehicles. You have already received an initial allocation of parts. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

### **Owner Notification Mailing**

Via first-class mail, owner notification will begin on or about June 13, 2008, using a staggered approach starting with V6 and W8 vehicles. The 26E5 service number will begin showing open on affected V6 and W8 vehicles on or about June 13, 2008. <u>The 1.8T</u> <u>vehicles will show open at a later date</u>. A sample copy of the owner letter is enclosed.

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct criteria code from one of the charts on the following pages. The applicable criteria code will be reflected in ElsaWeb. Claims will only be paid for vehicles that show this campaign open in ElsaWeb <u>on</u> <u>the day of the repair</u>. To help ensure prompt and proper payment, attach the screen print to the repair order.

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(2000 – 2005 1.8T vehicles with automatic transmission)	J

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

# Select from one of these six charts the applicable Criteria Code displayed in ElsaWeb:

Saga Claim Entry P	Online, FISH (VSI), to determin	CHART 1 of 6)
campaign is open.		
Service No. : 26E5		
Damage Code: 0099		
•	<b>noved part:</b> Use vendor c	ode \////E
Sold vehicle = 7 10	noved part. Ose vendor c	
Unsold vehicle = $7  10$		
HEAT SHIELD ONLY (	1 8T AUTOMATIC )	
•	1.01 AUTOMATIC )	
<u>Criteria code 01</u>		
- Install passenger side he	at shield	
Repair operation:	2615 23 99	75 T.U.
• •	Heat shield (right)	
1 N 908 235 01		
OR		
(2.8L & W8 –	AUTOMATIC)	
- Install passenger & drive		
Repair operation:	2615 24 99	75 T.U.
1 3B0 825 676	Heat shield (right)	
1 3B0 825 675	Heat shield (left)	
1 N 908 235 01	Sub frame bolt	
FUEL TANK ONLY (4M	IOTION – MANUAL/ AUTON	IATIC)
<u>Criteria code 02</u>		
- Check ventilation line me	easurement, if greater than 36m	m, No further work required
Repair operation:	0183 00 99	20 T.U.
OR		
	nent less than 36mm and <u>no fue</u>	
Repair operation:	2010 05 99	50 T.U.
OR		
- Found fuel leak - replace		250 7 11
Repair operation:	2010 55 99	350 T.U.
1 3B0 201 075C/BK 2 8E0 919 133G	Fuel tank Fuel pump seal	
1 4B0 919 133	Fuel sender seal	
3 N 024 122 2	Fuel line clamp	
4 N 909 813 01	Rear sub-frame bolts	

	y Procedure		CHART 2 of 6)	
Check in the system Ser campaign is open.	vice-Online, FISH (V	/SI), to determin	e whether the "26E5"	
Service No. : 26E5				
Damage Code: 0099				
Parts Manufacturer -	- Removed part:	Use vendor	code VWE.	
Sold vehicle = 7 10 Unsold vehicle = 7 9				
FUEL LINE ONLY	(1.8T– MANUAL/ /	AUTOMATIC)		
<u>Criteria code 03</u>				
- Remove fuel line, for Repair operation:	oam block (if necessa	ary) & bracket ar 2038 21 99	nd check fuel line 20 T.U.	
- Found fuel leak - re	•••			
Repair operation:		2038 19 99	140 T.U.	
1 3B0 201 544BS 3 N 024 1222	Fuel line set Fuel line cla	•		
HEAT SHIELD & E	CM UPDATE (1	.8T – AUTOM	ATIC )	
HEAT SHIELD & E Criteria code 04	CM UPDATE (1	.8T – AUTOM	ATIC)	
		.8T – AUTOM	ATIC)	
Criteria code 04 - Install passenger s Repair operation:	ide heat shield	.8T – AUTOM 2615 23 99	ATIC ) 75 T.U.	
Criteria code 04 - Install passenger s Repair operation: 1 3B0 825 676	ide heat shield Heat shield	<b>2615 23 99</b> (right)		
Criteria code 04 - Install passenger s Repair operation:	ide heat shield Heat shield Sub frame b	<b>2615 23 99</b> (right)		
Criteria code 04           - Install passenger s           Repair operation:           1         3B0 825 676           1         N 908 235 01	ide heat shield Heat shield Sub frame b AND	<b>2615 23 99</b> (right) polt		
Criteria code 04 - Install passenger s Repair operation: 1 3B0 825 676 1 N 908 235 01 - Check ECM softwa	ide heat shield Heat shield Sub frame b AND	<b>2615 23 99</b> (right) polt red	75 T.U.	
Criteria code 04           - Install passenger s           Repair operation:           1         3B0 825 676           1         N 908 235 01	ide heat shield Heat shield Sub frame b <b>AND</b> are; NO update requi	<b>2615 23 99</b> (right) polt		
Criteria code 04 - Install passenger s Repair operation: 1 3B0 825 676 1 N 908 235 01 - Check ECM softwa	ide heat shield Heat shield Sub frame b AND are; NO update requi OR	<b>2615 23 99</b> (right) polt red	75 T.U.	

Saga Claim Entry Pro Check in the system Service-C campaign is open.	nline, FISH (VSI), to determin	CHART 3 of 6) e whether the "26E5"	
Service No. : 26E5			
Damage Code : 0099			
Parts Manufacturer – Rem	oved part: Use vendor	code VWE.	
Sold vehicle = $7 \cdot 10$	-		
Unsold vehicle = 7 90			
HEAT SHIELD, FUEL LINI <u>Criteria code 05</u>	E & ECM UPDATE (1.8T –	AUTOMATIC)	
<ul> <li>Install passenger side heat</li> </ul>	at shield		
Repair operation:	2615 23 99	75 T.U.	
1 3B0 825 676	Heat shield (right)		
1 N 908 235 01 AND	Sub frame bolt		
	ock (if necessary) & bracket ar	nd check fuel line	
Repair operation:	2038 21 99	20 T.U.	
OR			
- Found fuel leak - replace f	uel line		
Repair operation:	2038 19 99	140 T.U.	
1 3B0 201 544BS	Fuel line set		
3 N 024 1222	Fuel line clamp		
AND - Check ECM software; NO update required			
Repair operation:	2470 01 99	20 T.U.	
OR	2710 01 33	201.0.	
•	- Perform ECM software update		
Repair operation:	2470 25 99	50 T.U.	

Saga Claim Entry F Check in the system Service	Procedure -Online, FISH (VSI), to determin	(CHART 4 of 6 e whether the "26E5" ca	
Service No. : 26E5			
Damage Code: 0099			
•	moved part: Use vendor	code VWE.	
Sold vehicle = 7 10	-		
Unsold vehicle = 7 90			
HEAT SHIELD, FUEL	LINE, FUEL TANK & EC	<b>M UPDATE</b> (1.8T 4N	IOTION – AUTOMATIC)
<u>Criteria code 06</u>			
- Install passenger side h	eat shield		
Repair operation:	2615 23 99	75 T.U.	
1 3B0 825 676			
1 N 908 235 01	Sub frame bolt		
	AND		
	block (if necessary) & bracket a		
Repair operation:	2038 21 99	20 T.U.	
	OR		
- Found fuel leak - replac Repair operation:	e fuel line 2038 19 99	140 T.U.	
1 3B0 201 544BS		140 1.0.	
3 N 024 1222	Fuel line clamp		
	AND		
- Check ventilation line m	easurement, if greater than 36m	m, <u>No further work requi</u>	red
Repair operation:	0183 00 99	20 T.U.	
	OR		
	ment less than 36mm and <u>no fue</u>		
Repair operation:	2010 05 99	50 T.U.	
<b>— • •</b> • • • • • •	OR		
- Found fuel leak - replac		250 T II	
Repair operation: 1 3B0 201 075C/BK	<b>2010 55 99</b> Fuel tank	350 T.U.	
2 8E0 919 133G	Fuel pump seal		
1 4B0 919 133	Fuel sender seal		
3 N 024 122 2	Fuel line clamp		
4 N 909 813 01	Rear sub-frame bolts		
Charly FOM and wares	AND		
- Check ECM software; NO update required			
Repair operation:	2470 01 99 OR	20 T.U.	
- Perform ECM software	-		
Repair operation:	2470 25 99	50 T.U.	
•			

Saga Claim Entry Check in the system Service campaign is open.			(CHART 5 of 6) ne whether the "26E5"	
Service No.:26E5 Damage Code:0099				
Parts Manufacturer       – Removed part:       Use vendor code VWE.         Sold vehicle = 7       10         Unsold vehicle = 7       90				
FUEL LINE & FUEL	. <b>TANK</b> (1.8T 4N	NOTION – MA	ANUAL/AUTOMATIC ONL	Y)
<u>Criteria code 07</u>				- /
- Remove fuel line, fo	am block (if necessa	arv) & bracket :	and check fuel line	
Repair operation:		2038 21 99	20 T.U.	
	OR	2030 21 33	201:0:	
	-			
- Found fuel leak - rep Repair operation:	blace fuel line	2038 19 99	140 T.U.	
	Evel line est		140 1.0.	
1 3B0 201 544BS	Fuel line set			
3 N 024 1222	Fuel line cla	•		
1 3B0 201 544BS	Fuel line set			
3 N 024 1222	Fuel line cla	mp		
	AND			
	e measurement, if g	reater than 36	mm, <u>No further work required</u>	
Repair operation:		0183 00 99	20 T.U.	
	OR			
- Ventilation line measurement less than 36mm and no fuel leak found				
Repair operation:		2010 05 99	50 T.U.	
	OR			
- Found fuel leak - rep	blace fuel tank			
Repair operation:		2010 55 99	350 T.U.	
1 3B0 201 075C/Bł	K Fuel tank			
2 8E0 919 133G	Fuel pump s	seal		
1 4B0 919 133	Fuel sender			
3 N 024 122 2	Fuel line cla			
4 N 909 813 01	Rear sub-fra			

	_		
Saga Claim Entry Procedur	e (	CHART 6 of 6)	
Check in the system Service-Online, FISH (VSI), to determine whether the "26E5"			
campaign is open.			
Service No. : 26E5			
Damage Code : 0099			
Parts Manufacturer – Removed pa	rt: Use vendor	code VWE.	
Sold vehicle = 7 10			
Unsold vehicle = $7  90$			
HEAT SHIELD & FUEL TANK	4WOTION - AUT	OMATIC)	
<u>Criteria code 08</u>			
- Install passenger and driver side he	at shield		
Repair operation:	2615 24 99	75 T.U.	
1 3B0 825 675 Heat shiel	d (left)		
1 3B0 825 676 Heat shiel	. ,		
1 N 908 235 01 Sub frame			
AND			
- Check ventilation line measurement	, if greater than 36m	ım, <u>No further work re</u>	<u>quired</u>
Repair operation:	0183 00 99	20 T.U.	
OR			
-Ventilation line measurement less than 36mm and no fuel leak found			
Repair operation:	2010 05 99	50 T.U.	
OR			
- Found fuel leak - replace fuel tank			
Repair operation:	2010 55 99	350 T.U.	
1 3B0 201 075C/BK Fuel tar	ık		
	Fuel pump seal		
	Fuel sender seal		
	3 N 024 122 2 Fuel line clamp		
4 N 909 813 01 Rear su	b-frame bolts		

#### Customer Letter Example (U.S.A.) 2001, 2003-2005 Passat – June 2008

June 2008

Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

# Safety Recall 26E5/R5

### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

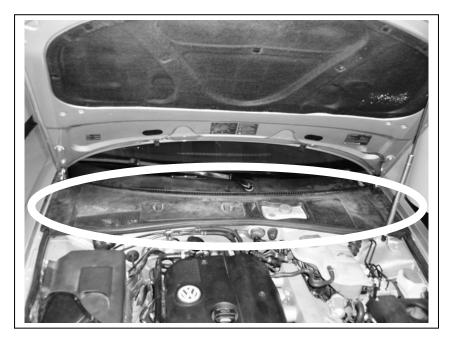
#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- $\Rightarrow$  Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

#### Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

June 2008

#### Subject: Safety Recall 26E5/R5

1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2000 and 2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc. Attn: Customer CARE Center – Hills East (26E5/R5) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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#### Customer Letter Example (CANADA) 2001, 2003-2005 Passat – June 2008

June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### Safety Recall 26E5/R5

#### What is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

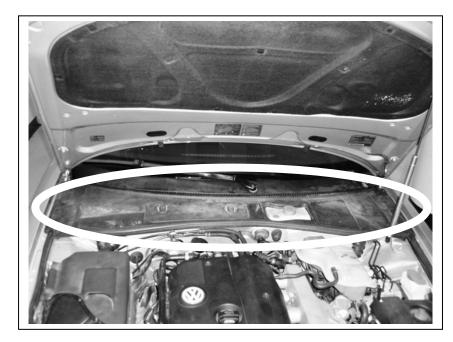
We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada Attn: Customer CARE Center (26E5/R5 and 66C8/P9) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely,

#### Volkswagen Product Compliance

June 2008

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2000 and 2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada Attn: Customer CARE Center (26E5/R5) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

# Campaign Work Procedure

# R5 (26E5) Safety Recall

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

#### PARTS:

#### Heat Shield Replacement – 1999 -2005 Automatic

Quantity	Part Number	Part Name
1	3B0 825 675	Left heat shield (2.8L & W8 only)
1	3B0 825 676	Right heat shield (1.8T, 2.8L, W8)
2	N 908 235 01	Sub-frame bolts

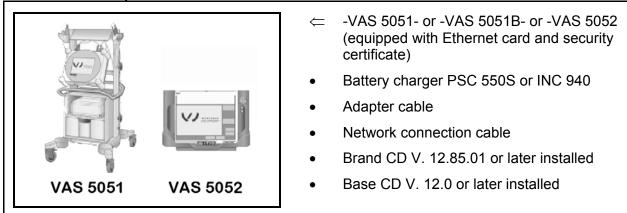
#### Fuel Tank Replacement – 2001-2005 4Motion (Replace these parts ONLY IF leak found at fuel tank ventilation valve)

<u>Quantity</u>	Part Number	Part Name
1	3B0 201 075BK	Fuel tank (2.8L, 1.8T)
	or	
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 110 01	EVAP line clamp

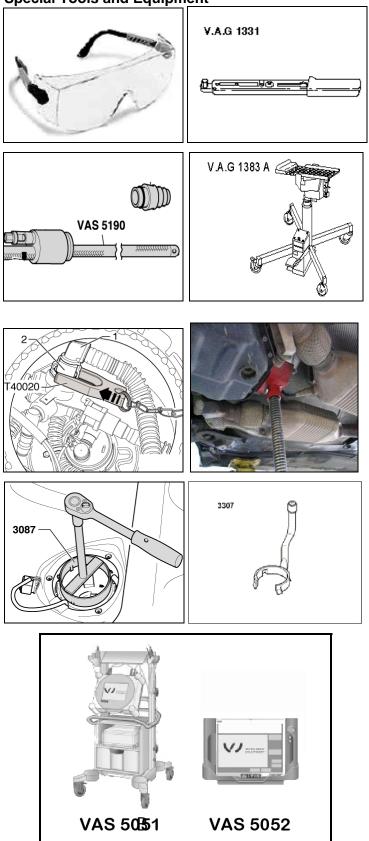
#### Fuel Line Replacement – 2001-2005 1.8T (Replace these parts ONLY IF cracks or leaks in fuel line)

Quantity	Part Number	Part Name
1	3B0 201 544BS	Fuel line set
3	N 024 122 2	Fuel line clamp
2	N 904 110 01	EVAP line clamp

#### ECM Software Update- 2000-2005 1.8T Automatic



#### **Special Tools and Equipment**



- ⇐ Safety glasses
- ⇐ Torque wrench V.A.G 1331 or equivalent
- ⇐ Fuel siphoning device VAS 5190 or equivalent
- ⇐ Engine/transmission jack V.A.G 1383A or equivalent
- ⇐ Release tool T40020
- ⇐ Screw jack or equivalent

- ⇐ Wrench for tank sensor 3087
- $\leftarrow$  Fuel pump wrench 3307
- V.A.G 1788/10
- VAS 5051B or VAS 5052 (equipped with Ethernet card and security certificate)
- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed

#### Section A – Heat Shield Installation (1999-2005 automatic vehicles)





Lift vehicle on hoist

C Place screw jack or equivalent on tail housing of transmission to support transmission

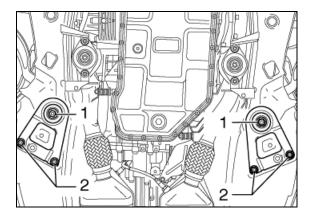
To prevent injury, allow exhaust to cool

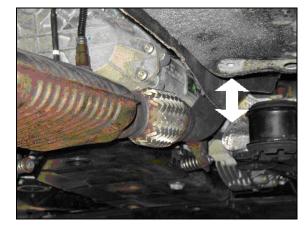
Note: Supporting transmission from the oil pan can cause damage and is not covered under this action

Remove bolts -arrows- to remove cross member (1.8T only)



 Loosen exhaust clamp nuts and slide exhaust clamp(s) connecting down pipe to tail pipe toward rear of vehicle to allow down pipe to hang loosely





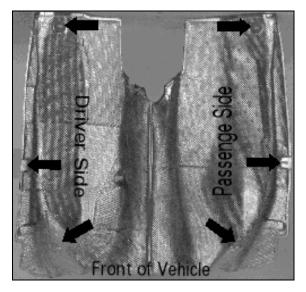


Remove bolts -1- and -2- of sub-frame on both sides of the vehicle, discard bolts -1-

Note: Sub-frame bolts -1- are torque-to-yield bolts and should always be replaced when removed

 Slowly lower transmission with screw jack to allow approximately 50mm clearance between sub-frame and body

Note: There are two different-looking versions of new passenger side heat shield (3B0 825 676). Either version can be used for this campaign.







- Remove nuts -arrows- securing heat shield on passenger side (all engines) and nuts -arrowssecuring heat shield on driver side (2.8L & W8 only)
  - Note: Picture shows heat shield for clarity DO NOT REMOVE EXISTING HEAT SHIELD FROM VEHICLE

Note: It may be easier to remove heat shield nut between exhaust and body by using a long extension with a swivel 10mm socket to go between exhaust and transmission mount

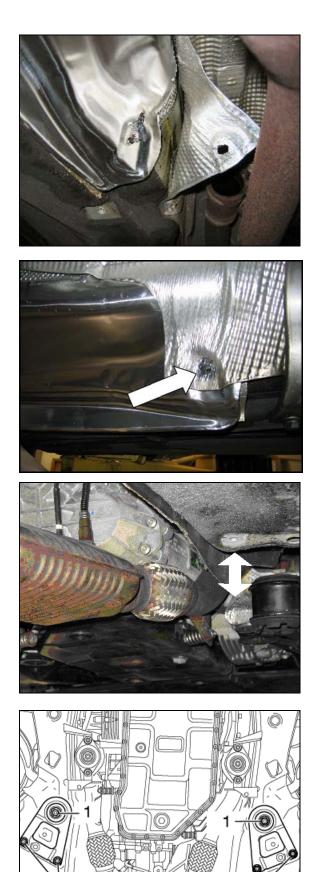
#### (1.8T, 2.8L & W8)

 Carefully insert passenger side heat shield (3B0 825 676) between body and exhaust, then push front edge of heat shield between exhaust and body

(2.8L & W8 Only)

 Repeat this step for driver side heat shield (3B0 825 675)

Note: Be careful not to distort or damage heat shield



- Bend center shield over to allow new shield to lay under it, bend center shield back into place
- Note: W8 vehicles will not need to have old heat shield overlapping new heat shield
- Ensure heat shield studs are properly aligned with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)

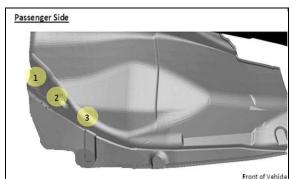
• Raise transmission with the screw jack

Note: Be careful not to crush old heat shield between sub-frame and body

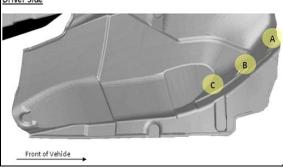
- Install new sub-frame bolts (N 908 235 01) -1and torque to 110 Nm + ¼ turn
- ⇐ Reinstall bolts -2- and torque to 30 Nm



 Slide exhaust clamp(s) forward to reconnect down pipe to tail pipe and torque to 40 Nm



Driver Side



- After the sub-frame and exhaust have been put back in place, ensure there is at least 20mm of clearance between new heat shield and exhaust pipe in locations 1,2,3 and A,B,C
  - Note: If clearance is not at least 20mm, use flat end of a pry bar to adjust the heat shield for proper clearance
  - Tip: Failure to remove washer bottle tab could result in extensive fuel line damage
- Reinstall cross member and torque bolts to 30Nm (1.8T only)
  - Note: There is an "L" and an "R" stamped on the cross member, make sure the "L" part of the cross member is on the driver side

# Work is complete for Section A

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Section B – Fuel Line Bracket Removal and Fuel Line Inspection (2001-2005 1.8T vehicles)





Open hood

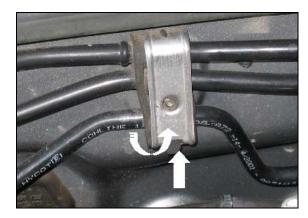
Remove plastic fuel line retainer -arrow- to relieve fuel line tension



⇐ Remove fuel lines from plastic holder -circle-









- ⇐ Remove bolts -arrows- for fuel line bracket
- Remove fuel line bracket from engine
- Unclip plastic holder from metal bracket (retain metal bracket tool and bolts)

Note: Metal bracket tool and bolts must be retained for future use

Unclip bracket latch holding fuel lines by pushing • bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely

Remove plastic cover over air filter housing



Curclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely



Unclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely



- Check center fuel line -arrow- for signs of cracking or fuel leaks
  - If <u>fuel line shows visible leaks or cracks</u>, proceed to Section D
  - If <u>no cracking or fuel leaks</u> are found, close brackets and continue



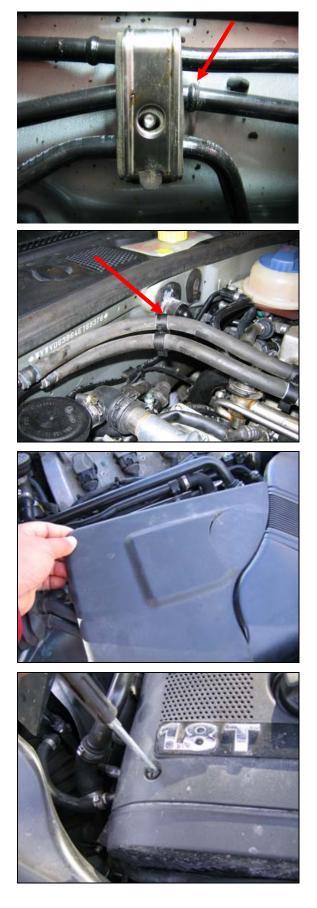
- Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
  - If flare joint is visible outside of bracket approximately 1mm to the right, work is complete
  - If flare joint is <u>not</u> visible outside of bracket approximately 1mm to the right, **proceed to** Section C

Section C – Fuel Line Foam Block Removal and Bracket Clipping (2001-2005 1.8T vehicles)

• Remove air filter housing



• Remove and discard insulating foam -circlelocated below air filter housing



- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket
  - If <u>not</u> visible outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter
- Reinstall air filter housing
- ⇐ Reinstall plastic fuel line retainer -arrow-

• Reinstall plastic cover over air filter housing

- Reinstall engine cover by turning three retainers 1/4 turn to secure
- Reconnect battery, if not a 4Motion vehicle
- Close hood
  - Work is complete, if not a 4Motion vehicle
- 4Motion vehicles proceed to Section E

#### Section D – Fuel Line Replacement (2001-2005 1.8T vehicles)

If not already done:

- Save all customer settings (i.e. radio stations, A/C settings)
- Switch off ignition and all electrical consumers
- Disconnect battery ground (GND) strap
- Open fuel filler cap to relieve tank pressure

### WARNING!

Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

Ensure battery is disconnected



• Remove air filter housing





 Remove insulating foam -circle- located below air filter housing

- Disconnect fuel lines at fuel rail -arrows-
  - Tip: Before removing lines, place a cloth around connection to capture excess fuel

- Raise vehicle
- Remove underbody cover plate -dotted line-





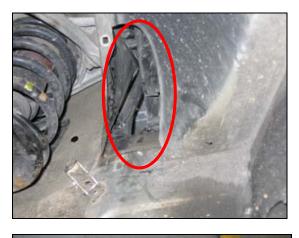
• Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter

• Remove fuel line clamps for vent line and return line located above fuel filter, then disconnect lines

- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well



- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-





C Pull fuel lines through opening -circle- from engine compartment to wheel well

- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 110 01)
- Secure new fuel line clips in place by pushing clip onto existing stud -arrow-

Note: Ensure that fuel lines are not touching together and are positioned free and clear of vehicle body

Insert vent line from N-80 EVAP canister purge valve into fuel line retaining bracket -arrow-, then push firmly on bracket near latch to ensure it clips properly into place, and proceed to Section D



### Section E – Fuel Tank Inspection (4Motion vehicles)

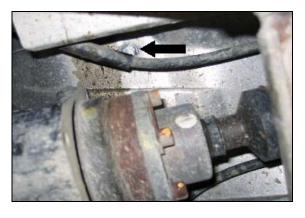
 Remove rear seat bottom by pulling up on seat bottom

 Remove cover from fuel sending unit on driver side

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
  - If the measurement <u>is 36mm or greater</u>, reinstall cover for fuel sending unit and rear seat bottom

### Work is complete for Section E

 If the measurement <u>is less than 36mm</u>, proceed to Section F to perform visual inspection/vent line measurement check of surrounding surfaces for signs of fuel leak









### Section F – Visual Inspection/Vent Line Check (4Motion vehicles)

- With vehicle still on hoist, remove both bolts -arrow- from heat shield just above rear differential pinion flange
  - Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts
- Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps

Note: This will allow for more clearance between fuel tank and access hole under rear seat bottom

- Visually check fuel tank ventilation valve and surrounding area for fuel leak
  - If fuel leak is found go to Section G
  - If <u>no fuel leak</u> is found, continue with procedure

Note: Picture shows tank removed for clarity DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely



- 2
- 2 2m 3 4 c25 5 6 stanley 7 > 36 mm

Remove zip tie -2- from underneath vehicle, near shock tower

Secure electrical wiring to vent hose -1- with a new zip tie -2- and move zip tie as shown in image to ensure tension is no longer present

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
  - 1.8T 4Motion with automatic transmission go to Section K
  - All other models Work is complete

# Section G – Fuel Tank Removal (4Motion vehicles)

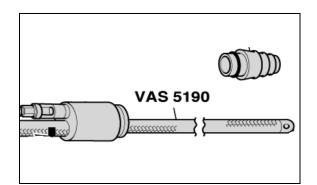
- If not already done:
  - Save all customer settings (i.e. radio stations, A/C settings)
  - Switch off ignition and all electrical consumers
  - Disconnect battery ground terminal

## WARNING!

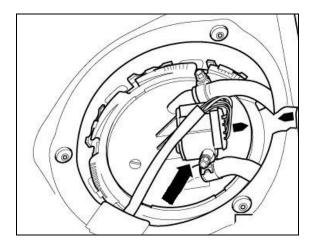
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

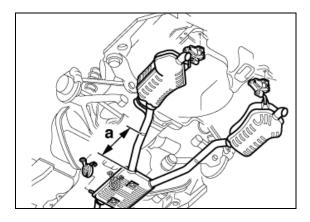
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections



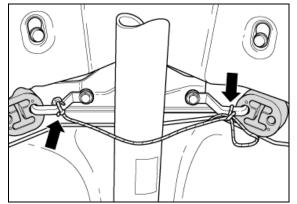
- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank

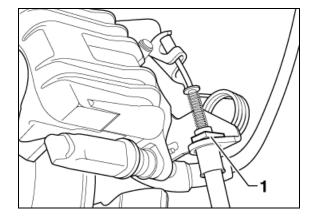


Constant Disconnect 4-pin connector from fuel sending unit -arrow-



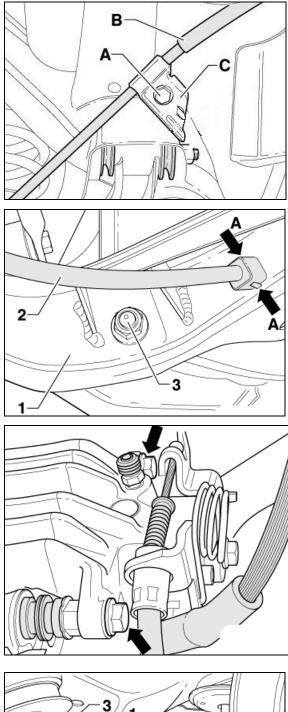
• Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle





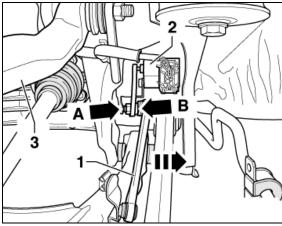
- Secure drive shaft using a wire or equivalent otherwise the constant velocity joint can be damaged
  - Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action
- Remove rear wheels
  - Note: It is essential that the installation position is marked -arrows- before the drive shaft is removed, offset installation will cause excessive imbalance or vibration
- Remove drive shaft from rear final drive

- C Pull out securing clip -1- and unhook parking brake cable from brake caliper
  - Note: Do not damage parking brake boot when removing and installing

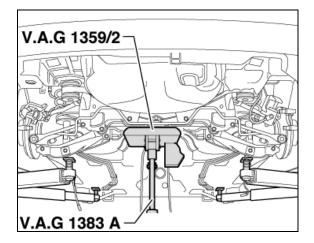


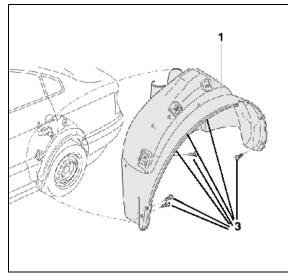
- $\leftarrow$  Loosen bolt -A- on both sides
- Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side
- Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- Remove control arm -1- from shock absorber by removing bolt -3
- Repeat on opposite side

- Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose
- ← Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- $\leftarrow$  Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing



In this illustration -3- is Upper Control Arm

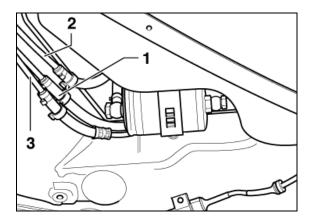


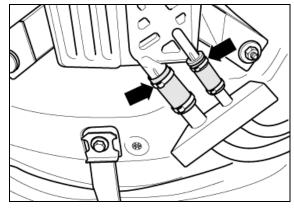


# These two steps are for vehicles with automatic headlight range control ONLY:

- Remove nut -arrow A- and bolt -arrow B- from coupling rod -1- for vehicle level control system sensor -2-
- ← Pull out coupling rod -1- in -direction of arrow-

- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack -V.A.G 1383A- or equivalent
- Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck

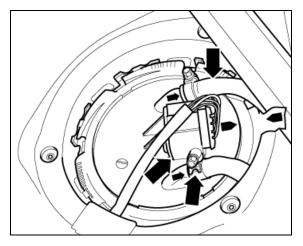




- ⇐ Disconnect supply line -1- from fuel filter
- Mark return hose -2- and breather hose -3- and separate at connecting point
- Seal lines so the fuel system is not contaminated with debris
- Remove cover from EVAP canister
- C Disconnect ventilation lines at EVAP canister -arrows-

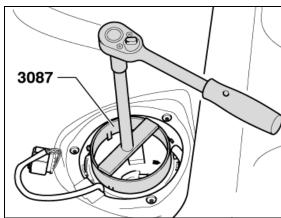


- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

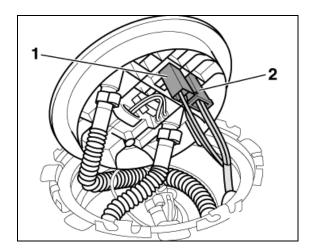


# Section H – Fuel Sending Unit Removal (4Motion vehicles)

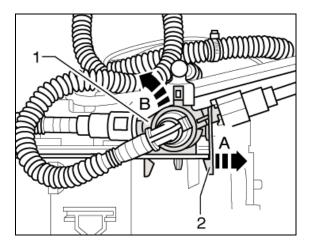
- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris



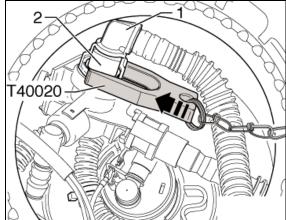
 Remove locking ring using special wrench -3087-for tank sensor



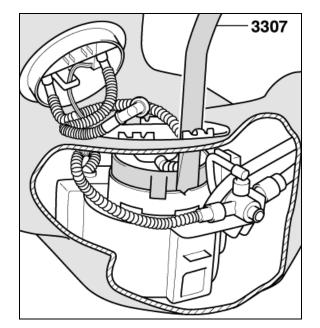
- Pull flange and seal out of the opening in fuel tank
- Content connectors -1- (white) and -2- (black) from inside of flange



Unclip distributor piece -1- from lower part of baffle housing by pressing the two catches -2-, positioned one behind the other, toward outside -arrow A- then disconnect distributor piece -arrow B-

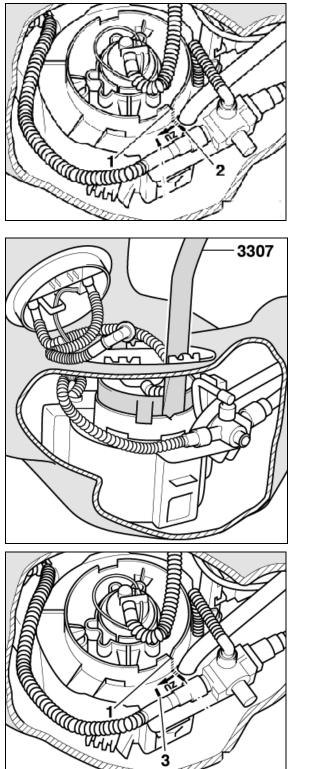


Construct Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-



 Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it

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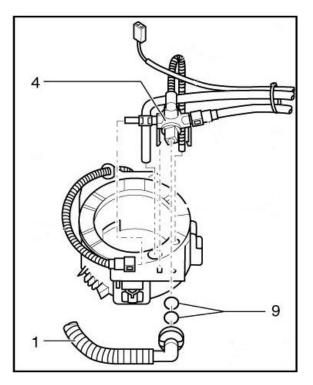


# Section J – Fuel Sending Unit Installation (4Motion vehicles)

- Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably

 Turn fuel pump approximately 15° toward right until impact using fuel pump wrench -3307-

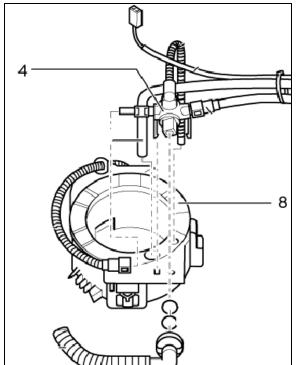
Connection Notch -1- aligns with marking -3- (bayonet connection)



Press on return line -1- on distributor piece -4- until hose coupling engages

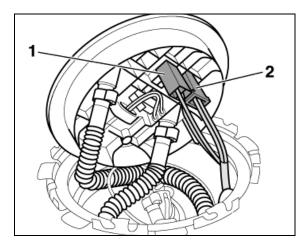
Note: Always use new O-rings -9- for fuel return line

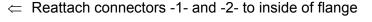
Coat O-rings for fuel return line with fuel



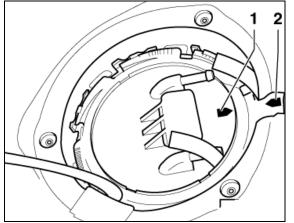
Connect distributor piece -4- to baffle housing
 -8- and ensure distributor piece is fully seated

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• Install new seal for flange onto opening of fuel tank and coat inside with fuel



- Insert lines into fuel tank and install flange
- C Marking on flange -1- must align with marking on fuel tank -2-
- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- Reinstall removed parts in reverse order
- Reset clock, radio station pre-sets and window "one-touch" feature
- Ensure proper function of remote control key; adapt key if necessary

Note: Inform customer that additional remote control key(s) may need to be adapted to work properly

- Set basic settings
- Destroy and properly discard all removed parts
  - 1.8T 4Motion automatic transmission vehicles proceed to Section K
  - 2.8L & W8 4Motion automatic transmission vehicles Work is Complete

# Section K – Software Update Using Software Version Management (SVM) (2000-2005 1.8T vehicles with automatic transmission)

Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

Note: Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.

# Current Tuned ECM or TCM

**requirements:** If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties

# See ECM/TCM Tuning form on p. 57

!	Note:	ECM DTCs will be erased when performing the update programming procedure
()	Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
		Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)

Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)

> VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF

Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052 diagnostic tester

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(!)

/ehicle diagnostic-, measuring- and information system
/ersion -UŜA/CDN- / V12.00.00 01/11/2007
Vehicle Self- Diagnosis
OBD
Test
Instruments
Guided Fault
Finding
Guided
Functions
upplications Administration
Vehicle self-diagnosis
Select vehicle system
1000 - Read out gateway installation list
1001 - Compiling services
01 - Engine electronics
21 - Engine electronics III
41 - Diesel pump electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics 42 - Driver's door electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics 42 - Driver's door electronics 52 - Front passenger door electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics 32 - Locking electronics 32 - Locking electronics 32 - Front passenger door electronics 32 - Front passenger door electronics 33 - Locking electronics 34 - Diese electronics 35 - Front passenger door electronics 36 - Diese electronics 37 - Diese electronics 38 - Diese electronics 39 - Diese electronics 30 - Diese electronics 30 - Diese electronics 30 - Diese electronics 31 - Diese electronics 32 - Diese electronics 33 - Diese electronics 34 - Diese electronics 35 - Front passenger door electronics 37 - Diese electronics 38 - Diese electronics 39 - Diese electronics 30 - Diese
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics 32 - Locking electronics 32 - Locking electronics 32 - Locking electronics 32 - Four passenger door electronics 52 - Front passenger door electronics 52 - Fornt passenger door electronics 53 - Fornt passenger door electronics 54 - Fornt passenger door electronics 55 - Fornt passenger door electronic
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 12 - Driver's door electronics 12 - Driver's door electronics 12 - Driver's door electronics 13 - Locking electronics 14 - Engine electronics 15 - Front passenger door electronics 16 - Engine electronics 18 - ECM Part 18 - ECM Part 19 - Engine electronics 19 - Engine electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 22 - Four-wheel drive electronics 32 - Locking electronics 32 - Locking electronics 32 - Locking electronics 32 - Locking electronics 32 - Four passenger door electronics 52 - Front passenger door electronics 52 - Fornt passenger door electronics 53 - Fornt passenger door electronics 54 - Fornt passenger door electronics 55 - Fornt passenger door electronic
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery regulation 71 - Battery regulation 71 - Battery regulation 72 - Battery regulation 73 - Battery regulation 74 - Battery regulation 72 - Searbox electronics 72 - Forunt passenger door electronics 74 - Driver's door electronics 75 - Front passenger door electronics 75 - Front passenger door electronics 75 - Front passenger door electronics 76 - Door
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 52 - Front passenger door electronics 53 - Locking electronics 54 - Driver's door electronics 55 - Front passenger door electronics 52 - Front passenger door electronics 52 - Front passenger door electronics 53 - Locking electronics 54 - Diverse electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 56 - Diverse electronics 57 - Diverse electronics 58 - Diverse electronics 59 - Diverse electronics 50 - Diverse electronics 51 - Engine electronics 52 - Diverse electronics 52 - Front passenger door electronics 52 - Front passenger door electronics 53 - Diverse electronics 54 - Diverse electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 50 - Diverse electronics 50 - Diverse electronics 51 - Diverse electronics 52 - Diverse electronics 53 - Diverse electronics 54 - Diverse electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 55 - Front passenger door electronics 56 - Diverse electronics 57 - Diverse electronics 58 - Diverse electronics 59 - Diverse electronics 50 - Diverse electronics 51 - Diverse electronics 52 - Diverse electronics 53 - Diverse electronics 54 - Diverse electronic
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery regulation 71 - Battery regulation 71 - Battery regulation 72 - Battery regulation 73 - Battery regulation 74 - Battery regulation 72 - Searbox electronics 72 - Forunt passenger door electronics 74 - Driver's door electronics 75 - Front passenger door electronics 75 - Front passenger door electronics 75 - Front passenger door electronics 76 - Door
41 - Diesel pump electronics 51 - Electro drive 61 - Battery charging device 02 - Gearbox electronics 12 - Clutch electronics 12 - Driver's door electronics 14 - Driver's door electronics 14 - Engine electronics
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Coding (Service \$1A) 001 - Identification (Service \$1A) 006 - Basic setting 007 - Coding (Service \$1A)
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 52 - Front passenger door electronics 53 - Locking electronics 54 - Driver's door electronics 55 - Front passenger door electronics 54 - Driver's door electronics 55 - Front passenger door electronics 55 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 005 - Output Diagnostic Test Mode (DTM) 005 - Basic setting 107 - Coding (Service \$1A) 011 - Measured values 101 - Adaptation
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Four passenger door electronics 27 - Driver's door electronics 28 - Four passenger door electronics 29 - Four passenger door electronics 20 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 004 - DTC memory content 005 - Basics setting 007 - Coding (Service \$1A) 001 - Coding (Service \$1A) 001 - Goding (Service \$1A) 001 - Lees uthorization 19 - Access authorization
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Editory regulation 71 - Editory regulation 72 - Fourtheel drive electronics 72 - Fourtheel drive electronics 72 - Diver's door electronics 72 - Diver's door electronics 72 - Diver's door electronics 72 - Fourt passenger door electronics 72 - Fourt passenger door electronics 73 - ECM Part 1.8L R4/5VT G 1.8L R4
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Four passenger door electronics 27 - Four passenger door electronics 28 - Front passenger door electronics 29 - Four passenger door electronics 20 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 004 - DTC memory content 005 - Output Diagnostic Test Mode (DTM) 006 - Basic setting 007 - Coding (Service \$1A) 011 - Measured values 012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function 022 - End output
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 22 - Gearbox electronics 22 - Four-wheel drive electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 52 - Front passenger door electronics 52 - Front passenger door electronics 53 - Locking electronics 54 - Front passenger door electronics 55 - Front passenger door electronics 55 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 005 - Output Diagnostic Test Mode (DTM) 006 - Basic setting 007 - Coding (Service \$1A) 011 - Measured values 012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Four passenger door electronics 27 - Four passenger door electronics 28 - Front passenger door electronics 29 - Four passenger door electronics 20 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 004 - DTC memory content 005 - Output Diagnostic Test Mode (DTM) 006 - Basic setting 007 - Coding (Service \$1A) 011 - Measured values 012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function 022 - End output
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Four passenger door electronics 27 - Four passenger door electronics 28 - Four passenger door electronics 29 - Four passenger door electronics 20 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 004 - DTC memory content 005 - Basic setting 007 - Coding (Service \$1A) 001 - Coding (Service \$1A) 001 - Casting (Service \$1A) 001 - Safety 020 - Special function 021 - Safety 020 - Special function 022 - End output Display all diagnostic functions
41 - Diesel pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery charging device 02 - Gearbox electronics 22 - Four-wheel drive electronics 23 - Locking electronics 24 - Driver's door electronics 25 - Front passenger door electronics 25 - Front passenger door electronics 26 - Four passenger door electronics 27 - Four passenger door electronics 28 - Front passenger door electronics 29 - Four passenger door electronics 20 - Coding 16551 Dealership number 05311 001 - Identification (Service \$1A) 004 - DTC memory content 005 - Output Diagnostic Test Mode (DTM) 006 - Basic setting 007 - Coding (Service \$1A) 011 - Measured values 012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function 022 - End output

- Connect vehicle diagnostic, testing and information system VAS 5051B or VAS 5052 (with online capability) to the vehicle
- Select Vehicle Self Diagnosis and to check software level of ECM -arrow-

⇐ Select 01 – Engine electronics -arrow-

 If ECM matches table below, no software update is required; otherwise proceed to next step

Old ECM Part Number	New ECM Part Number	New Software Level
4B0 906 018 Q	-	0009
4B0 906 018 P	-	0009
4B0 906 018 BH	-	0009
4B0 906 018 BG	-	0009
4B0 906 018 CL	-	0003
4B0 906 018 BQ	-	0004
4B0 906 018 CM	-	0010
4B0 906 018 DA	4B0 906 018 DQ	0060
4B0 906 018 DN	4B0 906 018 DQ	0060
4B0 906 018 DP	4B0 906 018 DQ	0060
4B0 906 018 DQ	4B0 906 018 DQ	0060

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VAS 5051B						
Vehicle diagnostic-, meas Version -USA/CDN- / V1	suring- and ir	formation s	ystem			
				Dia OB Tes Insl Gui Fin		ts
Applications					Admin	stration
		I ?		28.05.2008	٦	
Guided Fault Finding Vehicle Identification						
Select brand						
Volkswagen			V	2.85.01	11/04	2008
						2523523234
Destating mode	Go to			28.05.2008		
Operating mode	Ge to	ý ?		28.05.2008 12:07		
Operating mode Guided Fault Finding	Ge to	Volkswage	n.	28.05.2008 12:07 V12.85.0		1/2008
	Ge to	Volkswage	n.	12:07		1/2008
Guided Fault Finding	Go to	Solkswage	n	12:07		1/2008
Guided Fault Finding Vehicle Identification			n	12:07		//2008
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US	• only USA / C SA/Canada		n	12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US	only USA / C GA/Canada GA/Canada		n	12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U	only USA / C SA/Canada SA/Canada SA/Canada		n	12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U 1K - Jetta 2005 > USA /	only USA / C SA/Canada SA/Canada SA/Canada SA/Canada Canada only	Canada	n	12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U 1K - Jetta 2005 > USA / 1K - Rabbit 2006 > only	only USA / C SA/Canada SA/Canada SA/Canada Canada only v USA/Canada	Canada		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U 1K - Jetta 2005 > USA /	only USA / C SA/Canada SA/Canada SA/Canada Canada only USA/Canada tible 2003 > o	Canada a inly USA / C		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U 1K - Jetta 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only	only USA / C A/Canada SA/Canada SA/Canada Canada only USA/Canada USA/Canada USA/Canada	a anly USA / C		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1J - Golf 1998 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only U 1K - Jetta 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only 3D - Phaeton 2003 > onl	only USA / C A/Canada A/Canada SA/Canada Canada only USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada	a nily USA / C a da		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1988 > only US 1K - Jolf 1988 > only US 1K - Jetta 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only 3D - Phaeton 2003 > only 5N - Tiguan 2008 > only	only USA / C GA/Canada GA/Canada SA/Canada Canada only USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada	a anily USA / C a da a		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only US 1K - Golf 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only 3D - Phaeton 2003 > onl 5N - Tiguan 2008 > only 7L - Touareg 2003 > onl	only USA / C SA/Canada SA/Canada Canada only USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada y USA/Canada y USA/Canada	a anily USA / C a da a		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1998 > only US 1K - Golf 2004 > only US 1K - Golf 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only 3D - Phaeton 2003 > onl 5N - Tiguan 2008 > only 5N - Tiguan 2008 > only 5N - Tiguan 2008 > only 9B - Golf 1999 - Canada	only USA / C A/Canada SA/Canada SA/Canada USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada 2006 >	a anily USA / C a da a		12:07		
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > 1F - Eos 2006 > only US 1J - Golf 1988 > only US 1K - Jetta 2005 > USA / 1K - Jetta 2005 > USA / 1K - Rabbit 2006 > only 1Y - New Beetle Convert 3B - Passat 1998 > only 3C - Passat 2006 > only 3D - Phaeton 2003 > only 5N - Tiguan 2008 > only	only USA / C A/Canada SA/Canada SA/Canada USA/Canada USA/Canada USA/Canada USA/Canada USA/Canada 2006 > canada >	a aniy USA / C a da a da a		12:07	1 11/04	

- Connect VAS 5051B or VAS 5052 to your workshop network using network connection cable
- Insert USB memory stick and save Guided Fault Finding log
- Carter Select "Guided Fault Finding" (GFF) -circle-

C Select brand, select Volkswagen -circle-

Select type, select 3B – Passat 1998 > only USA/Canada -arrow-

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Guided Fault Finding Vehicle Identification	Volkswagen         V12.85.01         11/04/2008           3B - Passat 1998 > only USA/Canada
Select model year	
1998 (W) 1999 (X) 2000 (Y) 2001 (1) 2002 (2) 2003 (3) 2004 (4) 2005 (5)	
Operating mode     G	28.05.2008 12:08

Guided Fault Finding Vehicle Identification		Volkswagen V12.85.01 11/04/200 3B - Passat 1998 > only USA/Canada 2004 (4)		
Select version		2004 (4)		
Sedan Wagon				
Operating mode	Go to	? A 28.05.2008 12:09		

 Guided Fault Finding
 Volkswagen
 V12.85.01 11/04/2008

 Vehicle Identification
 3B - Passat 1998 > only USA/Canada

 Select engine code
 2004 (4)

 ATQ 2.8 L Motronic / 142kW

 AWM 1.8 L Motronic / 125kW

 BDP 4.0 L Motronic / 199kW

 BHW 2.0 L TDI-PI / 100kW

⇐ Select model year

• Select version - select version as applicable

 $\leftarrow$  Select applicable engine code

Volkswagen V12.85.01 11/04/2008				
3B - Passat 1998 > only USA/Canada 2004 (4)				
Wagon AWM 1.8 L Motronic / 125kW				
Press "▶" button to confirm that the vehicle identification was performed correctly				
Press "◀" button to go back step by step.				
The "Go to" button and the "Cancel" selection lead to the "Select brand" screen.				
election lead to the Start screen.				
28.05.2008				

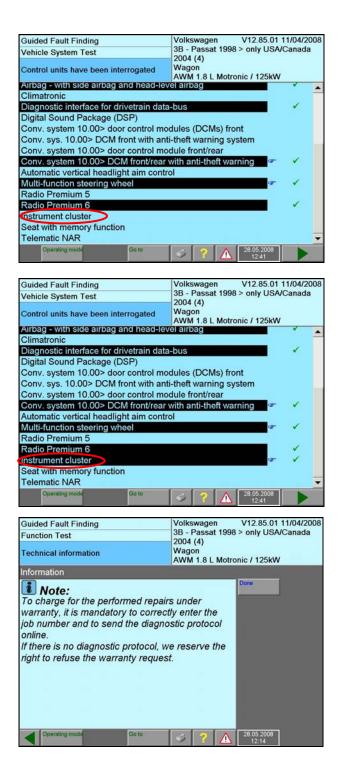
Guided Fault Finding	Volkswagen V12.85.01 1		
Vehicle System Test 3B - Passat 1998 > only USA/Ca 2004 (4)		anada	ļ
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management System	n	1	•
Sespeed Automatic Transmission 01			
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3		1	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syncro			
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-lev	/el airbag	1	
Climatronic			-
Diagnostic interface for drivetrain data	a-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control mo	dules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control mo			•
Operating mode Go to	28.05.2008		

Guided Fault Finding	Volkswagen V12.85.01		
/ehicle System Test 3B - Passat 1998 > only US		Canada	а
Control units have been interrogated	2004 (4) Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management Syste	m	1	
S-speed Automatic Transmission 01	<b>v</b>	1	
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3			
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syncro			
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	evel airbag	1	
Climatronic			
Diagnostic interface for drivetrain dat	ta-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control me	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control me			•
Operating mode Go to	28.05.2008		

 Confirm vehicle identification -circle- GFF will begin to interrogate control units automatically

Conce control units have been interrogated, check to see if Automatic Transmission is highlighted

If GFF did not highlight the control unit, select Automatic Transmission manually to interrogate control unit -circle-



Check to see if Instrument cluster is highlighted circle-

- If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-
- Address any relevant fault codes prior to proceeding with Software Version Management

Note: Fault codes will be erased once GFF is complete

Press ► arrow

• Read Note and press "Done"

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Guided Fault Finding	Volkswagen V12.85.01 11/04/20
Fault Memory Contents	3B - Passat 1998 > only USA/Canada 2004 (4)
No fault detected	Wagon AWM 1.8 L Motronic / 125kW
Operating mode     Go	
Guided Fault Finding	Volkswagen V12.85.01 11/04/20

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Function / Component Selection	3B - Passat 1998 > only USA/Canada 2004 (4)
Select function or component	Wagon AWM 1.8 L Motronic / 125kW
Software version management	
Adapting software	
Conversion/retrofitting campaign	
Go to	

Guided Fault Finding Volkswagen V12.85.01 11/04/2008 Bar Passat 1998 > only USA/Canada 2004 (4) Vagon AWM 1.8 L Motronic / 125kW + Software version-management Adapting software Conversion/retrofitting campaign Go to >> Function/Component Selection >>

- ⇐ Select Software version management
- $\leftarrow$  Press  $\blacktriangleright$  arrow

- ⇐ Select Adapting software
- ⇐ Press ► arrow

Guided Fault Finding Test Plan	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada 2004 (4) Wagon AWM 1.8 L Motronic / 125kW
System Test Plan	
	×
User Test Plan	
- Adapting software	
Operating mode Go to	28.05.2008 12:29

Guided Fault Finding				olkswager			11/04/2008	
Function	n Test				3B - Passat 1998 > only USA/Canada 2004 (4)			Canada
Determi	ning insta	lled cond	lition for S	W MV	agon VM 1.8 L	Motronic	/ 125kW	
Unit coc	le input							
Please	enter the	e unit co	ode.					
1	2	3	+	Α	B	С	D	
			10.00	E	F	G	H	
4	5	6	-		J	K	L	
				M	N	0	P	
7	8	9		Q	R	S	T	
-	-			U	V	W	X	
С	0		2	Y	Z			
	3061							
Operating mode         Go to          ?         ▲         28.05.2008         ▶								

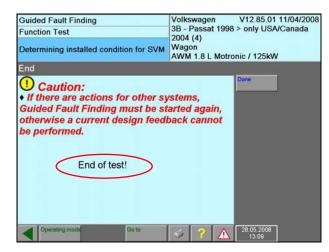
- C Perform User Test Plan. Select "Adapting software"
- Follow on-screen prompts for Adapting software test plan
- ⇐ Enter unit code "3061"
- ← Press ► arrow to continue with Adapting software test plan
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

# WARNING!

DO NOT interrupt or stop Test Plan once software update begins

Any interruption of Software Version Management (SVM) process will result in damage to ECM

ECM replacement is not covered by this action



Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -circle- appears on screen

# Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2014603 – Software Version Management (SVM)
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the "Go" to button

# ALL WORK IS COMPLETE

#### 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 call (800) 741-2919.

**Recall Circular** 26E5/R5 Code: Subject: 1999-2005 Passat & Passat Wagon (5th Generation) **Equipped With Gas Engine** Install Underbody Heat Shield(s); Inspect/Replace Fuel Line, Fuel Tank; Update Software, if Necessary

June 2008

# **Problem Description**

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

## **Corrective Action**

Dealers will install additional underbody heat shields to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessarv.

### **VIN Range & Production Date of Affected Vehicles**

# U.S.A.

### (Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033 (Mosel)

WVW 3B XP489411 - WVW 3B 5P060354 Production date: June 1999 – May 2005

### CANADA

(Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

## (Mosel)

WVW 3B XP489411 - WVW 3B 5P060354 Production date: June 1999 - May 2005

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

# Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles.

## **Parts Information and Allocation**

Dealers will receive an allocation list for the V6 and W8 cars, followed up at a later date with one for the 1.8T vehicles. You have already received an initial allocation of parts. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

## **Owner Notification Mailing**

Via first-class mail, owner notification will begin on or about June 13, 2008, using a staggered approach starting with V6 and W8 vehicles. The 26E5 service number will begin showing open on affected V6 and W8 vehicles on or about June 13, 2008. The 1.8T vehicles will show open at a later date. A sample copy of the owner letter is enclosed.

## **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the correct criteria code from one of the charts on the following pages. The applicable criteria code will be reflected 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.

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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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Saga Claim Entry Br	ocoduro (	
Saga Claim Entry Pro Check in the system Service-O		CHART 1 of 6) e whether the "26E5"
campaign is open.		
Service No. : 26E5		
Damage Code: 0099		
Parts Manufacturer – Rem	oved part: Use vendor co	ode VWE.
Sold vehicle = 7 10 Unsold vehicle = 7 90		
HEAT SHIELD ONLY (1.	8T AUTOMATIC )	
Criteria code 01		
- Install passenger side hea	at shield <b>2615 23 99</b>	75 T.U.
Repair operation: 1 3B0 825 676		75 1.0.
1 N 908 235 01		
OR		
(2.8L & W8 – A		
- Install passenger & driver <b>Repair operation:</b>	2615 24 99	75 T.U.
1 3B0 825 676	Heat shield (right)	10110
1 3B0 825 675	Heat shield (left)	
1 N 908 235 01	Sub frame bolt	
FUEL TANK ONLY (4MC	DIION - MANUAL/ AUTON	IATIC)
Criteria code 02		
- Check ventilation line measur	ement, if greater than 36mm. I	No further work required
Repair operation:	0183 00 99	20 T.U.
OR		
	ent less than 36mm and <u>no fue</u>	
Repair operation: OR	2010 05 99	50 T.U.
- Found fuel leak - replace f	uel tank	
Repair operation:	2010 55 99	350 T.U.
1 3B0 201 075C/BK 2 8E0 919 133G	Fuel tank	
1 4B0 919 133	Fuel pump seal Fuel sender seal	
3 N 024 122 2	Fuel line clamp	
4 N 909 813 01	Rear sub-frame bolts	
If Customer Refused Repairs	5	
Fax repair order to VWoA at (2	48) 754-5093 and provide VIN	, applicable Service Number,
Customer Info, Dealer Number	and Date	
There is NO re	eimbursement for Vehicle Wash	or Loaner Vehicle!

Saga Claim Entry			(CHART 2 of 6)
Check in the system Servic campaign is open.	e-Online, FISH (VSI), to	determi	ne whether the "26E5"
Service No. : 26E5			
Damage Code : 0099			
Parts Manufacturer - R	emoved part: Us	e vendo	r code VWE.
Sold vehicle = 7 10	•		
Unsold vehicle = 7 90			
FUEL LINE ONLY (1. Criteria code 03	61- MANUAL/ AUTO	WATIC)	
<u></u>			
	n block (if necessary) &		
Repair operation:		21 99	20 T.U.
-	R		
- Found fuel leak - repl		19 99	140 T.U.
Repair operation: 1 3B0 201 544BS		19 99	140 1.0.
3 N 024 1222	Fuel line clamp		
HEAT SHIELD & ECI Criteria code 04 - Install passenger side	·	AUTOM	IATIC)
Repair operation:		23 99	75 T.U.
1 3B0 825 676		20 00	
1 N 908 235 01	( )		
A	ND		
- Check ECM software	; NO update required		
Repair operation:	2470	01 99	20 T.U.
_	R		
- Perform ECM softwar		_	
Repair operation:	2470	25 99	50 T.U.
If Customer Refused Rep Fax repair order to VWoA a Customer Info, Dealer Nun	at (248) 754-5093 and pr	ovide VI	N, applicable Service Numbe
	eimbursement for Vehicle	e Wash o	r Loaner Vehicle!

Saga Claim Entry Check in the system Servic campaign is open.			CHART 3 of 6) whether the "26E5"	
Service No. : 26E5				
Damage Code : 0099				
Parts Manufacturer – R	emoved part:	Use vendor	code VWE.	
Sold vehicle = 7 10				
Unsold vehicle = 7 90				
HEAT SHIELD, FUEL L <u>Criteria code 05</u>	INE & ECM UF	<b>PDATE</b> (1.8T –	AUTOMATIC)	
- Install passenger side	heat shield			
Repair operation:		2615 23 99	75 T.U.	
1 3B0 825 676 1 N 908 235 01	Heat shield Sub frame I			
		501		
- Remove fuel line, foar	n block (if necess	ary) & bracket an	d check fuel line	
Repair operation:		2038 21 99	20 T.U.	
0				
- Found fuel leak - repla	ce fuel line	2028 40 00	140 T.U.	
Repair operation: 1 3B0 201 544BS	Fuel line se	2038 19 99 +	140 1.0.	
3 N 024 1222	Fuel line cla			
Α	ND			
- Check ECM software;	NO update requi	ired		
Repair operation:		2470 01 99	20 T.U.	
0				
- Perform ECM software Repair operation:	e update	2470 25 99	50 T.U.	
		2710 2J JJ	50 1.0.	
If Customer Refused Repart Fax repair order to VWoA a Customer Info, Dealer Num	t (248) 754-5093	and provide VIN	, applicable Service Numb	ber,

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry I Check in the system Service	Procedure P-Online, FISH (VSI), to determi	(CHART 4 of 6) ne whether the "26E5" campaign is open.	
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Re Sold vehicle = 7 10 Unsold vehicle = 7 90	emoved part: Use vendo	or code VWE.	
HEAT SHIELD, FUEL	LINE, FUEL TANK & EC	CM UPDATE (1.8T 4MOTION – AUTO	MATIC)
<u>Criteria code 06</u>			
Install passanger side	hoat shield		
Install passenger side I     Repair operation:     1 3B0 825 676	<b>2615 23 99</b> Heat shield (right)	75 T.U.	
1 N 908 235 01	Sub frame bolt AND		
- Remove fuel line, foam	block (if necessary) & bracket a	and check fuel line	
Repair operation:	2038 21 99	20 T.U.	
	OR		
- Found fuel leak - replace			
Repair operation:	2038 19 99	140 T.U.	
1 3B0 201 544BS 3 N 024 1222	Fuel line set Fuel line clamp		
5 IN 024 1222	AND		
- Check ventilation line n	neasurement, if greater than 36r	mm. No further work required	
Repair operation:	0183 00 99	20 T.U.	
	OR		
-Ventilation line measure	ement less than 36mm and <u>no fu</u>	<u>lel leak found</u>	
Repair operation:	2010 05 99	50 T.U.	
	OR		
- Found fuel leak - replace		350 T.U.	
Repair operation: 1 3B0 201 075C/BK	<b>2010 55 99</b> Fuel tank		
2 8E0 919 133G	Fuel pump seal		
1 4B0 919 133	Fuel sender seal		
3 N 024 122 2	Fuel line clamp		
4 N 909 813 01	Rear sub-frame bolts		
	AND		
- Check ECM software; <b>Repair operation:</b>	2470 01 99	20 T.U.	
Nepali operation.	2470 01 99 OR	201.0.	
- Perform ECM software			
Repair operation:	2470 25 99	50 T.U.	
If Customer Refused Repa	airs		
Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info,			
Dealer Number and Date			
	ere is NO reimbursement for Veh	iicle Wash or Loaner Vehicle!	

Saga Claim Entry Pr Check in the system Service- campaign is open.	Conline, FISH (VSI), to determine	CHART 5 of 6) whether the "26E5"		
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Removed part: Use vendor code VWE. Sold vehicle = 7 10 Unsold vehicle = 7 90				
FUEL LINE & FUEL TA <u>Criteria code 07</u>	NK (1.8T 4MOTION – MAN	NUAL/AUTOMATIC ONLY)		
- Remove fuel line, foam b	lock (if necessary) & bracket an	d check fuel line		
Repair operation:	2038 21 99	20 T.U.		
	OR			
- Found fuel leak - replace				
Repair operation:	2038 19 99	140 T.U.		
1 3B0 201 544BS	Fuel line set			
3 N 024 1222	Fuel line clamp			
1 3B0 201 544BS 3 N 024 1222	Fuel line set			
3 N 024 1222	Fuel line clamp			
Charle ventilation line me	AND			
	easurement, if greater than 36m			
Repair operation:	0183 00 99	20 T.U.		
Ventiletien line measurer	OR	leak found		
	nent less than 36mm and no fue			
Repair operation:	2010 05 99	50 T.U.		
Found fuel look replace	OR fuel tank			
- Found fuel leak - replace Repair operation:	2010 55 99	350 T.U.		
1 3B0 201 075C/BK	Fuel tank			
2 8E0 919 133G	Fuel pump seal			
1 4B0 919 133	Fuel sender seal			
3 N 024 122 2	Fuel line clamp			
4 N 909 813 01	Rear sub-frame bolts			
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date There is NO reimbursement for Vehicle Wash or Loaner Vehicle!				
i nere is NO I				

Check in	Claim Entry P the system Service n is open.		), to determin	CHART 6 of 6) he whether the "26E5"	
Service	No. : 26E5				
Damage	e Code : 0099				
Parts M	<u>anufacturer</u> – Re	moved part:	Use vendor	r code VWE.	
	ehicle = 7 10				
	d vehicle = $7  90$				
0113010					
НЕАТ (	SHIELD & FUE	TANK (AMOT		OMATIC)	
<u>Criteria</u>	<u>a code 08</u>				
	all passenger and d				
-	peration:		615 24 99	75 T.U.	
1 3	3B0 825 675	Heat shield (left)			
	3B0 825 676		t)		
1 N	N 908 235 01	Sub frame bolt			
	AN				
		-		nm, No further work require	<u>d</u>
Repair o	peration:	01	183 00 99	20 T.U.	
	OF	-			
-Venti	ilation line measure	ment less than 36n	nm and <u>no fu</u> e	<u>el leak found</u>	
Repair o	peration:	20	010 05 99	50 T.U.	
	OF	2			
- Four	- Found fuel leak - replace fuel tank				
Repair o	peration:	20	010 55 99	350 T.U.	
1 3E	30 201 075C/BK	Fuel tank			
2 8E	E0 919 133G	Fuel pump sea			
	30 919 133	Fuel sender se	eal		
3 N	024 122 2	Fuel line clam			
-	909 813 01	Rear sub-fram	ie holts		

Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date

#### There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

## Customer Letter Example (U.S.A.) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

# Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

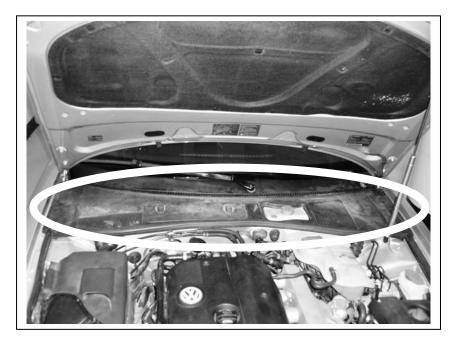
#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- $\Rightarrow$  Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: Volkswagen of America, Inc.

Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9)

3499 West Hamlin Road

Rochester Hills, MI 48309

1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

# Customer Letter Example (U.S.A.) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

#### 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles

Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: Volkswagen of America, Inc.

#### Attn: Customer CARE Center - Hills East (26E5/R5)

3499 West Hamlin Road

Rochester Hills, MI 48309

1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## Customer Letter Example (CANADA) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

# Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- $\Rightarrow$  Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada Attn: Customer CARE Center (26E5/R5 and 66C8/P9) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## Customer Letter Example (CANADA) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

#### 1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2000 and 2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

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- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
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Attn: Customer CARE Center (26E5/R5) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9

1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

# Campaign Work Procedure

# R5 (26E5) Safety Recall

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

# PARTS:

# Heat Shield Replacement – 1999 -2005 Automatic

<u>Quantity</u>	Part Number	Part Name
1	3B0 825 675	Left heat shield (2.8L & W8 only)
1	3B0 825 676	Right heat shield (1.8T, 2.8L, W8)
2	N 908 235 01	Sub-frame bolts

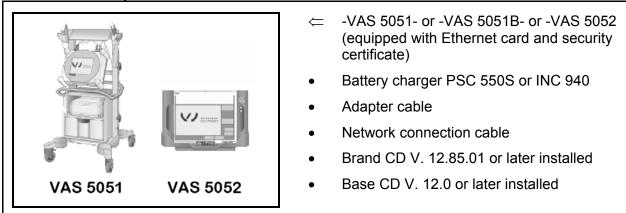
# Fuel Tank Replacement – 2001-2005 4Motion (Replace these parts ONLY IF leak found at fuel tank ventilation valve)

<u>Quantity</u>	Part Number	Part Name
1	3B0 201 075BK	Fuel tank (2.8L, 1.8T)
	or	
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 110 01	EVAP line clamp

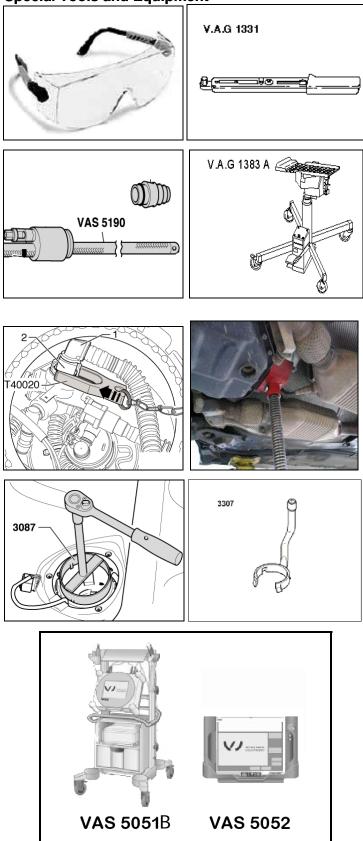
# Fuel Line Replacement – 2001-2005 1.8T (Replace these parts ONLY IF cracks or leaks in fuel line)

Quantity	Part Number	Part Name
1	3B0 201 544BS	Fuel line set
3	N 024 122 2	Fuel line clamp
2	N 904 110 01	EVAP line clamp

# ECM Software Update- 2000-2005 1.8T Automatic



# **Special Tools and Equipment**



- ⇐ Safety glasses
- ⇐ Torque wrench V.A.G 1331 or equivalent
- ⇐ Fuel siphoning device VAS 5190 or equivalent
- ⇐ Engine/transmission jack V.A.G 1383A or equivalent
- ⇐ Release tool T40020
- ⇐ Screw jack or equivalent
- ⇐ Wrench for tank sensor 3087
- $\leftarrow$  Fuel pump wrench 3307
- V.A.G 1788/10
- VAS 5051B or VAS 5052 (equipped with Ethernet card and security certificate)
- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed

# Section A – Heat Shield Installation (1999-2005 automatic vehicles)





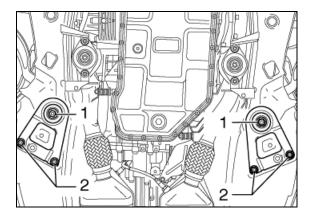
- WARNING! To prevent injury, allow exhaust to cool
- Lift vehicle on hoist
- C Place screw jack or equivalent on tail housing of transmission to support transmission

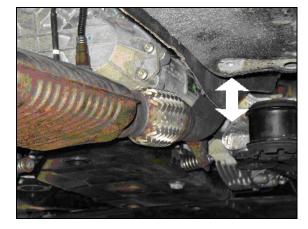
Note: Supporting transmission from the oil pan can cause damage and is not covered under this action

Remove bolts -arrows- to remove cross member (1.8T only)



 Loosen exhaust clamp nuts and slide exhaust clamp(s) connecting down pipe to tail pipe toward rear of vehicle to allow down pipe to hang loosely





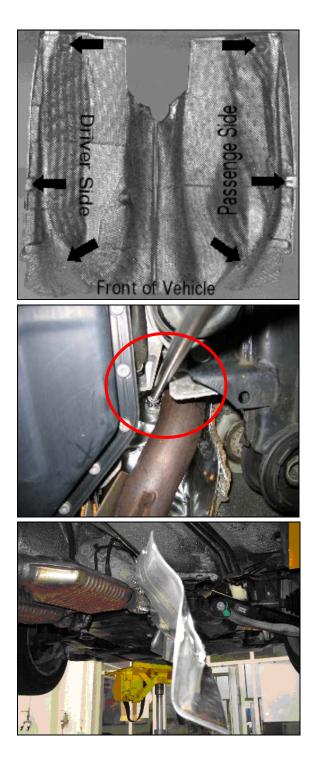


Remove bolts -1- and -2- of sub-frame on both sides of the vehicle, discard bolts -1-

Note: Sub-frame bolts -1- are torque-to-yield bolts and should always be replaced when removed

 Slowly lower transmission with screw jack to allow approximately 50mm clearance between sub-frame and body

Note: There are two different-looking versions of new passenger side heat shield (3B0 825 676). Either version can be used for this campaign.



- Remove nuts -arrows- securing heat shield on passenger side (all engines) and nuts -arrowssecuring heat shield on driver side (2.8L & W8 only)
  - Note: Picture shows heat shield for clarity DO NOT REMOVE EXISTING HEAT SHIELD FROM VEHICLE

Note: It may be easier to remove heat shield nut between exhaust and body by using a long extension with a swivel 10mm socket to go between exhaust and transmission mount

# (1.8T, 2.8L & W8)

 Carefully insert passenger side heat shield (3B0 825 676) between body and exhaust, then push front edge of heat shield between exhaust and body

# (2.8L & W8 Only)

 Repeat this step for driver side heat shield (3B0 825 675)

Note: Be careful not to distort or damage heat shield

#### 

When installing heat shield, do not overly deform or damage new heat shield, including cuts, holes, or tears

Damage to new heat shield could potentially cause a fire. If during installation a heat shield is damaged, install a new and undamaged heat shield

Damage to these parts will not be covered under this action!



- Bend center shield over to allow new shield to lay under it, bend center shield back into place

 Note: W8 vehicles will not need to have old heat shield overlapping new heat shield

- Ensure heat shield studs are properly aligned • with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)

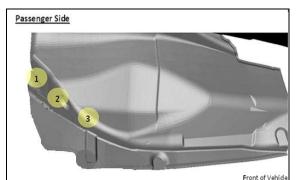
Raise transmission with the screw jack

Note: Be careful not to crush old heat shield between sub-frame and body

- Install new sub-frame bolts (N 908 235 01) -1-• and torque to 110 Nm + 1/4 turn
- ⇐ Reinstall bolts -2- and torque to 30 Nm



 Slide exhaust clamp(s) forward to reconnect down pipe to tail pipe and torque to 40 Nm



After the sub-frame and exhaust have been put back in place, ensure there is at least 20mm of clearance between new heat shield and exhaust pipe in locations 1,2,3 and A,B,C

Note: If clearance is not at least 20mm, use flat end of a pry bar to adjust the heat shield for proper clearance



 Reinstall cross member and torque bolts to 30Nm (1.8T only)

Note: There is an "L" and an "R" stamped on the cross member, make sure the "L" part of the cross member is on the driver side

### Work is complete for Section A

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Driver Side

Front of Vehide

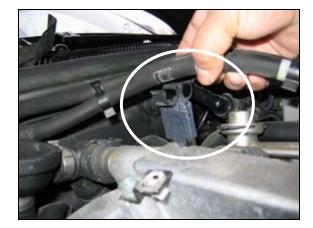
#### Section B – Fuel Line Bracket Removal and Fuel Line Inspection (2001-2005 1.8T vehicles)





• Open hood

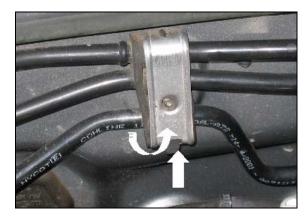
Remove plastic fuel line retainer -arrow- to relieve fuel line tension



⇐ Remove fuel lines from plastic holder -circle-









- ⇐ Remove bolts -arrows- for fuel line bracket
- Remove fuel line bracket from engine
- Unclip plastic holder from metal bracket (retain metal bracket tool and bolts)

() N

Note: Metal bracket tool and bolts must be retained for future use

 Unclip bracket latch holding fuel lines by pushing bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely

• Remove plastic cover over air filter housing



Curve Unclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely



- Check center fuel line -arrow- for signs of cracking or fuel leaks
  - If <u>fuel line shows visible leaks or cracks</u>, proceed to Section D
  - If <u>no cracking or fuel leaks</u> are found, close brackets and continue



- Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
  - If flare joint is visible outside of bracket approximately 1mm to the right, work is complete
  - If flare joint is <u>not</u> visible outside of bracket approximately 1mm to the right, **proceed to** Section C







• Remove air filter housing

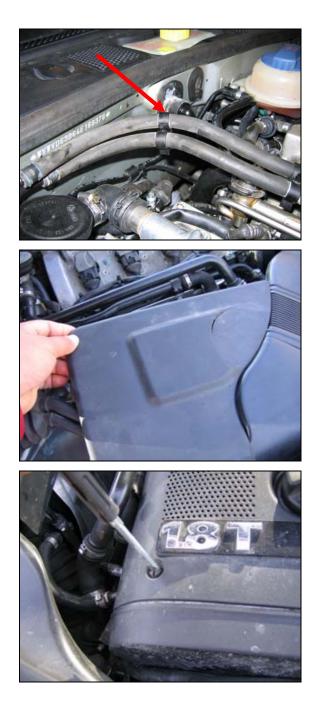
• Remove and discard insulating foam -circlelocated below air filter housing

Section C – Fuel Line Foam Block Removal and

(2001-2005 1.8T vehicles)

**Bracket Clipping** 

- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket
  - If <u>not</u> visible outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter



June 2008

- Reinstall air filter housing
- ⇐ Reinstall plastic fuel line retainer -arrow-

• Reinstall plastic cover over air filter housing

- Reinstall engine cover by turning three retainers 1/4 turn to secure
- Reconnect battery, <u>if not a 4Motion</u> vehicle
- Close hood

Work is complete, if not a 4Motion vehicle

• 4Motion vehicles proceed to Section E

#### Section D – Fuel Line Replacement (2001-2005 1.8T vehicles)

If not already done:

- Save all customer settings (i.e. radio stations, A/C settings)
- Switch off ignition and all electrical consumers
- Disconnect battery ground (GND) strap
- Open fuel filler cap to relieve tank pressure

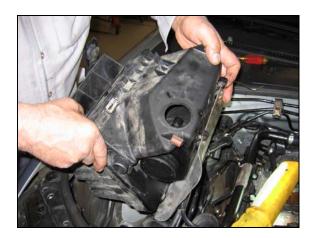
#### WARNING!

Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

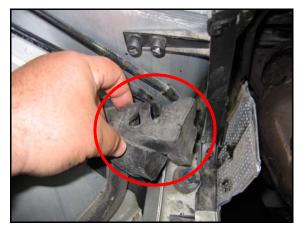
Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

Ensure battery is disconnected



• Remove air filter housing





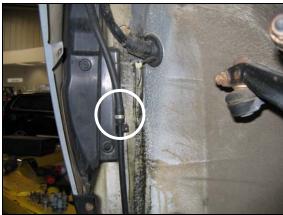


 Remove and discard insulating foam -circlelocated below air filter housing

- Disconnect fuel lines at fuel rail -arrows-
  - Tip: Before removing lines, place a cloth around connection to capture excess fuel

- Raise vehicle
- Remove underbody cover plate -dotted line-





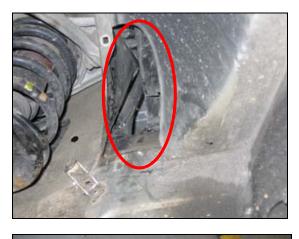
• Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter

• Remove fuel line clamps for vent line and return line located above fuel filter, then disconnect lines

- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well



- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-





C Pull fuel lines through opening -circle- from engine compartment to wheel well

- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 110 01)
- Secure new fuel line clips in place by pushing clip onto existing stud -arrow-

Note: Ensure that fuel lines are not touching together and are positioned free and clear of vehicle body

Insert vent line from N-80 EVAP canister purge valve into fuel line retaining bracket -arrow-, then push firmly on bracket near latch to ensure it clips properly into place, and proceed to Section D



#### Section E – Fuel Tank Inspection (4Motion vehicles)

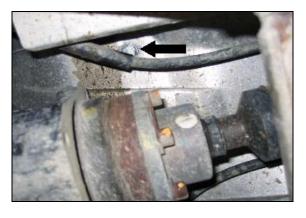
 Remove rear seat bottom by pulling up on seat bottom

 Remove cover from fuel sending unit on driver side

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
  - If the measurement <u>is 36mm or greater</u>, reinstall cover for fuel sending unit and rear seat bottom

### Work is complete for Section E

 If the measurement <u>is less than 36mm</u>, proceed to Section F to perform visual inspection/vent line measurement check of surrounding surfaces for signs of fuel leak









#### Section F – Visual Inspection/Vent Line Check (4Motion vehicles)

- With vehicle still on hoist, remove both bolts -arrow- from heat shield just above rear differential pinion flange
  - Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts
- Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps

Note: This will allow for more clearance between fuel tank and access hole under rear seat bottom

- Visually check fuel tank ventilation valve and surrounding area for fuel leak
  - If fuel leak is found go to Section G
  - If <u>no fuel leak</u> is found, continue with procedure

Note: Picture shows tank removed for clarity DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely





2 2m 3 4 c25 5 6stanter 7 > 36 mm Remove zip tie -2- from underneath vehicle, near shock tower

Secure electrical wiring to vent hose -1- with a new zip tie -2- and move zip tie as shown in image to ensure tension is no longer present

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
  - 1.8T 4Motion with automatic transmission go to Section K
  - All other models Work is complete

# Section G – Fuel Tank Removal (4Motion vehicles)

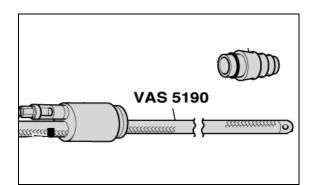
- If not already done:
  - Save all customer settings (i.e. radio stations, A/C settings)
  - Switch off ignition and all electrical consumers
  - Disconnect battery ground terminal

#### WARNING!

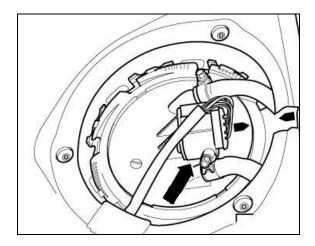
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

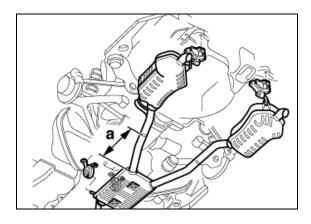
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections



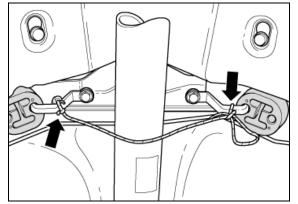
- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank

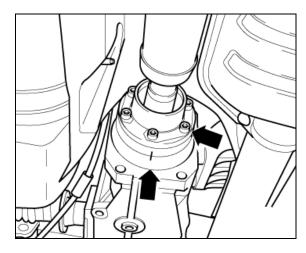


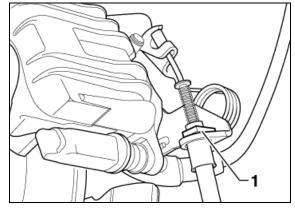
Constant Disconnect 4-pin connector from fuel sending unit -arrow-



 Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle

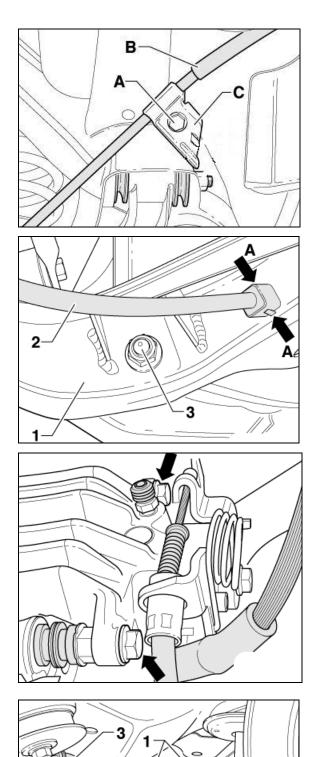






- Secure drive shaft using a wire or equivalent otherwise the constant velocity joint can be damaged
  - Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action
- Remove rear wheels
  - Note: It is essential that the installation position is marked -arrows- before the drive shaft is removed, offset installation will cause excessive imbalance or vibration
- Remove drive shaft from rear final drive

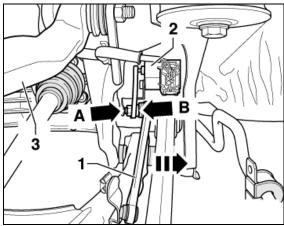
- C Pull out securing clip -1- and unhook parking brake cable from brake caliper
  - Note: Do not damage parking brake boot when removing and installing



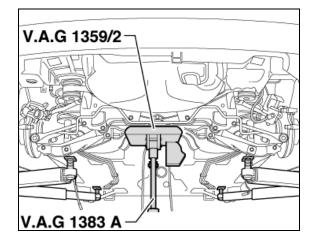
n

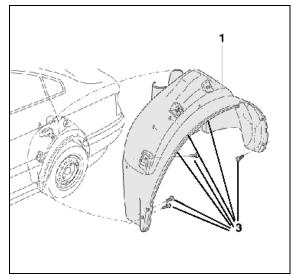
- ⇐ Loosen bolt -A- on both sides
- Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side
- Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- Remove control arm -1- from shock absorber by removing bolt -3
- Repeat on opposite side

- Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose
- $\Leftarrow$  Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- $\ensuremath{\Leftarrow}$  Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing



In this illustration -3- is Upper Control Arm

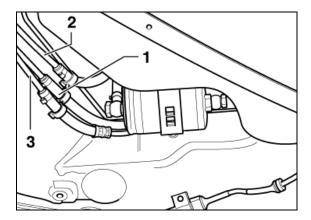


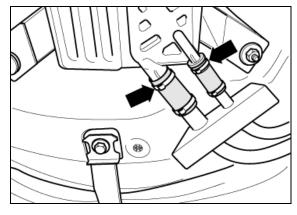


# These two steps are for vehicles with automatic headlight range control ONLY:

- Remove nut -arrow A- and bolt -arrow B- from coupling rod -1- for vehicle level control system sensor -2-
- ⇐ Pull out coupling rod -1- in -direction of arrow-

- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack
   -V.A.G 1383A- or equivalent
- Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck



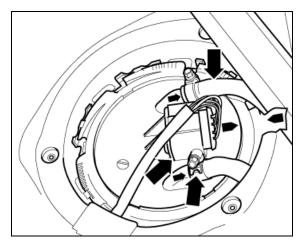


- ⇐ Disconnect supply line -1- from fuel filter
- Mark return hose -2- and breather hose -3- and separate at connecting point
- Seal lines so the fuel system is not contaminated with debris

- Remove cover from EVAP canister
- Constant Disconnect ventilation lines at EVAP canister -arrows-

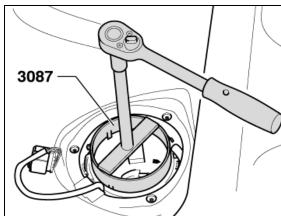


- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

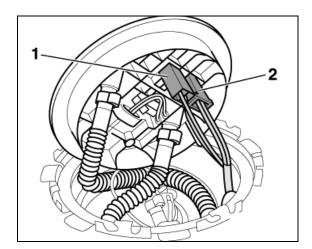


#### Section H – Fuel Sending Unit Removal (4Motion vehicles)

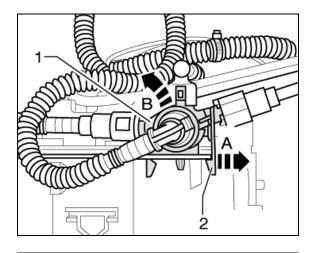
- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris



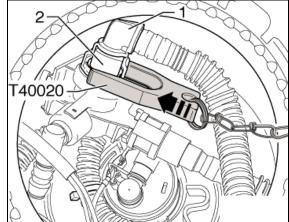
 Remove locking ring using special wrench -3087-for tank sensor



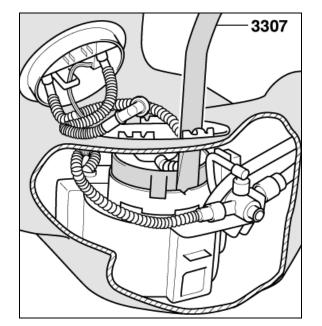
- Pull flange and seal out of the opening in fuel tank
- Control Con



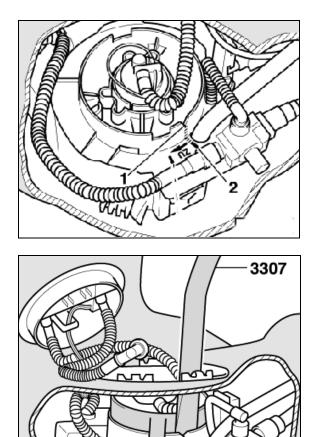
Unclip distributor piece -1- from lower part of baffle housing by pressing the two catches -2-, positioned one behind the other, toward outside -arrow A- then disconnect distributor piece -arrow B-



Construct Section 2 - Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-



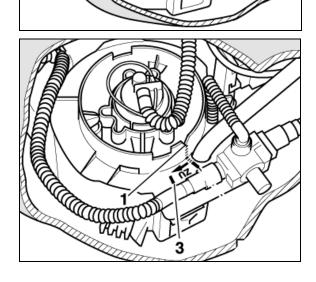
 Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it



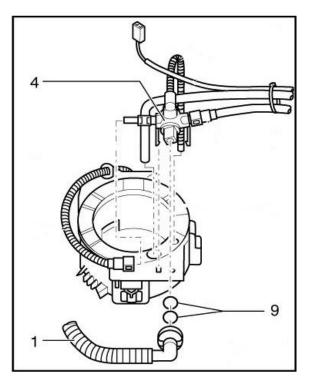
# Section J – Fuel Sending Unit Installation (4Motion vehicles)

- Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably

• Turn fuel pump approximately 15° toward right until impact using fuel pump wrench -3307-



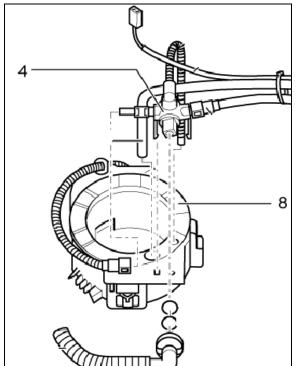
Connection Notch -1- aligns with marking -3- (bayonet connection)



Press on return line -1- on distributor piece -4- until hose coupling engages

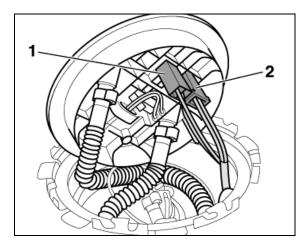
Note: Always use new O-rings -9- for fuel return line

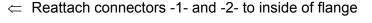
Coat O-rings for fuel return line with fuel



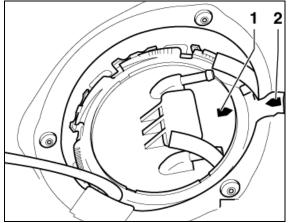
Connect distributor piece -4- to baffle housing
 -8- and ensure distributor piece is fully seated

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.





• Install new seal for flange onto opening of fuel tank and coat inside with fuel



- Insert lines into fuel tank and install flange
- Constrained A Marking on Figure 4.1 must align with marking on fuel tank -2-
- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- Reinstall removed parts in reverse order
- Reset clock, radio station pre-sets and window "one-touch" feature
- Ensure proper function of remote control key; adapt key if necessary

Note: Inform customer that additional remote control key(s) may need to be adapted to work properly

- Set basic settings
- Destroy and properly discard all removed parts
  - 1.8T 4Motion automatic transmission vehicles proceed to Section K
  - 2.8L & W8 4Motion automatic transmission vehicles Work is Complete

#### Section K – Software Update Using Software Version Management (SVM) (2000-2005 1.8T vehicles with automatic transmission)

Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

Note: Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.

### Current Tuned ECM or TCM

**requirements:** If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties

See ECM/TCM Tuning form on p. 54

Note:	ECM DTCs will be erased when performing the update programming procedure
Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
Note:	Battery MUST have a minimum no load

Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)

VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF

Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052 diagnostic tester

VAS 5051B Vehicle diagnostic-, measuring- and information system	
Version -USA/CDN- / V12.00.00 01/11/2007	
Vehick Diagno	e Self- osis
OBD	
Test	nents
Guided	d Fault 9
Guidee	
Applications	dministration
Vehicle self-diagnosis	
Select vehicle system	
1000 - Read out gateway installation list 1001 - Compiling services	-
01 - Engine electronics I 21 - Engine electronics II 21 - Engine electronics III	
41 - Diesel pump electronics 51 - Electro drive	
61 - Battery regulation 71 - Battery charging device	
02 - Gearbox electronics 12 - Clutch electronics	
22 - Four-wheel drive electronics 32 - Locking electronics	
42 - Driver's door electronics 52 - Front passenger door electronics	-
▲ ▲ ⇒ 7 ▶	-
Vehick     O1 - Engine electronics	Inter of EDUCSOR2
	0909018A
number Coding 16551	0002
Dealership number 05311	
001 - Identification (Service \$1A) 004 - DTC memory content	
005 - Output Diagnostic Test Mode (DTM) Softwa	are
006 - Basic setting 007 - Coding (Service \$1A)	
011 - Measured values	
012 - Adaptation	
012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function	
012 - Adaptation 015 - Access authorization 017 - Safety	
012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function 022 - End output	

- Connect vehicle diagnostic, testing and information system VAS 5051B or VAS 5052 (with online capability) to the vehicle
- Select Vehicle Self Diagnosis and to check software level of ECM -arrow-

⇐ Select 01 – Engine electronics -arrow-

 If ECM matches table below, no software update is required; otherwise proceed to next step

Old ECM Part Number	New ECM Part Number	New Software Level
4B0 906 018 Q	-	0009
4B0 906 018 P	-	0009
4B0 906 018 BH	-	0009
4B0 906 018 BG	-	0009
4B0 906 018 CL	-	0003
4B0 906 018 BQ	-	0004
4B0 906 018 CM	-	0010
4B0 906 018 DA	4B0 906 018 DQ	0060
4B0 906 018 DN	4B0 906 018 DQ	0060
4B0 906 018 DP	4B0 906 018 DQ	0060
4B0 906 018 DQ	4B0 906 018 DQ	0060

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VAS 5051B Vehicle diagnostic-, measuring- and in	formation system		
Version -UŠA/CDN- / V12.00.Ŏ0 01/1		Vehicle Self- Diagnosis OBD Test Instruments Guided Fault Finding Guided Functions	• •
Guided Fault Finding Vehicle Identification Select brand Volkswagen		2.85.01 11/04/2008 28.65.2008 12.07	¢
Guided Fault Finding Vehicle Identification Select type 1C - New Beetle 1998 > only USA / C 1F - Eos 2006 > only USA/Canada 1J - Golf 1998 > only USA/Canada 1K - Golf 2004 > only USA/Canada 1K - Jetta 2005 > USA / Canada only 1K - Rabbit 2006 > only USA/Canada 1Y - New Beetle Convertible 2003 > o 3B - Passat 1998 > only USA/Canada 3C - Passat 2006 > only USA/Canada 3D - Phaeton 2003 > only USA/Canada	canada niy USA / Conada	/12.85.01 11/04/2008	¢

- Connect VAS 5051B or VAS 5052 to your workshop network using network connection cable
- Insert USB memory stick and save Guided Fault Finding log
- ⇐ Select "Guided Fault Finding" (GFF) -circle-

E Select brand, select Volkswagen -circle-

⇐ Select type, select 3B – Passat 1998 > only USA/Canada -arrow-

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Guided Fault Finding Vehicle Identification	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada
Select model year	
1998 (W) 1999 (X) 2000 (Y) 2001 (1) 2002 (2) 2003 (3) 2004 (4) 2005 (5)	
Operating model Go to	28.05.2008 12:08

Guided Fault Finding Vehicle Identification		Volkswagen V12.85.01 11/04/200 3B - Passat 1998 > only USA/Canada 2004 (4)		
Select version		2004 (4)		
Sedan Wagon				
Operating mode	Go to	3 ? 1	28.05.2008	

 Guided Fault Finding
 Volkswagen
 V12.85.01 11/04/2008

 Yehicle Identification
 3B - Passat 1998 > only USA/Canada

 Select engine code
 2004 (4)

 ATQ 2.8 L Motronic / 142kW
 Wagon

 ATQ 2.8 L Motronic / 125kW
 BDP 4.0 L Motronic / 125kW

 BDP 4.0 L Motronic / 199kW
 BHW 2.0 L TDI-PI / 100kW

⇐ Select model year

• Select version - select version as applicable

 $\leftarrow$  Select applicable engine code

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008			
Vehicle Identification	3B - Passat 1998 > only USA/Canada 2004 (4)			
Confirm vehicle identification	Wagon AWM 1.8 L Motronic / 125kW			
Press "▶" button to confirm that the vehicle identification was performed correctly				
Press "<" button to go back step b	y step.			
The "Go to" button and the "Cancel" selection lead to the "Select brand" screen.				
The "Go to" button and the "End" selection lead to the Start screen.				
Go to Go to	28.05.2008 12:10			

Guided Fault Finding Vehicle System Test	Volkswagen V12.85.01 11/04/200 3B - Passat 1998 > only USA/Canada		
Control units have been interrogated	2004 (4) Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management System	n	1	
Sespeed Automatic Transmission 01			
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3		1	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syncro			
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-leve	vel airbag	1	
Climatronic			-
Diagnostic interface for drivetrain data-bus			
Digital Sound Package (DSP)			
Conv. system 10.00> door control modules (DCMs) front			
Conv. sys. 10.00> DCM front with an			
Conv. system 10.00> door control mo			•
Operating mode Go to	28.05.2008 12:13		-

Guided Fault Finding	Volkswagen V12.85.01		
Vehicle System Test	3B - Passat 1998 > only USA 2004 (4)	Canad	а
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW	1	
Motronic Engine Management Syste	m	1	*
Speed Automatic Transmission 01		1	
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3		×	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syncro			
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	vel airbag	1	
Climatronic			
Diagnostic interface for drivetrain dat	a-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control me	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control m			•
Operating mode Go to	28.05.2008		

 Confirm vehicle identification -circle- GFF will begin to interrogate control units automatically

Conce control units have been interrogated, check to see if Automatic Transmission is highlighted

If GFF did not highlight the control unit, select Automatic Transmission manually to interrogate control unit -circle-

Guided Fault Finding	Volkswagen V12.85.01 11/0	
Vehicle System Test	3B - Passat 1998 > only USA/Car	nada
Control units have been interrogated	2004 (4) Wagon AWM 1.8 L Motronic / 125kW	
Airbag - with side airbag and head-le	vel airbag	
Climatronic		
Diagnostic interface for drivetrain dat	a-bus	1
Digital Sound Package (DSP)		
Conv. system 10.00> door control mo	odules (DCMs) front	
Conv. sys. 10.00> DCM front with an	ti-theft warning system	
Conv. system 10.00> door control mo	odule front/rear	
Conv. system 10.00> DCM front/rear		1
Automatic vertical headlight aim cont	rol	
Multi-function steering wheel	æ. ,	1
Radio Premium 5		
Radio Premium 6		/
Instrument cluster		
Seat with memory function		
Telematic NAR		-
Operating mode Go to	28.05.2008	

Guided Fault Finding	Volkswagen V12.85.01 11		8
Vehicle System Test	3B - Passat 1998 > only USA/C 2004 (4)	anada	
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW		
Airbag - with side airbag and head-le	vel airbag	× .	
Climatronic			1
Diagnostic interface for drivetrain data	a-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control mo	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control mo	odule front/rear		
Conv. system 10.00> DCM front/rear	with anti-theft warning	1	
Automatic vertical headlight aim contr	rol		
Multi-function steering wheel	@-	1	
Radio Premium 5			
Radio Premium 6		1	
instrument cluster	œ	1	
Seat with memory function			
Telematic NAR			
Operation model Go to	28.05.2008		

Guided Fault Finding		vagen V12.85.01 11/04/2008	
Function Test		assat 1998 > only USA/Canada	
Technical information	Wagor	2004 (4) Wagon AWM 1.8 L Motronic / 125kW	
Information			
<b>Note:</b> To charge for the perform warranty, it is mandatory job number and to send t online. If there is no diagnostic p right to refuse the warran	to correctly ente the diagnostic pro rotocol, we reser	er the otocol	
Operating mode	Go to	28.05.2008	

Check to see if Instrument cluster is highlighted circle-

- If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-
- Address any relevant fault codes prior to proceeding with Software Version Management

Note: Fault codes will be erased once GFF is complete

- $\leftarrow$  Press  $\blacktriangleright$  arrow
- Read Note and press "Done"

Guided Fault Finding	Volkswagen V12.85.01 11/04/200				
Fault Memory Contents	3B - Passat 1998 > only USA/Canada 2004 (4)				
No fault detected	Wagon AWM 1.8 L Motronic / 125kW				

Guided Fault Finding Function / Component Selection	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada 2004 (4)
Select function or component	Wagon AWM 1.8 L Motronic / 125kW
Software version management	
Adapting software	
Conversion/retrofitting campaig	n
Go to	28.05.2008 12:24

## Guided Fault Finding Volkswagen V12.85.01 11/04/2008 Bunction / Component Selection 3B - Passat 1998 > only USA/Canada 2004 (4) Wagon AWM 1.8 L Motronic / 125kW + Software version-management Adapting software Conversion/retrofitting campaign

Go to >> Function/Component Selection >>

- ⇐ Select Software version management
- $\leftarrow$  Press  $\blacktriangleright$  arrow

- ⇐ Select Adapting software
- ⇐ Press ► arrow

Guided Fault Finding Test Plan	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada 2004 (4) Wagon AWM 1.8 L Motronic / 125kW
System Test Plan	
User Test Plan	
<ul> <li>Adapting software</li> </ul>	
Operating mode Go to	28.05.2008 12:29

Guided Fault Finding					Volkswagen V12.85.01 11/04/2008				
Function Test					3B - Passat 1998 > only USA/Canada 2004 (4)				
Determining installed condition for SVM AWM 1.8 L Motronic / 125kW									
Unit coc	Unit code input								
Please	Please enter the unit code.								
1	2	3	+	Α	B	C	D		
•			1.124	E	F	G	H		
4	5	6	-		J	K	L		
				M	N	0	P		
7	8	9		Q	R	S	Τ		
-				U	V	W	X		
С	0	Q		Y	Z				
3061									
Operating mode         Go to         ⊘         ?         ▲         28.05.2008         ▶									

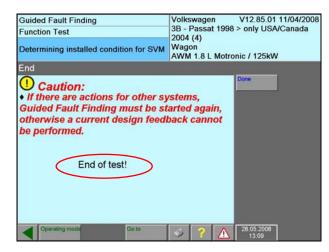
- C Perform User Test Plan. Select "Adapting software"
- Follow on-screen prompts for Adapting software test plan
- ⇐ Enter unit code "3061"
- ← Press ► arrow to continue with Adapting software test plan
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

#### WARNING!

DO NOT interrupt or stop Test Plan once software update begins

Any interruption of Software Version Management (SVM) process will result in damage to ECM

ECM replacement is not covered by this action



Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -circle- appears on screen

### Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2014603 – Software Version Management (SVM)
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the "Go" to button

### ALL WORK IS COMPLETE

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### **VOLKSWAGEN DEALERSHIP COMMUNICATION**

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Safety Recall R5 (SAGA Code TBD) 1999-2005 Model Year 5<sup>th</sup> Generation Passat Vehicles Install Underbody Heat Shields and Inspect/Replace Fuel System Components if Necessary Name

Title

Department

Product Compliance

April 4, 2008 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Upcoming Safety Recall R5 (SAGA Code TBD)

Volkswagen has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada of an upcoming safety recall affecting some 1999-2005 model year 5<sup>th</sup> generation Passat vehicles (all engines except diesel). We are informing you of this upcoming safety recall so that you are able answer any customer inquiries that may result from internet and press coverage.

#### What is the Problem?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

#### When Will This Repair Be Available?

Dealers will be notified and parts will be shipped on or about May 27, 2008, and an adequate supply of parts will be allocated and shipped to you prior to owner notification. Safety Recall R5 campaign circular will be available in ElsaWeb and in ServiceNet on or about May 30, 2008. Owner notification will begin on or about May 30, 2008. The R5 (SAGA code TBD) code will show open on affected vehicles on or about May 31, 2008.

Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance. Press inquiries should be directed to Volkswagen Public Relations (248-754-5064).

#### Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.



Department Product

Compliance

Date July 2009

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** Safety Recall 26E5/R5 - Software CD Update

VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and

Warranty Administrator

Subject: Safety Recall 26E5/R5

Software CD Update

The existing software CDs for Safety Recall 26E5/R5 contained a date stamp that, in some cases, would not allow dealers to perform the programming update. Because of this, we are issuing a new software CD for this campaign.

Each Service Manager will receive two copies of the new software CD, part number 26E5/R5\_SWU dated July 2009. An updated 26E5/R5 campaign circular will also be available shortly.

#### **IMPORTANT!** Use only <u>ORIGINAL</u> software CDs to update affected vehicles. Self-made copies are not reliable and may cause ECM failures that will not be covered under this campaign.

Additional copies of this CD can be ordered through Resolve by calling 800-544-8021. Dealers with questions are encouraged to contact the Campaign Helpline at 800-741-2919.

#### Volkswagen Product Compliance

**IMPORTANT!** To ensure that ALL of your personnel are aware of this recall 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.



Name Title

#### 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 call (800) 741-2919.

**Recall Circular** 

Code: Subject: 1999-2005 Passat & Passat Wagon (5th Generation) **Equipped With Gas Engine** Install Underbody Heat Shield(s); Inspect/Replace Fuel Line, Fuel Tank; Update Software, if Necessary



26E5/R5

## **Revision Summary**

- Criteria Code Contents table updated p. 2
- SAGA Claim Entry Procedure charts revised pp. 3-8 Added exhaust clamps (if needed) to heat shield
- replacement parts p. 15
- Added criterion selection instruction p. 17
- Rear alignment required p. 43

### **Problem Description**

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

## **Corrective Action**

Dealers will install additional underbody heat shields to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

# VIN Range & Production Date of Affected Vehicles

# U.S.A.

(Emden)

3B XE494025 - WVW 3B 5E172033 WVW

### (Mosel)

WVW 3B XP489411 - WVW 3B 5P060354 Production date: June 1999 – May 2005

# CANADA

(Emden)

WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

(Mosel)

WVW\_\_\_3B\_XP489411 - WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

# Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles.

### Parts Information and Allocation

Dealers will receive an allocation list for the V6 and W8 cars, followed up at a later date with one for the 1.8T vehicles. You have already received an initial allocation of parts. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

# **Owner Notification Mailing**

Via first-class mail, owner notification will begin on or about June 13, 2008, using a staggered approach starting with V6 and W8 vehicles. The 26E5 service number will begin showing open on affected V6 and W8 vehicles on or about June 13, 2008. The 1.8T vehicles will show open at a later date. A sample copy of the owner letter is enclosed.

# **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the correct criteria code from one of the charts on the following pages. The applicable criteria code will be reflected 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.

# NEW

# 26E5/R5 RECALL CRITERIA CODE CONTENTS

WORK PROCEDURE	Page 15
Criterion Selection Instruction	Page 17
Criterion 01	Page 3
Section A - Heat Shield Installation	Page 17
Criterion 02	Page 3
Section E - Fuel Tank Inspection (4Motion vehicles)	Page 31
Section F - Visual Inspection/Vent Line Check (4Motion vehicles)	Page 32
Section G- Fuel Tank Removal (4Motion vehicles)	Page 33
Section H - Fuel Sending Unit Removal (4Motion vehicles)	Page 38
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Criterion 03	Page 4
Section B - Fuel Line Bracket Removal and Fuel Line Inspection	Page 22
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Section A - Heat Shield Installation	Page 20
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(2001 – 2005 1.8T vehicles with automatic transmission)	<b>D 7</b>
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Saga Claim Entry		CHART 1 of 6)
heck in the system Servic ampaign is open.	e-Online, FISH (VSI), to determin	e whether the "26E5"
Service No. : 26E5		
Damage Code : 0099		
•	emoved part: Use vendor c	ode \/\//E
Sold vehicle = 7 10	entoved part. Ose vendor c	
Unsold vehicle = $7  90$		
HEAT SHIELD ONLY		
Criteria code 01 —		
- Install passenger side he	at shield (1.8T automatic)	
Repair operation:	2615 23 99	75 T.U.
1 3B0 825 676	Heat shield (right)	
2 N 908 235 01 1 357 253 141A	Sub frame bolt Exhaust clamp (if needed)	
1 357 253 141A O	1 ( )	
-	side heat shield (2.8L & W8 automation	c)
Repair operation:	2615 24 99	85 T.U.
1 3B0 825 675	Heat shield (left)	
1 3B0 825 676	Heat Shield (right)	
2 N 908 235 01	Heat shield (right) Sub frame bolt	
2 N 908 235 01	Sub frame bolt	
2 N 908 235 01	Sub frame bolt	
2 N 908 235 01 2 191 253 141F	Sub frame bolt	
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 —	Sub frame bolt Exhaust clamp <i>(if needed)</i>	further work required
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 —	Sub frame bolt Exhaust clamp <i>(if needed)</i>	further work required 20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation:	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R	20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: O -Ventilation line measurem	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R eent less than 36mm and <u>no fuel leak</u>	20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation:	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R tent less than 36mm and <u>no fuel leak</u> 2010 05 99	20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: O	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R lent less than 36mm and <u>no fuel leak</u> 2010 05 99 R	20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: O	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R tent less than 36mm and <u>no fuel leak</u> 2010 05 99	20 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i>	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line mea Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R tent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> or	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i>	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel sender seal Fuel line clamp	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01 2 4B0 201 844	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: -Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> or Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel sender seal Fuel line clamp Rear sub-frame bolts	20 T.U. found 50 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: - Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01 2 4B0 201 844 2 N 904 119 01 If Customer Refused Repairs	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, No 0183 00 99 R tent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp	20 T.U. found 50 T.U. 530 T.U.
2 N 908 235 01 2 191 253 141F FUEL TANK ONLY Criteria code 02 — - Check ventilation line me Repair operation: - Ventilation line measurem Repair operation: - Found fuel leak - replace Repair operation: 1 3B0 201 075BK 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01 2 4B0 201 844 2 N 904 119 01 If Customer Refused Repairs	Sub frame bolt Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> or Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp	20 T.U. found 50 T.U. 530 T.U.

Saga Claim Entry Procedure (CHART 2 of 6) Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.			
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Removed part: Use vendor code VWE. Sold vehicle = 7 10 Unsold vehicle = 7 90			
FUEL LINE ONLY <u>Criteria code 03</u> — Sections B - Check fuel line; unclip bracket – No cracks			
Repair operation: AND, IF NECESSA	0183 00 99	20 T.U.	
- Remove and replace air filter box; remove <b>Repair operation:</b> OR	foam block, if neces 2425 19 99	ssary 40 T.U.	
<ul> <li>Found fuel leak - replace fuel line</li> <li>Repair operation:</li> <li>1 3B0 201 544BS</li> <li>3 N 024 1222</li> <li>2 N 904 119 01</li> <li>EVAP line of</li> </ul>	amp	140 T.U.	
HEAT SHIELD & ECM SOFTWAR Criteria code 04 — Sections A	HEAT SHIELD & ECM SOFTWARE UPDATE		
<ul> <li>Install passenger side heat shield (1.87 at Repair operation:         <ol> <li>3B0 825 676</li> <li>Heat shield</li> <li>N 908 235 01</li> <li>Sub frame</li> <li>357 253 141A</li> <li>Exhaust classical structure</li> </ol> </li> </ul>	<b>2615 23 99</b> I (right)	75 T.U.	
AND - Check ECM software; NO update required			
Repair operation: OR	2470 01 99	20 T.U.	
- Perform ECM software updateRepair operation:2470 25 9950 T.U.			
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date			
There is NO reimbursement for Vehicle Wash or Loaner Vehicle!			

Saga Claim Entry Proc Check in the system Service-Onlir campaign is open.		CHART 3 of 6) e whether the "26E5"
campaign is open.		
Service No. : 26E5		
Damage Code : 0099		
Parts Manufacturer – Remove	ed part: Use vendor	code VWE.
Sold vehicle = $7 \cdot 10$	•	
Unsold vehicle = 7 90		
HEAT SHIELD, FUEL LINE &	ECM SOFTWARE UPI	DATE
Criteria code 05 — Sectio		
<u>cintena code 05 — Sectio</u>	<u>JIIS A, B, C, D, R</u>	
<ul> <li>Install passenger side heat shiel</li> </ul>	ld (1.8T automatic)	
Repair operation:	2615 23 99	75 T.U.
	leat shield (right)	
	ub frame bolt	
1 357 253 141A E	xhaust clamp (if needed)	
AND		
- Check fuel line; unclip bracket –	No cracks or leaks found	
Repair operation:	0183 00 99	20 T.U.
AND, IF N	IECESSARY	
- Remove and replace air filter box	; remove foam block, if neces	ssary
Repair operation:	2425 19 99	40 T.U.
OR		
- Found fuel leak - replace fuel line	9	
Repair operation:	2038 19 99	140 T.U.
1 3B0 201 544BS Fi	uel line set	
3 N 024 1222 Fi	uel line clamp	
2 N 904 119 01 E	VAP line clamp	
AND		
<ul> <li>Check ECM software; NO updat</li> </ul>	te required	
Repair operation:	2470 01 99	20 T.U.
OR		
- Perform ECM software update		
Repair operation:	2470 25 99	50 T.U.
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date There is NO reimbursement for Vehicle Wash or Loaner Vehicle!		

Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Removed part: Use vendor code VWE Sold vehicle = 7 10 Unsold vehicle = 7 90 HEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM Criteria code 06 — Sections A, B, C, D, E, F, G, H, J, - Install passenger side heat shield (1.8T automatic) Repair operation: 2615 23 99 75 T.U 1 350 825 676 Heat shield (right) 2 N 908 235 01 Sub frame bolt 1 357 253 141A Exhaust clamp (if needed) AND - Check fuel line; unclip bracket – No cracks or leaks found Repair operation: 0183 00 99 20 T.U AND, IF NECESSARY - Remove and replace air filter box; remove foam block, if necessary Repair operation: 0238 19 99 140 T.U 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp 2 N 904 119 01 EVAP line clamp - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> Repair operation: 0183 00 99 20 T.U 0R - Check ventilation line measurement less than 36mm and <u>no fuel leak found</u> Repair operation: 0183 00 99 50 T.U 0R - Ventilation line measurement less than 36mm and <u>no fuel leak found</u> Repair operation: 0105 99 50 T.U 0R - Found fuel leak - replace fuel tank & perform rear alignment Repair operation: 2010 05 99 50 T.U 0R - Found fuel leak - replace fuel tank & perform rear alignment Repair operation: 2010 55 99 530 T.U 0R 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133G Fuel pump seal 3 N 024 1222 Fuel line clamp 4 N 90 98 130 11 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 90 913 101 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp	RT 4 of 6) e "26E5" campaign is open.
Damage Code : 0099         Parts Manufacturer – Removed part:       Use vendor code VWE         Sold vehicle = 7       10         Unsold vehicle = 7       90 <b>IEAT SHIELD, FUEL LINE, FUEL TANK &amp; ECM SOFTW</b> Criteria code 06 — Sections A, B, C, D, E, F, G, H, J,         - Install passenger side heat shield (1.8T automatic)         tepair operation:       2615 23 99         1       3B0 825 676         Heat shield (right)       2         2       N 908 235 01         Sub frame bolt       1         1       357 253 141A         Exhaust clamp (if needed)         AND         - Check fuel line; unclip bracket - No cracks or leaks found         tepair operation:       2425 19 99         2       NO, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary         tepair operation:       2038 19 99         1       3B0 201 544BS         3       N 024 1222         Fuel line clamp         2       N 04 119 01         EVAP line clamp         AND         - Check ventilation line measurement less than 36mm and no fuel leak found         tepair operation:       2010 55 99         S07 <th></th>	
Parts Manufacturer – Removed part:       Use vendor code VWE         Sold vehicle = 7       10         Unsold vehicle = 7       90 <b>IEAT SHIELD, FUEL LINE, FUEL TANK &amp; ECM SOFTM Criteria code 06</b> — Sections A, B, C, D, E, F, G, H, J,         - Install passenger side heat shield (1.8T automatic) <b>IEAT SHIELD, FUEL LINE, FUEL TANK &amp; ECM SOFTM</b> Criteria code 06 — Sections A, B, C, D, E, F, G, H, J,         - Install passenger side heat shield (1.8T automatic) <b>IEAT SHIELD, FUEL LINE, FUEL TANK &amp; ECM SOFTM</b> Colspan="2">Colspan="2"         Colspan="2">Colspan="2"         Colspan="2">Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan= 2         Colspan= 2 <th></th>	
Sold vehicle = 7       10         Unsold vehicle = 7       90         IEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM         Criteria code 06 — Sections A, B, C, D, E, F, G, H, J,         - Install passenger side heat shield (1.8T automatic)         epair operation:       2615 23 99         1       3B0 825 676         Heat shield (right)       2 N 908 235 01         2 N 908 235 01       Sub frame bolt         1       357 253 141A         Exhaust clamp (if needed)         AND         - Check fuel line; unclip bracket – No cracks or leaks found         epair operation:       0183 00 99       20 T.U         AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary         epair operation:       2425 19 99       40 T.U         0R       - Found fuel leak - replace fuel line         epair operation:       2038 19 99       140 T.U         1       3B0 201 544BS       Fuel line clamp         2       N 904 119 01       EVAP line clamp         2       N 904 119 01       EVAP line clamp         4 ND       - Check ventilation line measurement, if greater than 36mm, No further work         epair operation:       2010 59       501 T.U         OR	
Unsold vehicle = 7 90         IEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM         Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2"         IEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM         Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2"         IEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM         Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2"         interia code 06 — Sections A, B, C, D, E, F, G, H, J,         Interia code 06 — Sections A, B, C, D, E, F, G, H, J,         interia code 06 — Sections A, B, C, D, E, F, G, H, J,         interia code 06 — Sections A, B, C, D, E, F, G, H, J,         interiation peration:         2615 23 99 75 T.U         Interiation peration:         OCR         - Check fuel line; unclip bracket – No cracks or leaks found         epair operation:         OR         - Found fuel leak - replace fuel line         epair operation:       2038 19 99       140 T.U         OR         - Check ventilation line measurement, if greater than 36mm, No further work         <	
IEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTM         Criteria code 06 — Sections A, B, C, D, E, F, G, H, J,         Install passenger side heat shield (1.8T automatic)         epair operation:         2615 23 99         1         380 825 676         Heat shield (right)         2         1         380 825 676         Heat shield (right)         2         2         1         380 825 676         Heat shield (right)         2         2         N 908 235 01         Sub frame boit         1         AND         Check fuel line; unclip bracket – No cracks or leaks found         epair operation:         0183 00 99       20 T.U         AND, IF NECESSARY         - Remove and replace fuel line         epair operation:       2038 19 99       140 T.U         OR         - Found fuel leak - replace fuel<	
Criteeria code 06       Sections A, B, C, D, E, F, G, H, J,         - Install passenger side heat shield (1.8T automatic)         repair operation:       2615 23 99       75 T.U.         1       3B0 825 676       Heat shield (right)       75 T.U.         2       N 908 235 01       Sub frame bolt       1         1       357 253 141A       Exhaust clamp (if needed)       AND         - Check fuel line; unclip bracket – No cracks or leaks found       1083 00 99       20 T.U.         repair operation:       0183 00 99       20 T.U.         AND, IF NECESSARY       -       AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary       40 T.U.         repair operation:       2038 19 99       140 T.U.         1       3B0 201 544BS       Fuel line clamp       40 T.U.         2       N 904 119 01       EVAP line clamp       20 T.U.         AND       - Check ventilation line measurement, if greater than 36mm, No further work.       1083 00 99       20 T.U.         AND       - Check ventilation line measurement less than 36mm and no fuel leak found       100 59       50 T.U.         OR       -Ventilation line measurement less than 36mm rear alignment       1010 55 99       500 T.U.         Image: operation:       2010 05	
- Install passenger side heat shield (1.8T automatic) tepair operation: 2615 23 99 75 T.U. 1 3B0 825 676 Heat shield (right) 2 N 908 235 01 Sub frame bolt 1 357 253 141A Exhaust clamp (if needed) AND - Check fuel line; unclip bracket – No cracks or leaks found tepair operation: 0183 00 99 20 T.U. AND, IF NECESSARY - Remove and replace air filter box; remove foam block, if necessary tepair operation: 2425 19 99 40 T.U. OR - Found fuel leak - replace fuel line tepair operation: 2038 19 99 140 T.U. 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp AND - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> tepair operation: 0183 00 99 20 T.U. AND - Check ventilation line measurement, is greater than 36mm, <u>No further work</u> tepair operation: 0183 00 99 50 T.U. AND - Check ventilation line measurement less than 36mm and <u>no fuel leak found</u> tepair operation: 2010 05 99 50 T.U. AND - Ventilation line measurement less than 36mm rear alignment tepair operation: 2010 05 99 50 T.U. AND 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 & E0 919 133G Fuel pump seal 1 4E0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 122 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 122 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 122 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 3 A 0 24 119 01 EVAP line clamp	ARE UPDATE
tepair operation:         2615 23 99         75 T.U.           1         3B0 825 676         Heat shield (right)         75 T.U.           2         N 908 235 01         Sub frame bolt         1           1         357 253 141A         Exhaust clamp (if needed)         AND           - Check fuel line; unclip bracket – No cracks or leaks found         AND         - Check fuel line; unclip bracket – No cracks or leaks found           repair operation:         0183 00 99         20 T.U.           AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary         40 T.U.           repair operation:         2425 19 99         40 T.U.           - Found fuel leak - replace fuel line         -         0R           - Found fuel leak - replace fuel line         -         0183 00 99         20 T.U.           1         3B0 201 544BS         Fuel line clamp         -         0183 00 99         20 T.U.           2         N 904 119 01         EVAP line clamp         -         0183 00 99         20 T.U.           - Check ventilation line measurement less than 36mm and no fuel leak found         -         00R         -           - Ventilation line measurement less than 36mm and no fuel leak found         -         00         -           1         3B0	K
1       3B0 825 676       Heat shield (right)         2       N 908 235 01       Sub frame bolt         1       357 253 141A       Exhaust clamp (if needed)         AND       -         - Check fuel line; unclip bracket – No cracks or leaks found         epair operation:       0183 00 99       20 T.U         AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary         epair operation:       2425 19 99       40 T.U         OR         - Found fuel leak - replace fuel line       epair operation:       2038 19 99       140 T.U         1       3B0 201 544BS       Fuel line clamp       2       N 904 119 01       EVAP line clamp         2       N 904 119 01       EVAP line clamp       20 T.U         AND       - Check ventilation line measurement, if greater than 36mm, No further work       epair operation:       0183 00 99       20 T.U         OR       -Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       0183 00 99       20 T.U         OR       -Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 99       50 T.U         OR       - Found fuel leak - replace fuel tank & perform rear alignment       epair operation: <td< td=""><td></td></td<>	
2       N 908 235 01       Sub frame bolt         1       357 253 141A       Exhaust clamp (if needed)         AND       -         - Check fuel line; unclip bracket – No cracks or leaks found         epair operation:       0183 00 99       20 T.U         AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary       epair operation:       2425 19 99       40 T.U         OR       - Found fuel leak - replace fuel line       epair operation:       2038 19 99       140 T.U         1       3B0 201 544BS       Fuel line clamp       2       N 024 1222       Fuel line clamp         2       N 904 119 01       EVAP line clamp       20 T.U         AND       - Check ventilation line measurement, if greater than 36mm, No further work       epair operation:       0183 00 99       20 T.U         OR       - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       0183 00 99       20 T.U         OR       - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       010 55 99       530 T.U         I       380 201 075BK       Fuel tank (1.8T & 2.8L)       2       8E0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp       40 0.7 in	
1       357 253 141A       Exhaust clamp (if needed)         AND         - Check fuel line; unclip bracket – No cracks or leaks found         epair operation:       0183 00 99       20 T.U         AND, IF NECESSARY         - Remove and replace air filter box; remove foam block, if necessary         epair operation:       2425 19 99       40 T.U         epair operation:       2038 19 99       140 T.U         1       3B0 201 544BS       Fuel line set       3         3       N 024 1222       Fuel line clamp       20 T.U         2       N 904 119 01       EVAP line clamp       20 T.U         AND       - Check ventilation line measurement, if greater than 36mm, No further work.       epair operation:       0183 00 99       20 T.U         OR       - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 99       50 T.U         OR       - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 59       530 T.U         I       3B0 201 075BK       Fuel tank (1.8T & 2.8L)       2       8E0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp       3       N 024 1222       Fuel line clamp         1       4B0	
AND - Check fuel line; unclip bracket – No cracks or leaks found epair operation: 0183 00 99 20 T.U AND, IF NECESSARY - Remove and replace air filter box; remove foam block, if necessary epair operation: 2425 19 99 40 T.U OR - Found fuel leak - replace fuel line epair operation: 2038 19 99 140 T.U 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp AND - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR - Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 55 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 ABD - Check ECM software; NO update required	
- Check fuel line; unclip bracket – No cracks or leaks found epair operation: 0183 00 99 20 T.U AND, IF NECESSARY - Remove and replace air filter box; remove foam block, if necessary epair operation: 2425 19 99 40 T.U OR - Found fuel leak - replace fuel line epair operation: 2038 19 99 140 T.U 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR - Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 55 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 904 119 01 EVAP line clamp	
epair operation:         0183 00 99         20 T.U           AND, IF NECESSARY         -         -         AND, IF NECESSARY           - Remove and replace air filter box; remove foam block, if necessary         40 T.U         OR           - Found fuel leak - replace fuel line         00         40 T.U           epair operation:         2038 19 99         140 T.U           1         3B0 201 544BS         Fuel line set         140 T.U           3         N 024 1222         Fuel line clamp         2           2         N 904 119 01         EVAP line clamp         40 T.U           AND         -         Check ventilation line measurement, if greater than 36mm, No further work         40 T.U           epair operation:         0183 00 99         20 T.U           OR         -         Check ventilation line measurement less than 36mm and no fuel leak found           epair operation:         00         70         0           OR         -         OR         -         50 T.U           - Ventilation line measurement less than 36mm and no fuel leak found         60         70         70           OR         -         OR         -         50 T.U         70           1         3B0 201 075BK         Fuel pump seal         1<	
- Remove and replace air filter box; remove foam block, if necessary epair operation: 2425 19 99 40 T.U OR - Found fuel leak - replace fuel line epair operation: 2038 19 99 140 T.U 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR -Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 05 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 ABD 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 909 813 01 Rear sub-frame bolts 2 ABD 201 844 O-ring 2 N 904 119 01 EVAP line clamp 4 N 904 119 01 EVAP line clamp 4 N 904 119 01 EVAP line clamp	
epair operation:       2425 19 99       40 T.U         OR       -         - Found fuel leak - replace fuel line         epair operation:       2038 19 99       140 T.U         1       3B0 201 544BS       Fuel line set       140 T.U         3       N 024 1222       Fuel line clamp       140 T.U         2       N 904 119 01       EVAP line clamp       140 T.U         2       N 904 119 01       EVAP line clamp       140 T.U         - Check ventilation line measurement, if greater than 36mm, No further work       100 50 99       20 T.U         epair operation:       0183 00 99       20 T.U         OR       -Ventilation line measurement less than 36mm and no fuel leak found       100 599       50 T.U         epair operation:       2010 05 99       50 T.U       0R         - Found fuel leak - replace fuel tank & perform rear alignment       1380 201 075BK       Fuel tank (1.8T & 2.8L)       140 2.8L)         2       8E0 919 133       Fuel pump seal       1400 9.1       140 9.1       140 9.1         1       380 201 075BK       Fuel pump seal       140 9.0       140 9.1       140 9.1       140 9.1         2       480 919 133       Fuel sender seal       140 9.0       140 9.0       140 9.0       <	
OR         - Found fuel leak - replace fuel line         epair operation:       2038 19 99       140 T.U.         1       3B0 201 544BS       Fuel line set       3         3       N 024 1222       Fuel line clamp       2         2       N 904 119 01       EVAP line clamp       4ND         - Check ventilation line measurement, if greater than 36mm, No further work       epair operation:       0183 00 99       20 T.U         - Check ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 99       50 T.U         - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 99       500 T.U         - Ventilation line measurement less than 36mm and no fuel leak found       epair operation:       2010 05 99       500 T.U         - Found fuel leak - replace fuel tank & perform rear alignment       epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)       2       8E0 919 133       Fuel sender seal         1       4B0 919 133       Fuel sender seal       3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts       2       4B0 201 844       O-ring         2       N	
- Found fuel leak - replace fuel line pair operation: 2038 19 99 140 T.U 1 3B0 201 544BS Fuel line set 3 N 024 1222 Fuel line clamp 2 N 904 119 01 EVAP line clamp AND - Check ventilation line measurement, if greater than 36mm, No further work epair operation: 0183 00 99 20 T.U OR -Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 55 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp AND - Check ECM software; NO update required	
apair operation:         2038 19 99         140 T.U.           1         3B0 201 544BS         Fuel line set           3         N 024 1222         Fuel line clamp           2         N 904 119 01         EVAP line clamp           2         N 904 119 01         EVAP line clamp           AND         -         -           - Check ventilation line measurement, if greater than 36mm, <u>No further work.</u> -           apair operation:         0183 00 99         20 T.U.           OR         -         -           -Ventilation line measurement less than 36mm and <u>no fuel leak found</u> -           apair operation:         2010 05 99         50 T.U.           opair operation:         2010 05 599         530 T.U.           apair operation:         2010 55 99         530 T.U.           apair operation: <t< td=""><td></td></t<>	
1       3B0 201 544BS       Fuel line set         3       N 024 1222       Fuel line clamp         2       N 904 119 01       EVAP line clamp         AND       -       AND         - Check ventilation line measurement, if greater than 36mm, No further work.         epair operation:       0183 00 99       20 T.U         OR       -Ventilation line measurement less than 36mm and no fuel leak found         epair operation:       2010 05 99       50 T.U         OR       -       -         - Found fuel leak - replace fuel tank & perform rear alignment       -         epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)         2       8E0 919 133G       Fuel pump seal         1       4B0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
2       N 904 119 01       EVAP line clamp         AND         - Check ventilation line measurement, if greater than 36mm, No further work         epair operation:       0183 00 99       20 T.U         OR         -Ventilation line measurement less than 36mm and no fuel leak found         epair operation:       2010 05 99       50 T.U         OR         -Ventilation line measurement less than 36mm and no fuel leak found         epair operation:       2010 05 99       50 T.U         OR         - Found fuel leak - replace fuel tank & perform rear alignment         epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)       530 T.U         2       8E0 919 133       Fuel pump seal       50 T.U         1       4B0 919 133       Fuel sender seal       50 T.U         3       N 024 1222       Fuel line clamp       4         4       N 909 813 01       Rear sub-frame bolts       2         2       N 904 119 01       EVAP line clamp       4ND         AND         - Check ECM software; NO update required	
AND - Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR -Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 55 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp AND - Check ECM software; NO update required	
- Check ventilation line measurement, if greater than 36mm, <u>No further work</u> epair operation: 0183 00 99 20 T.U OR -Ventilation line measurement less than 36mm and <u>no fuel leak found</u> epair operation: 2010 05 99 50 T.U OR - Found fuel leak - replace fuel tank & perform rear alignment epair operation: 2010 55 99 530 T.U 1 3B0 201 075BK Fuel tank ( <i>1.8T &amp; 2.8L</i> ) 2 8E0 919 133G Fuel pump seal 1 4B0 919 133 Fuel sender seal 3 N 024 1222 Fuel line clamp 4 N 909 813 01 Rear sub-frame bolts 2 4B0 201 844 O-ring 2 N 904 119 01 EVAP line clamp - Check ECM software; NO update required	
operation:         0183 00 99         20 T.U           OR         -Ventilation line measurement less than 36mm and no fuel leak found         epair operation:         2010 05 99         50 T.U           epair operation:         2010 05 99         50 T.U           oR         -         OR         -           epair operation:         2010 05 99         50 T.U           oR         -         -         -           epair operation:         2010 55 99         530 T.U           1         3B0 201 075BK         Fuel tank (1.8T & 2.8L)         -           2         8E0 919 133G         Fuel pump seal         -           1         4B0 919 133         Fuel sender seal         -           3         N 024 1222         Fuel line clamp         -           4         N 909 813 01         Rear sub-frame bolts         -           2         4B0 201 844         O-ring         -           2         N 904 119 01         EVAP line clamp         -           AND         -         Check ECM software; NO update required         -	
OR         -Ventilation line measurement less than 36mm and no fuel leak found         epair operation:       2010 05 99       50 T.U         OR         - Found fuel leak - replace fuel tank & perform rear alignment         epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)         2       8E0 919 133G       Fuel pump seal       530 T.U         1       3B0 201 075BK       Fuel pump seal       530 T.U         1       3B0 201 075BK       Fuel pump seal       530 T.U         2       8E0 919 133       Fuel sender seal       530 T.U         3       N 024 1222       Fuel line clamp       530 T.U         4       N 909 813 01       Rear sub-frame bolts       530 T.U         2       4B0 201 844       O-ring       530 T.U         2       N 904 119 01       EVAP line clamp       50 T.U         AND         - Check ECM software; NO update required	
-Ventilation line measurement less than 36mm and no fuel leak found         epair operation:       2010 05 99       50 T.U         OR         - Found fuel leak - replace fuel tank & perform rear alignment         epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)       530 T.U         2       8E0 919 133G       Fuel pump seal         1       4B0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND       - Check ECM software; NO update required	
epair operation:       2010 05 99       50 T.U         OR       - Found fuel leak - replace fuel tank & perform rear alignment       530 T.U         epair operation:       2010 55 99       530 T.U         1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)       530 T.U         2       8E0 919 133G       Fuel pump seal       530 T.U         1       4B0 919 133       Fuel sender seal       530 T.U         3       N 024 1222       Fuel line clamp       530 T.U         4       N 909 813 01       Rear sub-frame bolts       530 T.U         2       N 904 119 01       EVAP line clamp       530 T.U         4       N 909 813 01       Rear sub-frame bolts       530 T.U         2       N 904 119 01       EVAP line clamp       50 T.U         4       N 904 119 01       EVAP line clamp       50 T.U         5       N 904 119 01       EVAP line clamp       50 T.U         4       N 904 119 01       EVAP line clamp       50 T.U         5       N 904 119 01       EVAP line clamp       50 T.U         6       N 904 119 01       EVAP line clamp       50 T.U         6       N 904 119 01       EVAP line clamp       50 T.U         6	
OR           - Found fuel leak - replace fuel tank & perform rear alignment           epair operation:         2010 55 99         530 T.U           1         3B0 201 075BK         Fuel tank (1.8T & 2.8L)         530 T.U           2         8E0 919 133G         Fuel pump seal         530 T.U           1         4B0 919 133         Fuel sender seal         530 T.U           3         N 024 1222         Fuel line clamp         530 T.U           4         N 909 813 01         Rear sub-frame bolts         530 T.U           2         AB0 201 844         O-ring         530 T.U           2         N 904 119 01         EVAP line clamp         530 T.U           AND         Check ECM software; NO update required         530 T.U	
epair operation:         2010 55 99         530 T.U           1         3B0 201 075BK         Fuel tank (1.8T & 2.8L)         530 T.U           2         8E0 919 133G         Fuel pump seal         530 T.U           1         4B0 919 133G         Fuel sender seal         530 T.U           3         N 024 1222         Fuel line clamp         530 T.U           4         N 909 813 01         Rear sub-frame bolts         530 T.U           2         HB0 201 844         O-ring         530 T.U           2         N 904 119 01         EVAP line clamp         530 T.U           AND           - Check ECM software; NO update required	'
1       3B0 201 075BK       Fuel tank (1.8T & 2.8L)         2       8E0 919 133G       Fuel pump seal         1       4B0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
2       8E0 919 133G       Fuel pump seal         1       4B0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
1       4B0 919 133       Fuel sender seal         3       N 024 1222       Fuel line clamp         4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
3       N       024       1222       Fuel line clamp         4       N       909       813       01       Rear sub-frame bolts         2       4B0       201       844       O-ring         2       N       904       119       01       EVAP line clamp         AND         - Check ECM software; NO update required	
4       N 909 813 01       Rear sub-frame bolts         2       4B0 201 844       O-ring         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
2       4B0 201 844       O-ring EVAP line clamp         2       N 904 119 01       EVAP line clamp         AND         - Check ECM software; NO update required	
AND - Check ECM software; NO update required	
- Check ECM software; NO update required	
epair operation: 2470 01 99 20 T.U	
27	
OR - Perform ECM software update	
epair operation: 2470 25 99 50 T.U	
Customer Refused Repairs	·

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry F Check in the system Service campaign is open.	Procedure (	CHART 5 of 6) e whether the "26E5"
Service No. : 26E5 Damage Code : 0099 <u>Parts Manufacturer</u> – Re Sold vehicle = 7 10	emoved part: Use vendor	code VWE.
Unsold vehicle = $790$		
FUEL LINE & FUEL T		
<u>Criteria code 07 — S</u>	<u>Sections B, C, D, E, F, G</u>	<u>, Н, Ј</u>
	cket – No cracks or leaks found	20 T.U.
Repair operation:	0183 00 99 AND, IF NECESSARY	201.0.
- Remove and replace air fil	Iter box; remove foam block, if neces	sarv
Repair operation:	2425 19 99	40 T.U.
	OR	
- Found fuel leak - replace f		
Repair operation:	2038 19 99 Fuel line set	140 T.U.
1 3B0 201 544BS 3 N 024 1222	Fuel line clamp	
2 N 904 119 01	EVAP line clamp	
	AND	
- Check ventilation line mea	surement, if greater than 36mm, <u>No</u>	further work required
Repair operation:	0183 00 99	20 T.U.
	OR	
	ent less than 36mm and <u>no fuel leak</u>	
Repair operation:	2010 05 99 OR	50 T.U.
- Found fuel leak - replace f	uel tank & perform rear alignment	
Repair operation:	2010 55 99	530 T.U.
1 3B0 201 075BK	Fuel tank <i>(1.8T</i> & 2.8L)	
2 8E0 919 133G	Fuel pump seal	
1 4B0 919 133 3 N 024 1222	Fuel sender seal	
3 N 024 1222 4 N 909 813 01	Fuel line clamp Rear sub-frame bolts	
2 4B0 201 844	O-ring	
2 N 904 119 01	EVAP line clamp	
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date		

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry F Check in the system Service campaign is open.	Procedure ( e-Online, FISH (VSI), to determin	CHART 6 of 6) we whether the "26E5"
Service No. : 26E5		
Damage Code: 0099		
	emoved part: Use vendor	r code VWE.
Sold vehicle = 7 10		
Unsold vehicle = 7 90		
HEAT SHIELD & FUE	L TANK	
Criteria code 08 — S	Sections A, E, F, G, H, J	
	<u> </u>	
- Install passenger and drive	er side heat shield (2.8L & W8 autor	matic)
Repair operation:	2615 24 99	85 T.U.
1 3B0 825 675 1 3B0 825 676	Heat shield (left) Heat shield (right)	
2 N 908 235 01	Sub frame bolt	
2 191 253 141F	Exhaust clamp (if needed)	
AN	1D	
<ul> <li>Check ventilation line mea</li> </ul>	surement, if greater than 36mm, <u>No</u>	further work required
Repair operation:	0183 00 99	20 T.U.
OF	-	- ·
	ent less than 36mm and no fuel leak	
Repair operation:	2010 05 99	50 T.U.
OF Equal fuel leak - replace f	iuel tank & perform rear alignment	
Repair operation:	2010 55 99	530 T.U.
1 3B0 201 075BK	Fuel tank (1.8T & 2.8L)	550 1.0.
1 360 201 0736K or	1 UCI LATIN (1.01 & 2.0L)	
1 3B7 201 075C	Fuel tank <i>(W8)</i>	
2 8E0 919 133G	Fuel pump seal	
1 4B0 919 133	Fuel sender seal	
3 N 024 1222 Fuel line clamp		
4 N 909 813 01 2 4B0 201 844	Rear sub-frame bolts O-ring	
2 N 904 119 01	EVAP line clamp	
r		
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date		
There is NO reimbursement for Vehicle Wash or Loaner Vehicle!		

## Customer Letter Example (U.S.A.) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

# Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

Picture	

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: *Volkswagen of America, Inc.* 

Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

# Customer Letter Example (U.S.A.) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

#### 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles

Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

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#### Attn: Customer CARE Center - Hills East (26E5/R5)

3499 West Hamlin Road

Rochester Hills, MI 48309

1-800-893-5298

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#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

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# Safety Recall 26E5/R5

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#### What We Would Like You to Do

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- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada Attn: Customer CARE Center (26E5/R5 and 66C8/P9) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

### Customer Letter Example (CANADA) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

# 1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2000 and 2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

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#### **Precautions You Should Take**

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#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: *Volkswagen Canada* 

Attn: Customer CARE Center (26E5/R5)

P.O. Box 842, Stn. A

Windsor, ON N9A 9Z9

#### 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

# PARTS: NEW

# Heat Shield Replacement – 1999 -2005 Automatic

<u>Quantity</u>	Part Number	Part Name
1	3B0 825 675	Left heat shield (2.8L & W8)
1	3B0 825 676	Right heat shield (1.8T, 2.8L, W8)
2	N 908 235 01	Sub-frame bolts
1	357 253 141A	Exhaust clamp (if needed – 1.8T)
2	191 253 141F	Dual exhaust clamp (if needed – 2.8L, W8)

# Fuel Tank Replacement – 2001-2005 4Motion (Replace these parts ONLY IF leak found at fuel tank ventilation valve)

Quantity	Part Number	Part Name
1	3B0 201 075BK	Fuel tank (2.8L, 1.8T)
	or	
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 119 01	EVAP line clamp

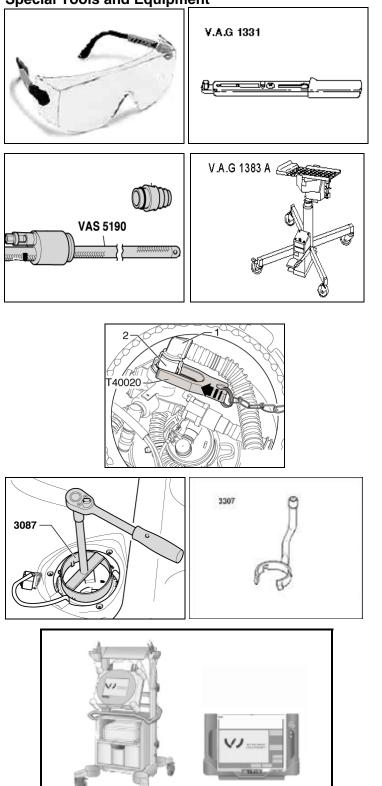
### Fuel Line Replacement – 2001-2005 1.8T (Replace these parts ONLY IF cracks or leaks in fuel line)

<u>Quantity</u>	Part Number	Part Name
1	3B0 201 544BS	Fuel line set
3	N 024 122 2	Fuel line clamp
2	N 904 119 01	EVAP line clamp

# ECM Software Update- 2001-2005 1.8T Automatic

		⇐	-VAS 5051- or -VAS 5051B- or -VAS 5052 (equipped with Ethernet card and security certificate)
		•	Battery charger PSC 550S or INC 940
		•	Adapter cable
		•	Network connection cable
		•	Brand CD V. 12.85.01 or later installed
VAS 5051	VAS 5052	•	Base CD V. 12.0 or later installed

# Special Tools and Equipment



- ⇐ Safety glasses
- ⇐ Torque wrench V.A.G 1331 or equivalent
- Fuel siphoning device VAS 5190 or equivalent
- ⇐ Engine/transmission jack V.A.G 1383A or equivalent
- ⇐ Release tool T40020
- Screw jack or equivalent
- ⇐ Wrench for tank sensor 3087
- $\leftarrow$  Fuel pump wrench 3307
- V.A.G 1788/10
- VAS 5051B or VAS 5052 (equipped with Ethernet card and security certificate)
- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed

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VAS 5052

VAS 5051B

# **Criterion Selection Instruction**

I I P A P P P P P P P P P P P P P P P P		Use this Criteria code to determine the work needed. See page 2 for a list of the work procedure sections you will perform.							
		Note: In this case	rform						
VEN: WVWTH63863P			TH63863P	Sections A.E.F.G.H.J for Criteria code 08.					
Car	npaigns/Ac	tions			1				
No.	Service Number (Campaign Code)	Start Date	Description		Repair Date	Applicable Criterie 10 (5)	Campaign/Action Status		
1	2122	2008-08-13			2008-08-13	ce.	Completed		
2	5522	2008-08-13	Service Action Circular PS: Service Air Plenum Area to Empro		3008-04-10	D1	Completed		

# **Work Sequence**







# Section A – Heat Shield Installation (1999-2005 automatic vehicles)

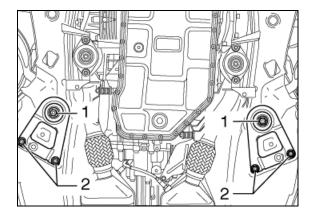


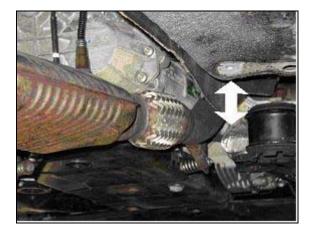
- Lift vehicle on hoist
- C Place screw jack or equivalent on tail housing of transmission to support transmission

Note: Supporting transmission from the oil pan can cause damage and is not covered under this action

Remove bolts -arrows- to remove cross member (1.8T only)

 Loosen exhaust clamp nuts and slide exhaust clamp(s) connecting down pipe to tail pipe toward rear of vehicle to allow down pipe to hang loosely





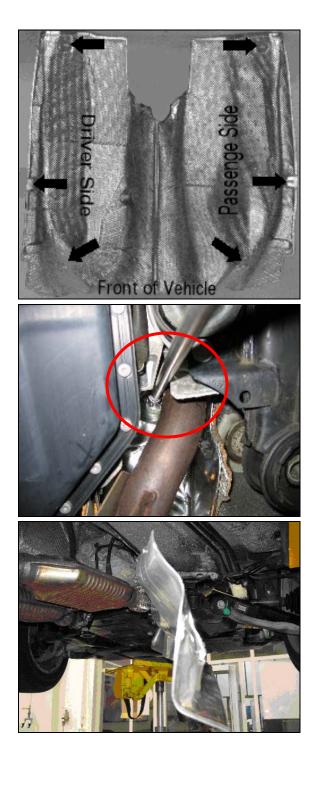


Remove bolts -1- and -2- of sub-frame on both sides of the vehicle, discard bolts -1-

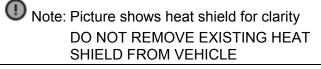
Note: Sub-frame bolts -1- are torque-to-yield bolts and should always be replaced when removed

 Slowly lower transmission with screw jack to allow approximately 50mm clearance between sub-frame and body

Note: There are two different-looking versions of new passenger side heat shield (3B0 825 676). Either version can be used for this campaign.



Remove nuts -arrows- securing heat shield on passenger side (all engines) and nuts -arrowssecuring heat shield on driver side (2.8L & W8 only)



Note: It may be easier to remove heat shield nut between exhaust and body by using a long extension with a swivel 10mm socket to go between exhaust and transmission mount

# (1.8T, 2.8L & W8)

 Carefully insert passenger side heat shield (3B0 825 676) between body and exhaust, then push front edge of heat shield between exhaust and body

# (2.8L & W8 Only)

 Repeat this step for driver side heat shield (3B0 825 675)

Note: Be careful not to distort or damage heat shield

# 🗥 WARNING!

When installing heat shield, do not overly deform or damage new heat shield, including cuts, holes, or tears

Damage to new heat shield could potentially cause a fire. If during installation a heat shield is damaged, install a new and undamaged heat shield

Damage to these parts will not be covered under this action!



Bend center shield over to allow new shield to lay under it, bend center shield back into place

Note: W8 vehicles will not need to have old heat shield overlapping new heat shield

- Ensure heat shield studs are properly aligned with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)

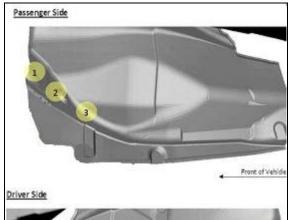
• Raise transmission with the screw jack

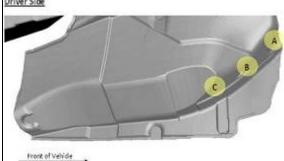
Note: Be careful not to crush old heat shield between sub-frame and body

- Install new sub-frame bolts (N 908 235 01) -1and torque to 110 Nm + ¼ turn
- $\ensuremath{\Leftarrow}$  Reinstall bolts -2- and torque to 30 Nm



• Slide exhaust clamp(s) forward to reconnect down pipe to tail pipe and torque to 40 Nm





After the sub-frame and exhaust have been put back in place, ensure there is at least 20mm of clearance between new heat shield and exhaust pipe in locations 1,2,3 and A,B,C

Note: If clearance is not at least 20mm, use flat end of a pry bar to adjust the heat shield for proper clearance



 Reinstall cross member and torque bolts to 30Nm (1.8T only)

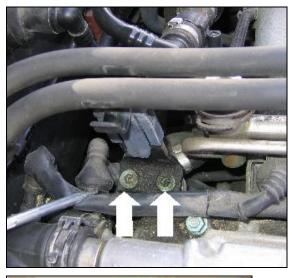
Note: There is an "L" and an "R" stamped on the cross member, make sure the "L" part of the cross member is on the driver side

# Work is complete for Section A

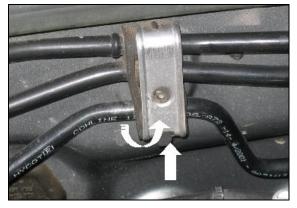


- Section B Fuel Line Bracket Removal and Fuel Line Inspection (2001-2005 1.8T vehicles)
- Open hood

- Remove plastic fuel line retainer -arrow- to relieve fuel line tension
- ⇐ Remove fuel lines from plastic holder -circle-









- ⇐ Remove bolts -arrows- for fuel line bracket
- Remove fuel line bracket from engine
- Unclip plastic holder from metal bracket (retain metal bracket tool and bolts)

Note: Metal bracket tool and bolts must be retained for future use

 Unclip bracket latch holding fuel lines by pushing bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely

Remove plastic cover over air filter housing



Unclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely

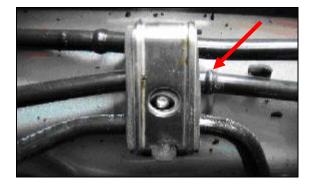




- Check center fuel line -arrow- for signs of cracking or fuel leaks
  - If <u>fuel line shows visible leaks or cracks</u>, proceed to Section D
  - If <u>no cracking or fuel leaks</u> are found, close brackets and continue
- Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
  - If flare joint is visible outside of bracket approximately 1mm to the right, work is complete
  - If flare joint is <u>not</u> visible outside of bracket approximately 1mm to the right, **proceed to** Section C







# Section C – Fuel Line Foam Block Removal and Bracket Clipping (2001-2005 1.8T vehicles)

Remove air filter housing

 Remove and discard insulating foam -circlelocated below air filter housing

- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket
  - If <u>not</u> visible outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter



- Reinstall air filter housing
- ⇐ Reinstall plastic fuel line retainer -arrow-

Reinstall plastic cover over air filter housing

- Reinstall engine cover by turning three retainers 1/4 turn to secure
- Reconnect battery, if not a 4Motion vehicle
- Close hood

Work is complete, if not a 4Motion vehicle

• 4Motion vehicles proceed to Section E

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# Section D – Fuel Line Replacement (2001-2005 1.8T vehicles)

If not already done:

- Save all customer settings (i.e. radio stations, A/C settings)
- Switch off ignition and all electrical consumers
- Disconnect battery ground (GND) strap
- Open fuel filler cap to relieve tank pressure

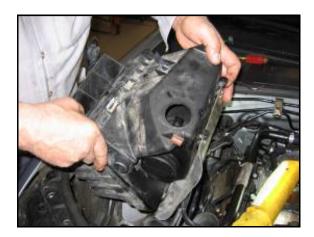
# WARNING!

Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

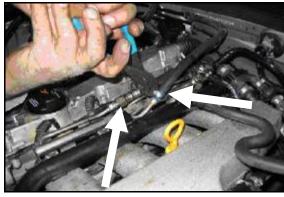
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

Ensure battery is disconnected



Remove air filter housing







• Remove and discard insulating foam -circlelocated below air filter housing

- Disconnect fuel lines at fuel rail -arrows-
- Tip: Before removing lines, place a cloth around connection to capture excess fuel

- Raise vehicle
- Remove underbody cover plate -dotted line-



• Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter



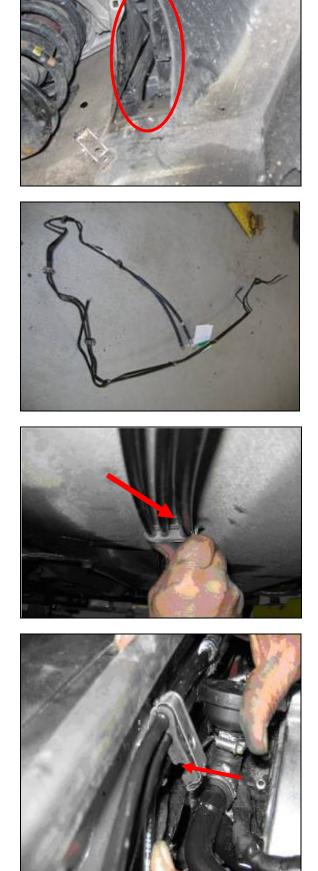
• Remove fuel line clamps for vent line and return line located above fuel filter, then disconnect lines



- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well

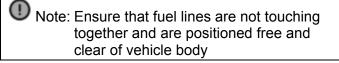


- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-



C Pull fuel lines through opening -circle- from engine compartment to wheel well

- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 119 01)
- Secure new fuel line clips in place by pushing clip onto existing stud -arrow-



Insert vent line from N-80 EVAP canister purge valve into fuel line retaining bracket -arrow-, then push firmly on bracket near latch to ensure it clips properly into place, and proceed to Section D



# Section E – Fuel Tank Inspection (2001-2005 4Motion vehicles)

• Remove rear seat bottom by pulling up on seat bottom

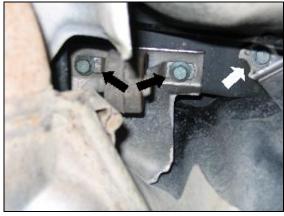
 Remove cover from fuel sending unit on driver side

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
  - If the measurement <u>is 36mm or greater</u>, reinstall cover for fuel sending unit and rear seat bottom

# Work is complete for Section E

 If the measurement <u>is less than 36mm</u>, proceed to Section F to perform visual inspection/vent line measurement check of surrounding surfaces for signs of fuel leak









# Section F – Visual Inspection/Vent Line Check (2001-2005 4Motion vehicles)

- With vehicle still on hoist, remove both bolts -arrow- from heat shield just above rear differential pinion flange
  - Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts
- Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps
  - Note: This will allow for more clearance between fuel tank and access hole under rear seat bottom

- Visually check fuel tank ventilation valve and surrounding area for fuel leak
  - If fuel leak is found go to Section G
  - If <u>no fuel leak</u> is found, continue with procedure

Note: Picture shows tank removed for clarity DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

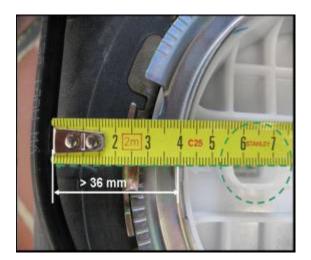
Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely



2

Remove zip tie -2- from underneath vehicle, near shock tower

Secure electrical wiring to vent hose -1- with a new zip tie -2- and move zip tie as shown in image to ensure tension is no longer present



- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
  - 1.8T 4Motion with automatic transmission go to Section K
  - All other models Work is complete

# Section G – Fuel Tank Removal (2001-2005 4Motion vehicles)

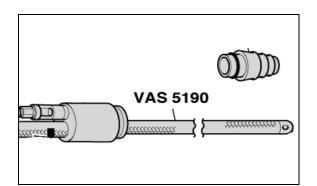
- If not already done:
  - Save all customer settings (i.e. radio stations, A/C settings)
  - Switch off ignition and all electrical consumers
  - Disconnect battery ground terminal

# WARNING!

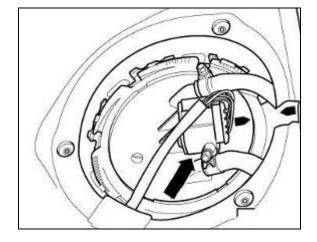
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

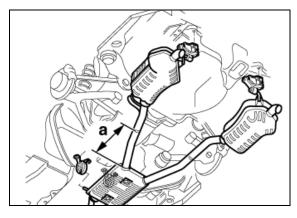
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections



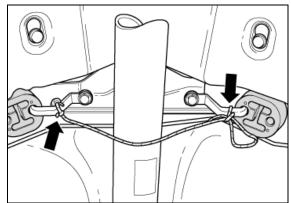
- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank

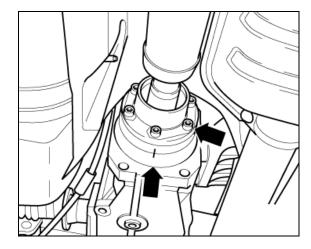


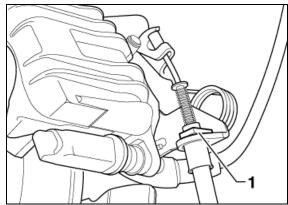
Constant Disconnect 4-pin connector from fuel sending unit -arrow-



 Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle







 Secure drive shaft using a wire or equivalent otherwise the constant velocity joint can be damaged

Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action

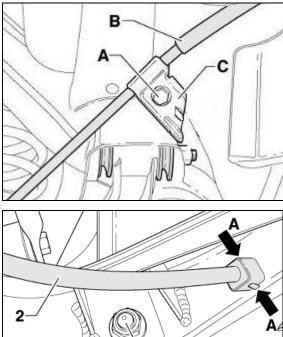
Remove rear wheels

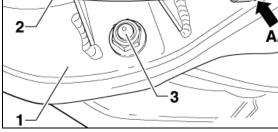
Note: It is essential that the installation position is marked -arrows- before the drive shaft is removed, offset installation will cause excessive imbalance or vibration

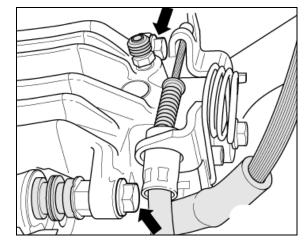
Remove drive shaft from rear final drive

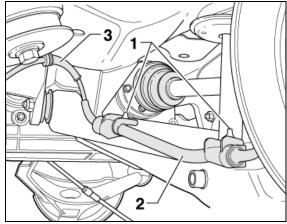
C Pull out securing clip -1- and unhook parking brake cable from brake caliper

 Note: Do not damage parking brake boot when removing and installing





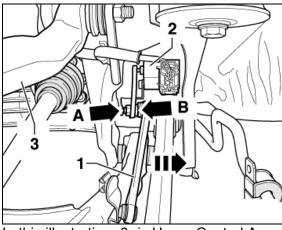




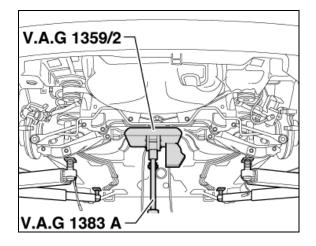
- $\leftarrow$  Loosen bolt -A- on both sides
- ⇐ Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side

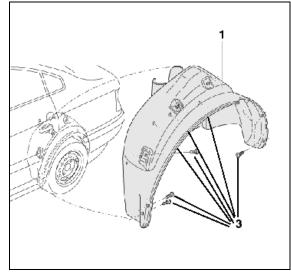
# NEW

- Tip: Mark position of rear sub-frame prior to removing bolts
- Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- Remove control arm -1- from shock absorber by removing bolt -3
- Repeat on opposite side
- Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose
- ⇐ Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- ⇐ Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing



In this illustration -3- is Upper Control Arm

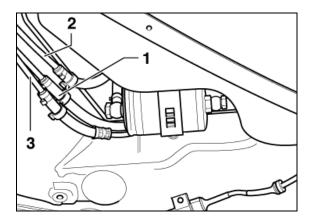


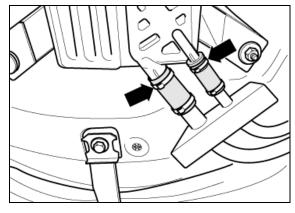


# These two steps are for vehicles with automatic headlight range control ONLY:

- Remove nut -arrow A- and bolt -arrow B- from coupling rod -1- for vehicle level control system sensor -2-
- ⇐ Pull out coupling rod -1- in -direction of arrow-

- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack -V.A.G 1383A- or equivalent
- Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck



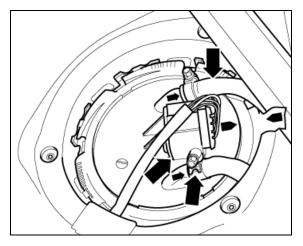


- ⇐ Disconnect supply line -1- from fuel filter
- Mark return hose -2- and breather hose -3- and separate at connecting point
- Seal lines so the fuel system is not contaminated with debris

- Remove cover from EVAP canister
- C Disconnect ventilation lines at EVAP canister -arrows-

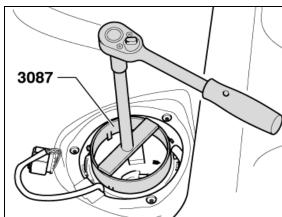


- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

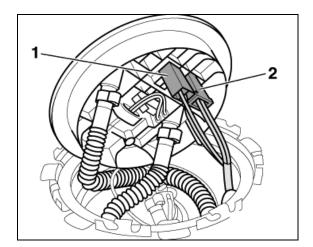


#### Section H – Fuel Sending Unit Removal (2001-2005 4Motion vehicles)

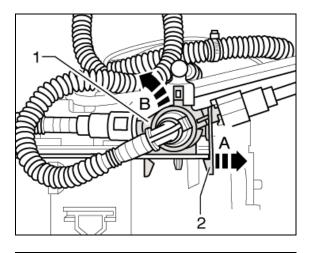
- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris



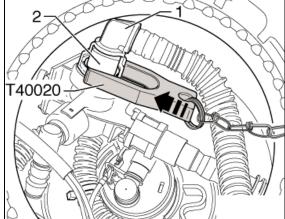
 Remove locking ring using special wrench -3087-for tank sensor



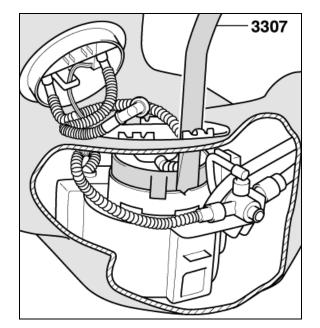
- Pull flange and seal out of the opening in fuel tank
- Content connectors -1- (white) and -2- (black) from inside of flange



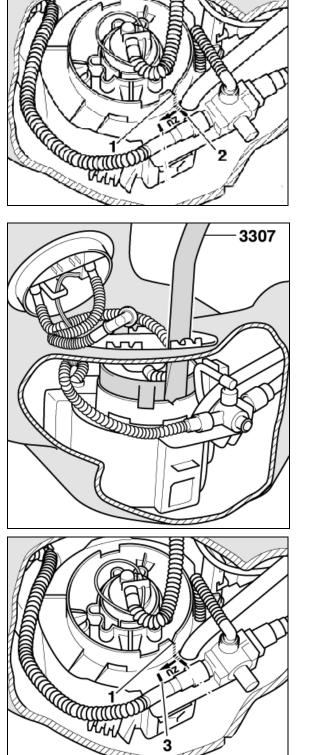
Unclip distributor piece -1- from lower part of baffle housing by pressing the two catches -2-, positioned one behind the other, toward outside -arrow A- then disconnect distributor piece -arrow B-



Construct Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-



 Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it

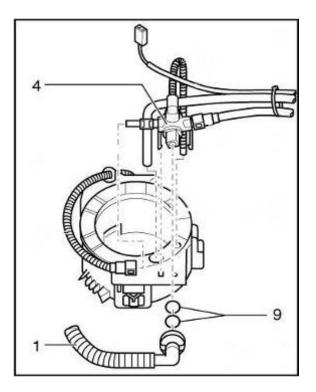


### Section J – Fuel Sending Unit Installation (2001-2005 4Motion vehicles)

- Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably

• Turn fuel pump approximately 15° toward right until impact using fuel pump wrench -3307-

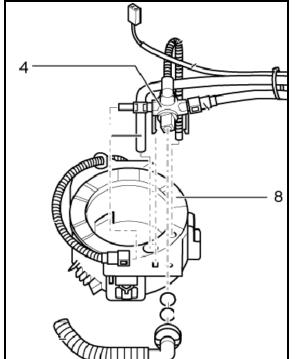
Connection Notch -1- aligns with marking -3- (bayonet connection)



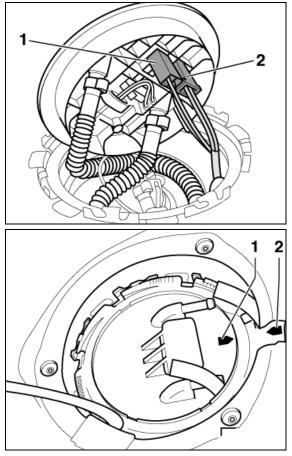
Press on return line -1- on distributor piece -4- until hose coupling engages

Note: Always use new O-rings -9- for fuel return line

Coat O-rings for fuel return line with fuel



Connect distributor piece -4- to baffle housing
 -8- and ensure distributor piece is fully seated



- ⇐ Reattach connectors -1- and -2- to inside of flange
- Install new seal for flange onto opening of fuel tank and coat inside with fuel
- Insert lines into fuel tank and install flange
- C Marking on flange -1- must align with marking on fuel tank -2-
- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- NEW.
- Reinstall removed parts in reverse order, using new sub-frame bolts
  - Align sub-frame to vehicle, using marks made prior to sub-frame removal
  - Perform rear alignment
  - Check parking brake cable adjustment; adjust if necessary
  - Set basic settings
  - Reset clock, radio station pre-sets and window "one-touch" feature
  - Ensure proper function of remote control key; adapt key if necessary

Note: Inform customer that additional remote control key(s) may need to be adapted to work properly

- Set basic settings
- Destroy and properly discard all removed parts
  - 1.8T 4Motion automatic transmission vehicles proceed to Section K
  - 2.8L & W8 4Motion automatic transmission vehicle
  - Work is Complete

#### Section K – Software Update Using Software Version Management (SVM) (2001-2005 1.8T vehicles with automatic transmission)

Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

Note: Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.

#### **Current Tuned ECM or TCM requirements:** If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties

See ECM/TCM Tuning form on p. 54

Note:	ECM DTCs will be erased when performing the update programming procedure
Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)

Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)

> VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF

Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052 diagnostic tester

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(!)

VAS 5051B Vehicle diagnostic-, measuring- and information syste Version -USA/CDN- / V12.00.00 01/11/2007	:m
	Vehicle Self- Diagnosis OBD Test Instruments Guided Fault Finding Guided Functions
Radiation	Advantibution 200 (05 2004) 12/02
Vehicle self-diagnosis Select vehicle system	
1000 - Read out gateway installation fist 1001 - Compiling services 01 - Engine electronics 11 - Engine electronics I 21 - Engine electronics II 41 - Diseal pump electronics 51 - Electro drive 61 - Battery regulation 71 - Battery changing device 02 - Gearbox electronics 12 - Clutch electronics 12 - Clutch electronics 12 - Locking electronics 42 - Driver's door electronics	
52 - Front passenger door electronics	
Vehicl Suppo Select ECM Part 4809050180P number Coding 16551 Dealership num	8E0909018A
001 - Identification (Service \$1A) 004 - DTC memory content 005 - Cutput Diagnostic Test Mode (DTM) 006 - Basic setting 007 - Coding (Service \$1A) 011 - Measured values 012 - Adaptation 015 - Access authorization 017 - Safety 020 - Special function 022 - End output Display all diagnostic functions	Software level
▲ ▲ Ø 7 ►	

- Connect vehicle diagnostic, testing and information system VAS 5051B or VAS 5052 (with online capability) to the vehicle
- Select Vehicle Self Diagnosis and to check software level of ECM -arrow-

⇐ Select 01 – Engine electronics -arrow-

 If ECM matches table below, no software update is required; otherwise proceed to next step

Old ECM Part Number	New ECM Part Number	New Software Level
4B0 906 018 Q	-	0009
4B0 906 018 P	-	0009
4B0 906 018 BH	-	0009
4B0 906 018 BG	-	0009
4B0 906 018 CL	-	0003
4B0 906 018 BQ	-	0004
4B0 906 018 CM	-	0010
4B0 906 018 DA	4B0 906 018 DQ	0060
4B0 906 018 DN	4B0 906 018 DQ	0060
4B0 906 018 DP	4B0 906 018 DQ	0060
4B0 906 018 DQ	4B0 906 018 DQ	0060

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VAS 5051B  Wehicle diagnostic-, measuring- and information system Version -USA/CDN- / V12.00.00 01/11/2007		
Version -USA/CDN- / V12.00.00 01/11/2007 Vehicle Self- Diagnosis OBD	•	Connect VAS 5051B or VAS 5052 to your workshop network using network connection cable
Test Instruments Guided Fault Finding	•	Insert USB memory stick and save Guided Fault Finding log
Applications	¢	Select "Guided Fault Finding" (GFF) -circle-
Guided Fault Finding Vehicle Identification Select brand Volkswagen V12 85.01 11/04/2008		
	¢	Select brand, select Volkswagen -circle-
Operating mood Data 20 A 20		
Guided Fault Finding Volkswagen V1285-01-11/04/2008 Vehicle Identification Select type		
C - New Beetle 1998 > only USA/Canada     F - Eus 2008 > only USA/Canada     U - Galf 1998 > only USA/Canada     X - Golf 1998 > only USA/Canada     X - Golf 2008 > only USA/Canada     X - Raobil. 2008 > only USA/Canada     Y - New Beetle Convertible 2003 > only USA/Canada     S - Passat 2006 > only USA/Canada     S - Passat 2006 > only USA/Canada     S - Phaeton 2003 > only USA/Canada     S - Phaeton 2003 > only USA/Canada     S - Fiscal 2008 > only USA/Canada     S - Phaeton 2003 > only USA/Canada     S - Phaeton 2003 > only USA/Canada     S - Fiscal 2008 > only USA/Canada     S - Fiscal 2008 > only USA/Canada     S - Phaeton 2003 > only USA/Canada     S - Fiscal 2008 > only USA/Canada     S - Golf 1999 - Canada 2006 >     S - Golf 1999 - USA/Canada     S - S - S - S - S - S - S - S - S -	¢	Select type, select 3B – Passat 1998 > only USA/Canada -arrow-

Guided Fault Finding		Volkswagen V12.85.01 11/04/2008
Vehicle Identification Select model year		3B - Passat 1998 > only USA/Canada
1998 (W) 1999 (X) 2000 (Y) 2001 (1) 2002 (2) 2003 (3) 2004 (4) 2005 (5)		
Country moto	Cott	28.06.2008 12.08

Guided Fault Finding Vehicle Identification		Volkswagen V12.85.01 11/04/200 38 - Passat 1998 > only USA/Canada	
Select version		2004 (4)	
Sedan Wagon			
Counting model	Cotu	2 7 A 28 (65 2016) 12 09	

⇐ Select model year

• Select version - select version as applicable

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle Identification	3B - Passat 1998 > only USA/Canada 2004 (4)
Select engine code	Wagon
ATQ 2.8 L Motronic / 142kW AWM 1.8 L Motronic / 125kW BDP 4.0 L Motronic / 199kW BHW 2.0 L TDI-PI / 100kW	/
Constagrates 0.	000 🛷 🥐 🛝 💷 06 20108

 $\leftarrow$  Select applicable engine code

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle Identification	3B - Passat 1998 > only USA/Canada 2004 (4)
Confirm vehicle identification	Wagon AWM 1.8 L Motronic / 125kW
Press ">" button to confirm th performed correctly	at the vehicle identification was
Press " <b>4</b> " button to go back s	tep by step.
The "Go to" button and the "Co brand" screen.	ancel" selection lead to the "Select
The "Go to" button and the "Er	nd" selection lead to the Start screen.
Country mush Do to	28.05.2018 12:10

Guided Fault Finding	Volkswagen V12.85.01 1		
Vehicle System Test	3B - Passat 1998 > only USA/ 2004 (4)	Canad	a
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management Syste	rm:	1	
Speed Automatic Transmission 01			1
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3		× .	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syn	cro		
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	evel airbag	*	
Climatronic	100 C		
Diagnostic interface for drivetrain da	ta-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	nti-theft warning system		12
Conv. system 10.00> door control m		_	
Operating model	25.05.2026		

Guided Fault Finding	Volkswagen V12.85.01		
Vehicle System Test	3B - Passat 1998 > only USA/	Canad	a
Control units have been interrogated	gated 2004 (4) Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management Syste	m	1	
Speed Automatic Transmission 01	v ar	*	
ABS/EDL - Bosch 5.3 syncro			
ABS/EDL/ASR - Bosch 5.3		1	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syn	cro		
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	vel airbag	*	
Climatronic			
Diagnostic interface for drivetrain dat	a-bus	1	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m			
Conv. sys. 10.00> DCM front with an	iti-theft warning system		
Conv. system 10.00> door control m		-	
Operating model Ou to	28.05.2028		

 Confirm vehicle identification -circle- GFF will begin to interrogate control units automatically

Conce control units have been interrogated, check to see if Automatic Transmission is highlighted

If GFF did not highlight the control unit, select Automatic Transmission manually to interrogate control unit -circle-

Guided Fault Finding	Volkswagen V12.85.01 1		
Vehicle System Test	3B - Passat 1998 > only USA/0	Canad	a
Control units have been interrogated	2004 (4) Wagon AWM 1.8 L Motronic / 125kW		
Airbag - with side airbag and head-	evel airbag	*	
Climatronic			1
Diagnostic interface for drivetrain da	ata-bus	*	
Digital Sound Package (DSP)			
Conv. system 10.00> door control n	nodules (DCMs) front		
Conv. sys. 10.00> DCM front with a	anti-theft warning system		
Conv. system 10.00> door control n	nodule front/rear		
Conv. system 10.00> DCM front/rea	ar with anti-theft warning 🚽 😁	1	
Automatic vertical headlight aim cor	ntrol		
Multi-function steering wheel	- CP	1	
Radio Premium 5	2-		
Radio Premium 6		×	
		~	
Radio Premium 6 Ostrument cluster		~	
Radio Premium 6		~	•

Guided Fault Finding Vehicle System Test	Volkswagen V12.85.0 3B - Passat 1998 > only US 2004 (4)		
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kh	N	
Airbag - with side airbag and head-le	wel airbag		
Climatronic			
Diagnostic interface for drivetrain dat	ta-bus	÷.	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m	odules (DCMs) front		
Conv. sys. 10.00> DCM front with an	ti-theft warning system		
Conv. system 10.00> door control m	odule front/rear		
Conv. system 10.00> DCM front/real	r with anti-theft warning 🚽 🌌	× ×	
Automatic vertical headlight aim cont	trol		
Multi-function steering wheel		1	
Radio Premium 5	101		
Radio Premium 6		1	
instrument cluster	a/	× *	
Seat with memory function			
Telematic NAR			-
Operating mode Gio as	20.25 22.04		

Guided Fault Finding Function Test Technical information	Volkswagen V12.85.01 11/04/20 3B - Passat 1996 > only USA/Canada 2004 (4) Wegon	8
recipitcal hitorination	AWM 1.8 L Motronic / 125kW	
Information		
Note: To charge for the perform warranty, it is mandatory in job number and to send th online. If there is no diagnostic pr right to refuse the warrant	o correctly enter the le diagnostic protocol otocol, we reserve the	
Cpentite main	*** 🧭 🛜 🕂 12:14	

Check to see if Instrument cluster is highlighted circle-

- If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-
- Address any relevant fault codes prior to proceeding with Software Version Management

Note: Fault codes will be erased once GFF is complete

 $\leftarrow$  Press  $\blacktriangleright$  arrow

• Read Note and press "Done"

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008 38 - Passat 1998 > only USA/Canada 2004 (4) Wagon AWM 1.8 L Motronic / 125kW			
Fault Memory Contents No fault detected				
Coverang rests	28.05.0006			
an trian 110 metatra da sera balan tri	Volkswagen V12.85.01 11/04/2008			
Suided Fault Finding Function / Component Selection	3B - Passat 1998 > only USA/Canada			
	2004 (4) Wagon			

ault Finding / Component Selection	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada	
action or component	2004 (4) Wagon AWM 1.8 L Motronic / 125kW	
are version management		
vting software version/retrofitting campaig	an	$\Leftarrow$
		¢

28.05.2028

⇐ Go to >> Function/Component Selection >>

- ⇐ Select Software version management
- $\leftarrow$  Press  $\blacktriangleright$  arrow

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada				
Function / Component Selection	2004 (4)				
Select function or component	Wagon AWM 1.8 L Motronic / 125kW				
+ Software version management					
Adapting software					
Conversion/retrofiting campai	gn				
and a second sec	2				
Coverating model	28.05 23.88				

- ⇐ Select Adapting software
- ⇐ Press ► arrow

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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Adap Conv

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Test Plan	3B - Passat 1996 > only USA/Canada 2004 (4)
	Wagon AWM 1.8 L Motronic / 125kW
System Test Plan	
	-
User Test Plan	
<ul> <li>Adapting software</li> </ul>	

Guided f	Fault Find Test	ding		38	ikswage - Passa 04 (4)		12.85.01 1 mly USA/0	1/04/2008 Canada
Determin	ning insta	illed cond	lition for :	SVM W	agon	Motronic	/ 125kW	
Unit cod	ie input				- VILLING SA			
Please	enter th	e unit co	de.		1. 1. 1. 1.			
1	2	3	+	A	B	C	D	
(1. COL	-	-	-	E	F	G	H	
4	5	6			J	K	L	
(Married	1000	1	-	M	N	0	P	
7	8	9	14	Q	R	S	T	
С		-		U	V	W	X	
C	0		2	Y	Z	and the		
		3	061					
	and a ground of		Cow.		2		5 20 2006	

- C Perform User Test Plan. Select "Adapting software"
- Follow on-screen prompts for Adapting software test plan
- ⇐ Enter unit code "3061"
- ← Press ► arrow to continue with Adapting software test plan
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

# WARNING!

DO NOT interrupt or stop Test Plan once software update begins

Any interruption of Software Version Management (SVM) process will result in damage to ECM

ECM replacement is not covered by this action

Guided Fault Finding	Volkswagen V12.85.01 11/04/200
Function Test	3B - Passat 1998 > only USA/Canada 2004 (4)
Determining installed condition for SVM	Wagon AWM 1.8 L Motronic / 125kW
End	
Caution:     If there are actions for other sy Guided Fault Finding must be st otherwise a current design feed be performed.     End of test!	arted again,
Checking in inde	20 05 200F

Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -circle- appears on screen

# Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2014603 – Software Version Management (SVM)
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the "Go" to button

# ALL WORK IS COMPLETE



# OWNER INFORMATION ABOUT CONTROL MODULE TUNING\* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)

\*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..

Date:	
Dealer Number:	
Vehicle Identification Number:	
Repair Order Number:	
Vehicle Identification Number: Repair Order Number:	_

Dealer stamp

\_\_\_\_\_, owner or driver of the above identified Volkswagen, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

<u>TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):</u>

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer

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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 call (800) 741-2919.

# **Safety Recall Circular**

Subject: 1999-2005 Passat & Passat Wagon (5<sup>th</sup> Generation) Equipped With Gas Engine Install Underbody Heat Shield(s); Inspect/Replace

Fuel Line, Fuel Tank; Update Software, if Necessary

#### **Revision Summary**

Software update CD-ROM dated July 2009 (part number 26E5/R5\_SWU) mailed to dealers

#### **Problem Description**

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### **Corrective Action**

Dealers will install additional underbody heat shields to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### VIN Range & Production Date of Affected Vehicles

#### U.S.A.

(Emden) WVW\_\_\_3B\_XE494025 - WVW\_\_\_3B\_5E172033

(Mosel)

WVW\_\_\_3B\_XP489411 - WVW\_\_\_3B\_5P060354 Production date: June 1999 – May 2005

# CANADA

(Emden)			
WVW	_3B_XE494025	-	WVW3B_5E172033
(Mosel)			

Code:

- WVW\_ \_\_3B\_XP489411 WVW\_ \_\_3B\_5P060354 Production date: June 1999 – May 2005
- NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

#### Allocation Report of Affected Vehicles

Dealers with affected vehicles received a report containing the VIN, customer name, city, state and zip code. Dealers did not receive a report if they had no affected vehicles.

#### Parts Information and Allocation

Dealers have received their allocation list and an initial allocation of parts. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com.

#### **Owner Notification Mailing**

Owner notifications were mailed on or about June 13, 2008, using a staggered approach. A sample copy of the owner letter is enclosed.

#### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from one of the charts on Pages 3-8. **The Applicable Criteria ID is shown in ElsaWeb**. Claims will only be paid for vehicles that show this campaign open in ElsaWeb <u>on the day of the repair</u>. To help ensure prompt and proper payment, attach the screen print to the repair order.

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



REVISED

July 2009

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mpaign is open. ervice No. : 26E5 amage Code : 0099	e-Online, FISH (VSI), to determine	CHART 1 of 6) whether the "26E5"	
ervice No.:26E5 amage Code:0099			
ervice No. : 26E5 eamage Code : 0099 e <u>arts Manufacturer</u> – Re			
•			
arts manufacturer – Ru			
	emoved part: Use vendor co		
Sold vehicle = $7 \ 10$ Unsold vehicle = $7 \ 90$			
IEAT SHIELD ONLY			
riteria code 01 —	Section A		
- Install passenger side he			
epair operation:	2615 23 99	75 T.U.	
1 3B0 825 676	Heat shield (right)		
2 N 908 235 01	Sub frame bolt		
1 357 253 141A O	Exhaust clamp (if needed)		
	side heat shield (2.8L & W8 automatic	)	
epair operation:	2615 24 99	85 T.U.	
1 3B0 825 675 1 3B0 825 676	Heat shield (left) Heat shield (right)		
2 N 908 235 01	Sub frame bolt		
2 191 253 141F	Exhaust clamp (if needed)		
2 191 253 141F			
2 191 253 141F			
2 191 253 141F	Exhaust clamp <i>(if needed)</i>		
2 191 253 141F UEL TANK ONLY Criteria code 02 — 2	Exhaust clamp (if needed) Sections E, F, G, H , J	further work required	
2 191 253 141F UEL TANK ONLY Criteria code 02 — 1 - Check ventilation line met	Exhaust clamp <i>(if needed)</i>	further work required 20 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — 2	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99		
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 2 - Check ventilation line measurem O -Ventilation line measurem	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation:	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99 R ent less than 36mm and <u>no fuel leak 1 2010 05 99</u>	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak r</u> 2010 05 99 R	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O - Found fuel leak - replace	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, No 0183 00 99 R ent less than 36mm and <u>no fuel leak 1 2010 05 99</u>	20 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> Criteria code 02 — 1 - Check ventilation line measurem epair operation: O -Ventilation line measurem epair operation: O	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H , J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak r</u> 2010 05 99 R fuel tank & perform rear alignment	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: O - Found fuel leak - replace epair operation: 1 3B0 201 075BK	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: -Ventilation line measurem epair operation: - Found fuel leak - replace epair operation: 1 3B0 201 075BK 1 3B7 201 075C	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i>	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>Criteria code 02</b> — 2 - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: O - Found fuel leak - replace epair operation: 1 3B0 201 075BK	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp	20 T.U. found 50 T.U.	
2 191 253 141F <b>UEL TANK ONLY</b> <b>criteria code 02</b> — - Check ventilation line measurem epair operation: O - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts	20 T.U. found 50 T.U.	
2 191 253 141F UEL TANK ONLY Criteria code 02 — - Check ventilation line measurem epair operation: - Ventilation line measurem epair operation: 1 3B0 201 075BK 0 - Sound fuel leak - replace epair operation: 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222	Exhaust clamp <i>(if needed)</i> Sections E, F, G, H, J asurement, if greater than 36mm, <u>No</u> 0183 00 99 R ent less than 36mm and <u>no fuel leak</u> 2010 05 99 R fuel tank & perform rear alignment 2010 55 99 Fuel tank <i>(1.8T &amp; 2.8L)</i> r Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp	20 T.U. found 50 T.U.	

Saga Claim Entry Procedure(CHART 2 of 6)Check in the system Service-Online, FISH (VSI), to determine whether the "26E5"
campaign is open.
Service No.:26E5 Damage Code:0099
Parts Manufacturer– Removed part:Use vendor code VWE.Sold vehicle = 710Unsold vehicle = 790
FUEL LINE ONLY Criteria code 03 — Sections B, C, D
- Check fuel line; unclip bracket – No cracks or leaks found Repair operation: 0183 00 99 20 T.U.
AND, IF NECESSARY
- Remove and replace air filter box; remove foam block, if necessary Repair operation: 2425 19 99 40 T.U. OR
- Found fuel leak - replace fuel line
Repair operation:         2038 19 99         140 T.U.
1       3B0 201 544BS       Fuel line set         3       N 024 1222       Fuel line clamp         2       N 904 119 01       EVAP line clamp
HEAT SHIELD & ECM SOFTWARE UPDATE Criteria code 04 — Sections A, K
- Install passenger side heat shield (1.8T automatic)
Repair operation: 2615 23 99 75 T.U.
1 3B0 825 676 Heat shield (right)
2         N 908 235 01         Sub frame bolt           1         357 253 141A         Exhaust clamp ( <i>if needed</i> )
AND
<ul> <li>Check ECM software; NO update required</li> </ul>
Repair operation: 2470 01 99 20 T.U.
OR - Perform ECM software update
Repair operation:         2470 25 99         50 T.U.
If Customer Refused Repairs Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry Procedure Check in the system Service-Online, FISH (V campaign is open.		(CHART 3 of 6) ne whether the "26E5"				
Service No.:26E5 Damage Code:0099 <u>Parts Manufacturer</u> – Removed part:	Use vendo	or code VWE.				
Sold vehicle = 7 10 Unsold vehicle = 7 90						
HEAT SHIELD, FUEL LINE & ECM SC	OFTWARE UP	DATE				
<u>Criteria code 05 — Sections A, I</u>	<u>B, C, D, K</u>					
- Install passenger side heat shield (1.8T aut	omatic)					
Repair operation:	2615 23 99	75 T.U.				
1 3B0 825 676 Heat shield (						
2 N 908 235 01 Sub frame b						
	np <i>(if needed)</i>					
AND						
- Check fuel line; unclip bracket – No cracks of <b>Repair operation:</b>	0183 00 99	20 T.U.				
AND, IF NECESSAR						
- Remove and replace air filter box; remove for <b>Repair operation:</b>	bam block, if nece <b>2425 19 99</b>	essary 40 T.U.				
OR						
- Found fuel leak - replace fuel line						
Repair operation:	2038 19 99	140 T.U.				
1 3B0 201 544BS Fuel line set						
3 N 024 1222 Fuel line clar						
2 N 904 119 01 EVAP line cla	amp					
AND						
- Check ECM software; NO update required						
Repair operation:	2470 01 99	20 T.U.				
OR						
	- Perform ECM software update					
Repair operation: <u>If Customer Refused Repairs</u> Fax repair order to VWoA at (248) 754-5093 and	2470 25 99 provide VIN, app	50 T.U.				
Customer Info, Dealer Number and Date There is NO reimbursement for						

Saga Claim Entry		(CHART 4 of 6)
Check in the system Servi Service No. : 26E5	ce-Online, FISH (VSI), to determin	e whether the "26E5" campaign is open.
Damage Code : 0099		
Parts Manufacturer – I	Removed part: Use vendor	code VVVE.
Sold vehicle = $7 \cdot 10$		
Unsold vehicle = 7 90	)	
HEAT SHIELD, FUE	L LINE, FUEL TANK & ECI	M SOFTWARE UPDATE
<u> Criteria code 06  —</u>	Sections A, B, C, D, E, F	<u>, G, H, J, K</u>
	eat shield (1.8T automatic)	
Repair operation:	2615 23 99	75 T.U.
1 3B0 825 676	Heat shield (right)	
2 N 908 235 01 1 357 253 141A	Sub frame bolt Exhaust clamp <i>(if needed)</i>	
	AND	
	racket – No cracks or leaks found	
Repair operation:	0183 00 99	20 T.U.
Demons 1 1 1		
- Remove and replace air Repair operation:	filter box; remove foam block, if neces 2425 19 99	sary 40 T.U.
	OR	
- Found fuel leak - replace		440 7 11
Repair operation:	<b>2038 19 99</b> Fuel line set	140 T.U.
1 3B0 201 544BS 3 N 024 1222	Fuel line clamp	
2 N 904 119 01	EVAP line clamp	
	AND	
<ul> <li>Check ventilation line m</li> </ul>	easurement, if greater than 36mm, <u>No</u>	further work required
Repair operation:	0183 00 99	20 T.U.
	OR	
	ment less than 36mm and no fuel leak	
Repair operation:	2010 05 99 OR	50 T.U.
- Found fuel leak - replac	e fuel tank & perform rear alignment	
Repair operation:	2010 55 99	530 T.U.
1 3B0 201 075BK	Fuel tank (1.87 & 2.8L)	
2 8E0 919 133G	Fuel pump seal	
1 4B0 919 133	Fuel sender seal	
3 N 024 1222	Fuel line clamp Rear sub-frame bolts	
4 N 909 813 01 2 4B0 201 844	O-ring	
2 N 904 119 01	EVAP line clamp	
	AND	
- Check ECM software; I		
Repair operation:	2470 01 99	20 T.U.
	OR	
- Perform ECM software	-	50 7 11
Repair operation:	2470 25 99	50 T.U.

Fax repair order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Saga Claim Entry Pr Check in the system Service- campaign is open.	Concedure ( Online, FISH (VSI), to determine	CHART 5 of 6) ne whether the "26E5"
Service No. : 26E5 Damage Code : 0099 Parts Manufacturer – Ren Sold vehicle = 7 10 Unsold vehicle = 7 90	noved part: Use vendo	r code VWE.
FUEL LINE & FUEL TA Criteria code 07 — S	NK ections B, C, D, E, F, G	5. H. J
- Check fuel line; unclip brack <b>Repair operation:</b>	et – No cracks or leaks found 0183 00 99 AND, IF NECESSARY	20 T.U.
Repair operation:	er box; remove foam block, if nece 2425 19 99 OR	ssary 40 T.U.
<ul> <li>Found fuel leak - replace fue</li> <li>Repair operation:</li> <li>1 3B0 201 544BS</li> <li>3 N 024 1222</li> <li>2 N 904 119 01</li> </ul>	2038 19 99 Fuel line set Fuel line clamp EVAP line clamp	140 T.U.
- Check ventilation line meas	AND urement, if greater than 36mm, <u>No</u>	o further work required
Repair operation:	0183 00 99	20 T.U.
	OR	
- ventilation line measuremer Repair operation:	nt less than 36mm and <u>no fuel leal</u> <b>2010 05 99</b>	50 T.U.
	OR	
Repair operation:	el tank & perform rear alignment 2010 55 99	530 T.U.
<ol> <li>3B0 201 075BK</li> <li>8E0 919 133G</li> <li>4B0 919 133</li> <li>N 024 1222</li> <li>N 909 813 01</li> <li>4B0 201 844</li> <li>N 904 119 01</li> </ol>	Fuel tank <i>(1.8T &amp; 2.8L)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp	
Dealer Number and Date		icable Service Number, Customer Info,
There is NO	reimbursement for Vehicle Wasl	h or Loaner Vehicle!

Saga Claim Entry Procedure(CHART 6 of 6)Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.					
Service No.:26E5 Damage Code:0099					
Parts Manufacturer – Re Sold vehicle = 7 10 Unsold vehicle = 7 90	emoved part: Use vendor	r code VWE.			
HEAT SHIELD & FUE					
	Sections A, E, F, G, H, J				
- Install passenger and driv <b>Repair operation:</b> 1 3B0 825 675 1 3B0 825 676 2 N 908 235 01 2 191 253 141F	ver side heat shield <i>(2.8L &amp; W8 autor</i> <b>2615 24 99</b> Heat shield (left) Heat shield (right) Sub frame bolt Exhaust clamp <i>(if needed)</i>	matic) 85 T.U.			
	<b>ND</b> asurement, if greater than 36mm, <u>Nc</u>	o further work required			
Repair operation:	0183 00 99	20 T.U.			
	ent less than 36mm and <u>no fuel leak</u>	found			
Repair operation:	2010 05 99 P	50 T.U.			
-	fuel tank & perform rear alignment				
Repair operation: 1 3B0 201 075BK	<b>2010 55 99</b> Fuel tank <i>(1.8T</i> & 2.8L)	530 T.U.			
or 1 3B7 201 075C 2 8E0 919 133G 1 4B0 919 133 3 N 024 1222 4 N 909 813 01 2 4B0 201 844 2 N 904 119 01	Fuel tank <i>(W8)</i> Fuel pump seal Fuel sender seal Fuel line clamp Rear sub-frame bolts O-ring EVAP line clamp				
Customer Info, Dealer Number	48) 754-5093 and provide VIN, appli				

### Customer Letter Example (U.S.A.) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

## Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

Picture	

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

#### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

#### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

#### **Reimbursement of Expenses**

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: *Volkswagen of America, Inc.* 

Attn: Customer CARE Center – Hills East (26E5/R5 and 66C8/P9) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-893-5298

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 <u>http://www.safercar.gov</u>.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

#### Customer Letter Example (U.S.A.) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

#### 1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles

Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

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- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

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#### Attn: Customer CARE Center - Hills East (26E5/R5)

3499 West Hamlin Road

Rochester Hills, MI 48309

1-800-893-5298

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 <a href="http://www.safercar.gov">http://www.safercar.gov</a>.

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Sincerely, Volkswagen Product Compliance

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#### Subject: Safety Recall 26E5/R5

2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

#### Service Action 66C8/P9 Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### Safety Recall 26E5/R5

#### What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

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#### Service Action 66C8/P9

#### Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

Picture	

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be 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.

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If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada Attn: Customer CARE Center (26E5/R5 and 66C8/P9) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

#### Customer Letter Example (CANADA) (Vehicles with only 26E5/R5) June 2008

#### Subject: Safety Recall 26E5/R5

# 1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5<sup>th</sup> Generation) Vehicles Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2000 and 2002 model year Volkswagen Passat and Passat Wagon (5<sup>th</sup> generation) vehicles. Our records show that you are the owner of one of these vehicles.

#### What Is The Problem?

Volkswagen has decided that some 1999-2000 and 2002 model year Passat and Passat Wagon (5<sup>th</sup> generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

#### **Precautions You Should Take**

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

#### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has 1/4 tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be 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.

#### Lease Vehicles

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- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

#### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to: *Volkswagen Canada* 

Attn: Customer CARE Center (26E5/R5)

P.O. Box 842, Stn. A

Windsor, ON N9A 9Z9

#### 1-800-822-8987

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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# **Campaign Work Procedure**

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919. **PARTS:** 

Heat Shield Replacement – 1999 - 2005 Automatic

Quantity	Part Number	Part Name
1	3B0 825 675	Left heat shield (2.8L & W8)
1	3B0 825 676	Right heat shield (1.8T, 2.8L, W8)
2	N 908 235 01	Sub-frame bolts
1	357 253 141A	Exhaust clamp (if needed – 1.8T)
2	191 253 141F	Dual exhaust clamp (if needed – 2.8L, W8)

#### Fuel Tank Replacement – 2001-2005 4Motion (Replace these parts ONLY IF leak found at fuel tank ventilation valve)

Quantity	Part Number	Part Name
1	3B0 201 075BK	Fuel tank (2.8L, 1.8T)
	or	
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 119 01	EVAP line clamp

#### Fuel Line Replacement – 2001-2005 1.8T (Replace these parts ONLY IF cracks or leaks in fuel line)

Quantity Part Number		Part Name
1	3B0 201 544BS	Fuel line set
3	N 024 122 2	Fuel line clamp
2	N 904 119 01	EVAP line clamp

## ECM Software Update- 2001-2005 1.8T Automatic



⇐ -VAS 5051- or -VAS 5051B- or -VAS 5052 (equipped with Ethernet card and security certificate)

- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed



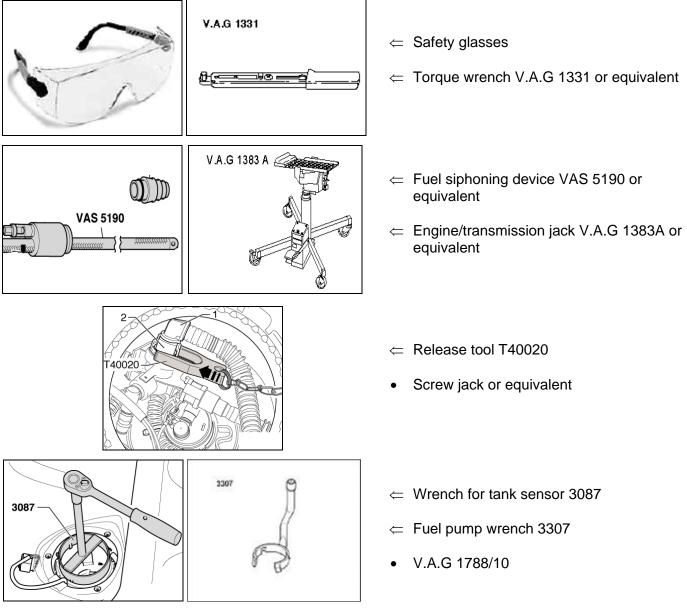
 CD-ROM (dated July 2009) containing software update (part number 26E5/R5\_SWU)

DO NOT DUPLICATE CD-ROM. Additional copies can be obtained by calling Resolve at (800) 544-8021

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

R5 (26E5) Safety Recall

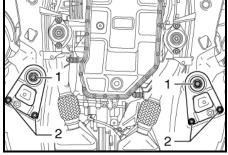
## Special Tools and Equipment



### **Criterion Selection Instruction**

alana	COLUMN TWO IS NOT	CONTRACTOR OF THE OWNER.	Philopetes	Wanneg	Hos	EisaWei	b-		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ALANIGER 142	ATQ  3	Use this (					
Can	npalgns/A	ctions		procedure					
Ve	nicie Data			Note: In t	this case.	the tech :	would per	rform 📃	
VIN: structuresters			Sections A.E.F.G.H.J for Criteria code 08.						
Car	npaigns/Ac	tions.			-	1		and the second second	
hu.	Service humber (Compaign Code)	Start Date	Description			Repair Dete	Applicable Criteria ID (41	Campaign/A	tion Status
1	2955	2008-08-15				2108-08-15	te.	Completed	
2	MALE .	2008-08-13	Service Adam Area to Emplo	Crown PSt Sets	in At Belon	2008-04-10	51.	Completed	





### Section A – Heat Shield Installation (1999-2005 automatic vehicles)

MARNING! To prevent injury, allow exhaust to cool

- Lift vehicle on hoist
- If damage or missing components are observed, notify customer that item(s) must be addressed at customer responsibility, before campaign can be performed; mark notation on repair order accordingly
- Place screw jack or equivalent on tail housing of transmission to support transmission

Note: Supporting transmission from the oil pan can cause damage and is not covered under this action

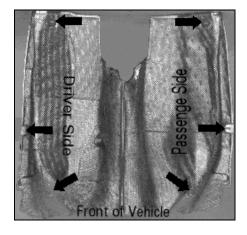
Remove bolts -arrows- to remove cross member (1.8T only)

- Loosen exhaust clamp nuts and slide exhaust clamp(s) connecting down pipe to tail pipe toward rear of vehicle to allow down pipe to hang loosely
- Remove bolts -1- and -2- of sub-frame on both sides of the vehicle, discard bolts -1-

Note: Sub-frame bolts -1- are torque-to-yield bolts and should always be replaced when removed









• Slowly lower transmission with screw jack to allow approximately 50mm clearance between sub-frame and body

Note: There are two different-looking versions of new passenger side heat shield (3B0 825 676). Either version can be used for this campaign.

Remove nuts -arrows- securing heat shield on passenger side (all engines) and nuts -arrowssecuring heat shield on driver side (2.8L & W8 only)

Note: Picture shows heat shield for clarity DO NOT REMOVE EXISTING HEAT SHIELD FROM VEHICLE

Note: It may be easier to remove heat shield nut between exhaust and body by using a long extension with a swivel 10mm socket to go between exhaust and transmission mount







(1.8T, 2.8L & W8)

 Carefully insert passenger side heat shield (3B0 825 676) between body and exhaust, then push front edge of heat shield between exhaust and body

(2.8L & W8 Only)

 Repeat this step for driver side heat shield (3B0 825 675)

Note: Be careful not to distort or damage heat shield

# 🗥 WARNING!

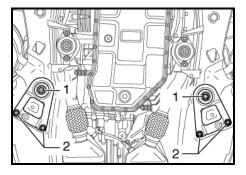
When installing heat shield, do not overly deform or damage new heat shield, including cuts, holes, or tears Damage to new heat shield could potentially cause a fire. If during installation a heat shield is damaged, install a new and undamaged heat shield Damage to these parts will not be covered under this action!

 Bend center shield over to allow new shield to lay under it, bend center shield back into place

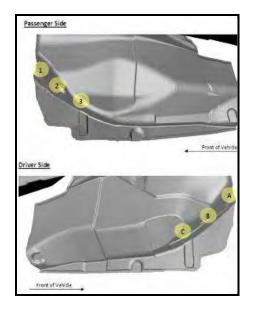
Note: W8 vehicles will not need to have old heat shield overlapping new heat shield

- Ensure heat shield studs are properly aligned with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)









• Raise transmission with the screw jack

Note: Be careful not to crush old heat shield between sub-frame and body

- Install new sub-frame bolts (N 908 235 01) -1- and torque to 110 Nm + ¼ turn
- $\ensuremath{\Leftarrow}$  Reinstall bolts -2- and torque to 30 Nm

• Slide exhaust clamp(s) forward to reconnect down pipe to tail pipe and torque to 40 Nm

After the sub-frame and exhaust have been put back in place, ensure there is at least 20mm of clearance between new heat shield and exhaust pipe in locations 1,2,3 and A,B,C

Note: If clearance is not at least 20mm, use flat end of a pry bar to adjust the heat shield for proper clearance









Reinstall cross member and torque bolts to 30Nm (1.8T only)

Note: There is an "L" and an "R" stamped on the cross member, make sure the "L" part of the cross member is on the driver side

## Work is complete for Section A

Section B – Fuel Line Bracket Removal and Fuel Line Inspection (2001-2005 1.8T vehicles)

Open hood

Remove plastic fuel line retainer -arrow- to relieve fuel line tension

⇐ Remove fuel lines from plastic holder -circle-



- ⇐ Remove bolts -arrows- for fuel line bracket
- Remove fuel line bracket from engine
- Unclip plastic holder from metal bracket (retain metal bracket tool and bolts)

Note: Metal bracket tool and bolts must be retained for future use Do not reinstall on engine

• Unclip bracket latch holding fuel lines by pushing bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely

• Remove plastic cover over air filter housing

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.









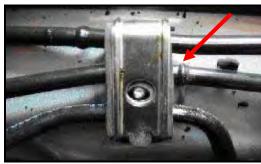
Unclip bracket holding fuel lines near air filter housing -arrow- by pushing down on bracket to unclip, then pull bracket outward to allow fuel lines to move freely

- Check center fuel line -arrow- for signs of cracking or fuel leaks
  - If <u>fuel line shows visible leaks or cracks</u>, proceed to Section D
  - If <u>no cracking or fuel leaks</u> are found, close brackets and continue
- Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
  - If flare joint is visible outside of bracket approximately 1mm to the right, reinstall small plastic fuel line retainer and plastic cover for air filter housing, work is complete
  - If flare joint is <u>not</u> visible outside of bracket approximately 1mm to the right, **proceed to** Section C

#### Section C – Fuel Line Foam Block Removal and Bracket Clipping (2001-2005 1.8T vehicles)

Remove air filter housing









• Remove and discard insulating foam -circle- located below air filter housing

- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket -arrow-
  - If <u>not</u> visible outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter
- Reinstall air filter housing
- Reinstall plastic fuel line retainer -arrow-

• Reinstall plastic cover over air filter housing

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- Reinstall engine cover by turning three retainers 1/4 turn to secure
- Reconnect battery, if not a 4Motion vehicle
- Close hood

### Work is complete, if not a 4Motion vehicle

• 4Motion vehicles proceed to Section E

## Section D – Fuel Line Replacement (2001-2005 1.8T vehicles)

If not already done:

- Save all customer settings (i.e. radio stations, A/C settings)
- Switch off ignition and all electrical consumers
- Disconnect battery ground (GND) strap
- Open fuel filler cap to relieve tank pressure

#### WARNING!

Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

Ensure battery is disconnected

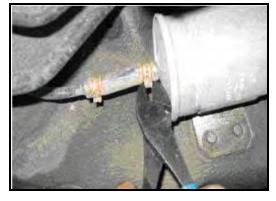


Remove air filter housing









• Remove and discard insulating foam -circle- located below air filter housing

- Disconnect fuel lines at fuel rail -arrows-
  - Tip: Before removing lines, place a cloth around connection to capture excess fuel

- Raise vehicle
- Remove underbody cover plate -dotted line-

• Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter



• Remove fuel line clamps for vent line and return line located above fuel filter, then disconnect lines

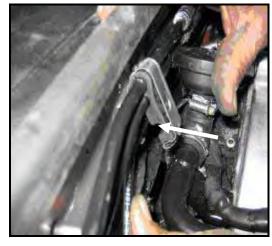
- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well

- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-

C Pull fuel lines through opening -circle- from engine compartment to wheel well









- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 119 01)
- Secure new fuel line clips in place by pushing clip onto existing stud -arrow-

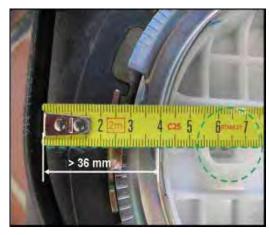
Note: Ensure that fuel lines are not touching together and are positioned free and clear of vehicle body

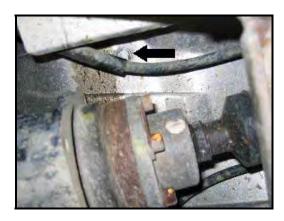
Insert vent line from N-80 EVAP canister purge valve into fuel line retaining bracket -arrow-, then push firmly on bracket near latch to ensure it clips properly into place, and proceed to Section D

#### Section E – Fuel Tank Inspection (2001-2005 4Motion vehicles)

 Remove rear seat bottom by pulling up on seat bottom









• Remove cover from fuel sending unit on driver side

- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring arrow-, it should be at least 36mm
  - If the measurement is 36mm or greater, reinstall cover for fuel sending unit and rear seat bottom

## Work is complete for Section E

 If the measurement is less than 36mm, proceed to Section F to perform visual inspection/vent line measurement check of surrounding surfaces for signs of fuel leak

### Section F – Visual Inspection/Vent Line Check (2001-2005 4Motion vehicles)

With vehicle still on hoist, remove both bolts -arrow- from heat shield just above rear differential pinion flange

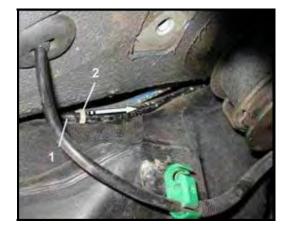
Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts

Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps

Note: This will allow for more clearance between fuel tank and access hole under rear seat bottom









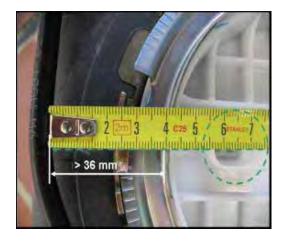
- Visually check fuel tank ventilation valve and surrounding area for fuel leak
  - If fuel leak is found go to Section G
  - If <u>no fuel leak</u> is found, continue with procedure

Note: Picture shows tank removed for clarity DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely

Remove zip tie -2- from underneath vehicle, near shock tower

Secure electrical wiring to vent hose -1- with a new zip tie -2- and move zip tie as shown in image to ensure tension is no longer present



- Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm
- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
  - 1.8T 4Motion with automatic transmission go to Section K
  - All other models Work is complete

## Section G – Fuel Tank Removal (2001-2005 4Motion vehicles)

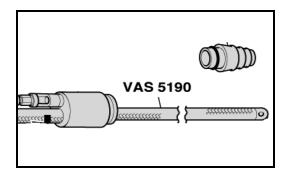
- If not already done:
  - Save all customer settings (i.e. radio stations, A/C settings)
  - Switch off ignition and all electrical consumers
  - Disconnect battery ground terminal

## WARNING!

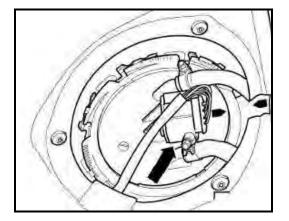
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

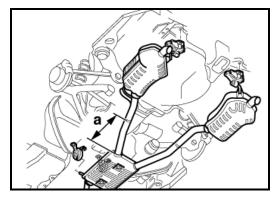
Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

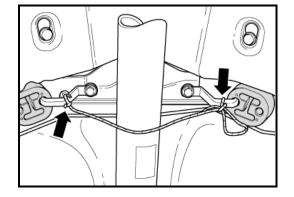
Always wear eye protection and wear fuelresistant gloves when disconnecting system connections

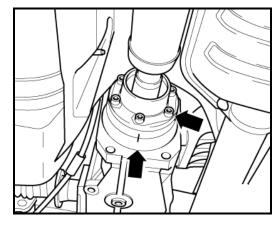


- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank









⇐ Disconnect 4-pin connector from fuel sending unit arrow-

- Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle
- Secure drive shaft using a wire or equivalent • otherwise the constant velocity joint can be damaged

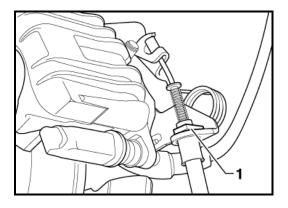
Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action

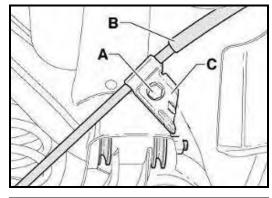
Remove rear wheels

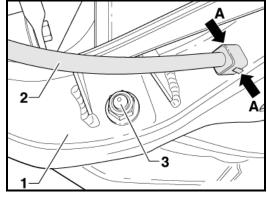


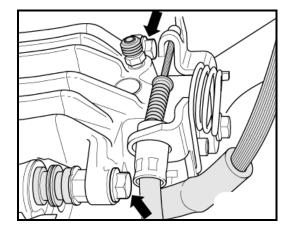
Note: It is essential that the installation position is marked -arrows- before the drive shaft is removed, offset installation will cause excessive imbalance or vibration

Remove drive shaft from rear final drive









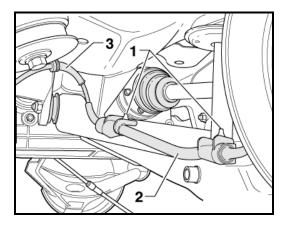
C Pull out securing clip -1- and unhook parking brake cable from brake caliper

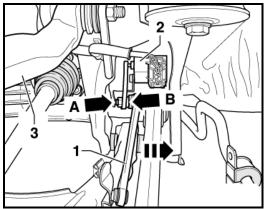
Note: Do not damage parking brake boot when removing and installing

- ⇐ Loosen bolt -A- on both sides
- Characteristic Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side

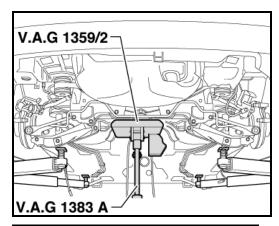
Tip: Mark position of rear sub-frame prior to removing bolts

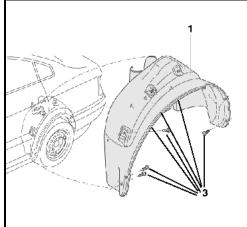
- Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- Remove control arm -1- from shock absorber by removing bolt -3
- Repeat on opposite side
- Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose





In this illustration -3- is Upper Control Arm



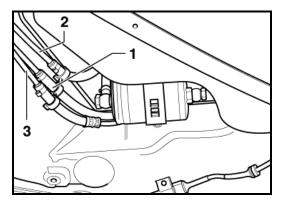


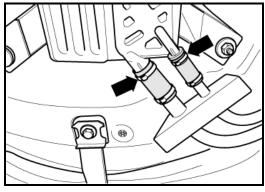
- C Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- ⇐ Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing

# These two steps are for vehicles with automatic headlight range control ONLY:

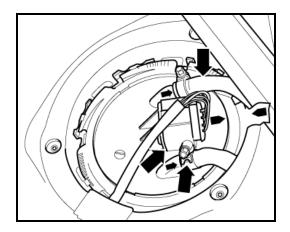
- Remove nut -arrow A- and bolt -arrow B- from coupling rod -1- for vehicle level control system sensor -2-
- ⇐ Pull out coupling rod -1- in -direction of arrow-

- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack V.A.G 1383A- or equivalent
- Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck







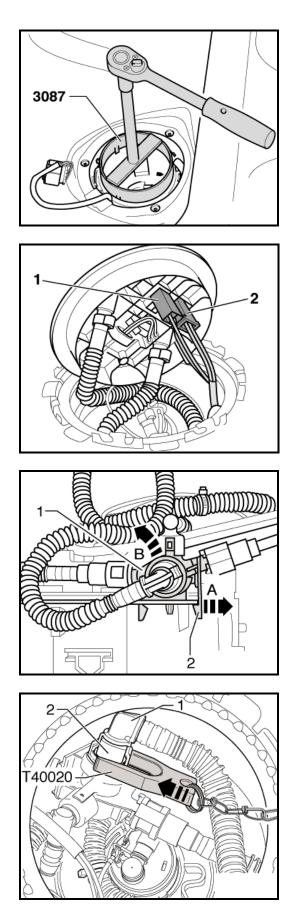


- ⇐ Disconnect supply line -1- from fuel filter
- Mark return hose -2- and breather hose -3- and separate at connecting point
- Seal lines so the fuel system is not contaminated with debris
- Remove cover from EVAP canister
- C Disconnect ventilation lines at EVAP canister -arrows-

- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

### Section H – Fuel Sending Unit Removal (2001-2005 4Motion vehicles)

- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris

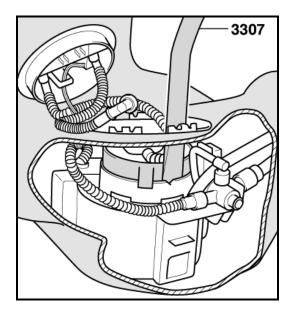


 Remove locking ring using special wrench -3087-for tank sensor

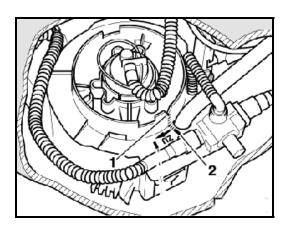
- Pull flange and seal out of the opening in fuel tank
- Constant Connectors -1- (white) and -2- (black) from inside of flange

Curclip distributor piece -1- from lower part of baffle housing by pressing the two catches -2-, positioned one behind the other, toward outside -arrow Athen disconnect distributor piece -arrow B-

C Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-

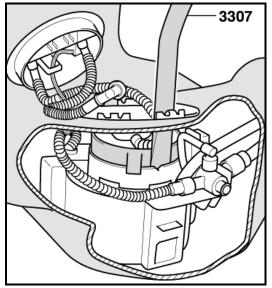


• Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it

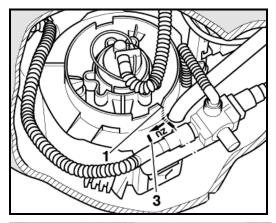


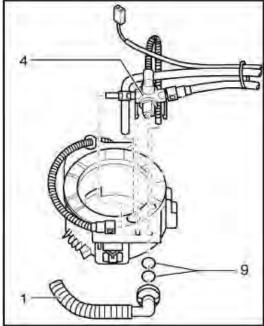
#### Section J – Fuel Sending Unit Installation (2001-2005 4Motion vehicles)

- Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably



• Turn fuel pump approximately 15° toward right until impact using fuel pump wrench -3307-

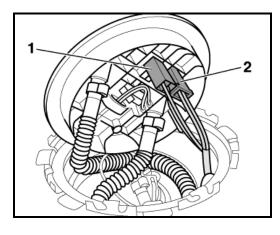


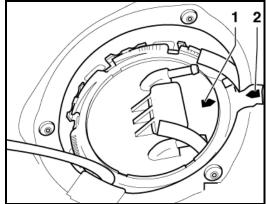


Connection Notch -1- aligns with marking -3- (bayonet connection)

- Press on return line -1- on distributor piece -4- until hose coupling engages
  - Note: Always use new O-rings -9- for fuel return line Coat O-rings for fuel return line with fuel

Connect distributor piece -4- to baffle housing
 -8- and ensure distributor piece is fully seated





- ⇐ Reattach connectors -1- and -2- to inside of flange
- Install new seal for flange onto opening of fuel tank and coat inside with fuel
- Insert lines into fuel tank and install flange
- Constrained A Marking on Fuel tank -2-
- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- Reinstall removed parts in reverse order, using new sub-frame bolts
- Align sub-frame to vehicle, using marks made prior to sub-frame removal
- Perform rear alignment
- Check parking brake cable adjustment; adjust if necessary
- Set basic settings
- Reset clock, radio station pre-sets and window "onetouch" feature
- Ensure proper function of remote control key; adapt key if necessary

Note: Inform customer that additional remote control key(s) may need to be adapted to work properly

- Set basic settings
- Destroy and properly discard all removed parts
  - 1.8T 4Motion automatic transmission vehicles proceed to Section K
  - 2.8L & W8 4Motion automatic transmission vehicles

#### Work is Complete

### Section K – Software Update



# <u>Section K1</u> – Install Software Patch (for all scan tools)

- Tip: DO NOT DUPLICATE CD-ROM Additional copies can be obtained by calling Resolve at (800) 544-8021
- Insert CD-ROM (26E5/R5\_SWU) and wait until light on CD drive goes out
- Select Applications -arrow-

Note: CD patch only needs to be installed one time on each scan tool

- Applications: Select application Start application of CD-ROM Service Training
- Select "Start application of CD-ROM" -arrow-
  - I Tip: Screen will flicker within a few seconds
- Select ◄ -circle-

#### Section K2 – Software Update Using CD-ROM for Vehicles with AUG Motor

Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

Note	<ul> <li>Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.</li> <li>Current Tuned ECM or TCM requirements: If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming</li> <li>Notify the owner that their ECM or TCM was found to have been tuned</li> <li>Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties</li> </ul>
Note:	ECM DTCs will be erased when performing the update programming procedure
Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
Note:	Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)
	VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming
	VAS 5052 must be connected to vehicle and battery voltage requirements maintained
	Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF

Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052 diagnostic tester

- Insert CD-ROM (26E5/R5\_SWU) and wait until light on CD drive goes out
- ⇐ Select "Vehicle Self-Diagnosis" -arrow-

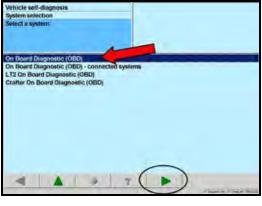
⇐ Select "On Board Diagnostic (OBD) -arrowthen ►-circle-

 $\leftarrow$  Select "Aborting" -arrow-

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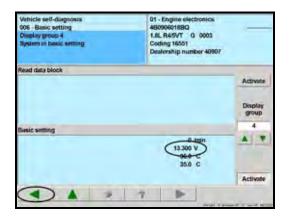
Vehicle self-diagnosis	
Select vehicle system	
1000 - Read out gateway installation list	
1001 - Compiling services	
11 - Engine electronics I 21 - Engine electronics II	
41 - Diesel pump electronics	
51 - Electro drive 61 - Battery regulation	
71 - Battery charging device 02 - Gearbox electronics	
12 - Clutch electronics 22 - Four-wheel drive electronics	
32 - Locking electronics	and the second sec
42 - Driver® door electronics 52 - Front passenger door electronics	
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Vehicle self-diagnosis	01 - Engine electronics 4809060188Q
Select diagnostic function	1.8L R4/5VT G 0003
	Coding 16551 Dealership number 40907
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004 - DTC memory content 005 - Output Diagnostic Test Mode (DTM)	1.
006 - Basic setting 009 - Coding	
010 - Measured values 012 - Adaptation	
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019 - Update programming 029 - Epacial Junction	
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Vehicle self-diagnosis	01 - Engine electronics
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Select diagnostic function	480906018800
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Select diagnostic function 004 - DTC memory continet 005 - Output Diagnostic Test Mode (DTM Cole Senits setting) 009 - Coding 009 - Coding	480906018800
Select diagnostic function OV4 - DTC memory continut OV5 - Output Diagnostic Test Mode (DTM OV9 - Coding OV9 - Coding OV9 - Coding OV9 - Adaptation OV12 - Adaptation OV12 - Adaptation OV12 - Adaptation	480990601880 1.8L R4/5VT G 0003 Coding 16551
Select diagnostic function 004 - DTC memory content 005 - Output Diagnostic Test Mode (DTM 005 - Coding 009 - Coding 009 - Coding 010 - Measured values 012 - Adaptation 016 - Access authorization 016 - Access programming	480906018800
Select diagnostic function OV4 - DTC memory continut OV5 - Output Diagnostic Test Mode (DTM OV9 - Coding OV9 - Coding OV9 - Coding OV9 - Adaptation OV12 - Adaptation OV12 - Adaptation OV12 - Adaptation	480906018800
Select diagnostic function 604 - DTC memory content 005 - Output Diagnostic Test Mode (DTM 005 - Coding 010 - Missured values 012 - Adaptation 016 - Access authorization 016 - Access authorization 019 - Update programming 020 - Special function	480990601880 1.8L R4/5VT G 0003 Coding 16551
Select diagnostic function 604 - DTC memory content 005 - Output Diagnostic Test Mode (DTM 005 - Coding 010 - Missured values 012 - Adaptation 016 - Access authorization 016 - Access authorization 019 - Update programming 020 - Special function	480906018800
Select diagnostic function 604 - DTC memory content 005 - Output Diagnostic Test Mode (DTM 005 - Coding 010 - Missured values 012 - Adaptation 016 - Access authorization 016 - Access authorization 019 - Update programming 020 - Special function	ABOORD/18/0 18. RefV/T G 0003 Coding 16551 Dealership number 40307
Select diagnostic function 604 - DTC memory content 005 - Output Diagnostic Test Mode (DTM 005 - Coding 010 - Missured values 012 - Adaptation 016 - Access authorization 016 - Access authorization 019 - Update programming 020 - Special function	480990601880 1.8L R4/5VT G 0003 Coding 16551
Select diagnostic function 004 - DTC memory continut 005 - Output Diagnostic Test Mode (DTA 005 - Coding 009 - Coding 010 - Measured values 012 - Adaptation 011 - Lipdate programming 020 - Special function 012 - End output	AbopsortBID 18. RefVF G 0003 Coding 16551 Dealership number 40007
Select diagnostic function 004 - DTC memory contant 005 - Output Diagnostic Test Mode (DT) 005 - State centry 009 - Coding 010 - Massured values 012 - Adaptation 016 - Access authorization 019 - Update programming 020 - Special function 022 - End output Vehiclen self-diagnoses 005 - Basic setting	Allopskof HBIO 1.86 RAISYT G 0003 Coding 16551 Dealership number 40907
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	Aborear Hero 1 a. Refer to 6 0003 Coding 16551 Desilerability number 40007
Select diagnostic function 004 - DTC memory contant 005 - Output Diagnostic Test Mode (DT) 005 - State centry 009 - Coding 010 - Massured values 012 - Adaptation 016 - Access authorization 019 - Update programming 020 - Special function 022 - End output Vehiclen self-diagnoses 005 - Basic setting	Allopsozialello 1.8. Reflexit G 0003 Coding 16551 Desilership number 40007 D1 - Engine electronics 45005001802 1.8. Reflexit G 0003
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	Allopskof IBIO 1.8L RAISYT G 0003 Coding 16551 Dealership number 40307 D1 - Engine electronics 4500601882 1.8L RAISYT G 0003 Coding 16551 Dealership number 40307
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	Algopski HBQ 1.8, R49YT G 0003 Coding 16551 Desilerabile number 40907
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	Allopskof IBIO 1.8. RAISYT G 0003 Coding 16551 Desilerabilg number 40907 01 - Engine electronics 48000601880 1.8. RAISYT G 0003 Coding 16051 Desilerabilg number 40907
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilerabilg number 40007 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16551 Desilerabilg number 40807 4 1.2. 3 4. 5. 6
Select diagnositic function O04 - DTC memory continut O05 - Output Diagnositic Test Mode (DT) Constanting Section O05 - Coding O05 - Coding O05 - Coding O05 - Coding O05 - Adaptation O16 - Access authorization O16 - Access authorization O16 - Access authorization O17 - Update programming O20 - Special function O22 - End output Vehicle self-diagnosis O05 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilenship number 40907 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16051 Desilenship number 40907 4 1.2. 3 4. 5. 6 7. 8. 9
Select diagnostic function  G04 - DTC memory continut G05 - Output Diagnostic Test Mode (DT) G05 - Coding O09 - Coding O10 - Minaured values 912 - Adaptation 914 - Adaptation 915 - Adaptation 915 - Special function 022 - End output  Vehicle self-diagnosis 036 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilerabilg number 40007 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16551 Desilerabilg number 40807 4 1.2. 3 4. 5. 6
Select diagnostic function  G04 - DTC memory continut G05 - Output Diagnostic Test Mode (DT) G05 - Coding O09 - Coding O10 - Minaured values 912 - Adaptation 914 - Adaptation 915 - Adaptation 915 - Special function 022 - End output  Vehicle self-diagnosis 036 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilenship number 40907 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16051 Desilenship number 40907 4 1.2. 3 4. 5. 6 7. 8. 9
Select diagnostic function  G04 - DTC memory continut G05 - Output Diagnostic Test Mode (DT) G05 - Coding O09 - Coding O10 - Minaured values 912 - Adaptation 914 - Adaptation 915 - Adaptation 915 - Special function 022 - End output  Vehicle self-diagnosis 036 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilenship number 40907 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16051 Desilenship number 40907 4 1.2. 3 4. 5. 6 7. 8. 9
Select diagnostic function  G04 - DTC memory continut G05 - Output Diagnostic Test Mode (DT) G05 - Coding O09 - Coding O10 - Minaured values 912 - Adaptation 914 - Adaptation 915 - Adaptation 915 - Special function 022 - End output  Vehicle self-diagnosis 036 - Basic setting Enter diagty group	400000/1800 1.8. R4/9YT G 0003 Coding 16551 Desilership number 40907 01 - Engine electronics 48000601880 1.8. R4/9YT G 0003 Coding 16551 Desilership number 40907 4 1.2. 3 4. 5. 6 7. 8. 9

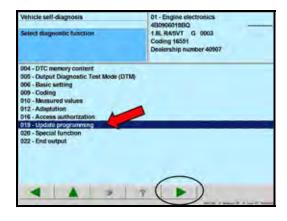
⇐ Select "01 - Engine electronics" -arrowthen ►-circle-

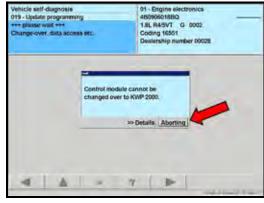
 If "019-Update programming" -arrow- does not appear, work is complete for Section K2; otherwise, continue

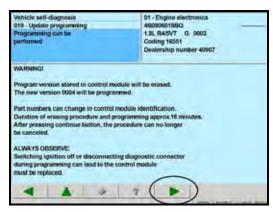
⇐ Select "006 – Basic setting" -arrow- then ►-circle-

⇐ Select "4" -arrow- then select "Q" -arrow-









- ← Check the voltage -circle- to ensure that it is not lower than 12.5 V and not higher than 14.5 V
- $\leftarrow$  Select  $\blacktriangleleft$  -circle- twice

## WARNING!

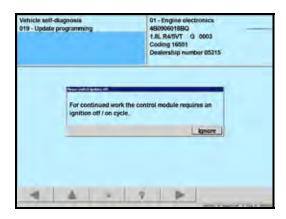
Updating a control module while voltage is too low/high can lead to failure of the control module. Failure of the control module due to voltage being too low/high is not covered under this campaign.

⇐ Select "019 – Update programming" -arrow- then select ►-circle-

Note: This screen may randomly appear. If this screen appears, cycle the key off, then on then select "Aborting"

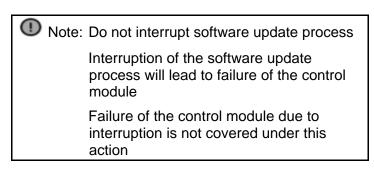
⇐ Read information then select ►-circle-





Vehicle self-diagnosis 019 - Update programming	01 - Engine electronics 48090601890
Expanded identification old	Expanded identification new
4B0906018BQ	4809060188Q
1.BL R4/5VT G	1.8L R4/5VT G
Coding	Coding
Dealership number 05315	Dealership number 23328
Unit number 00000	Unit number 00000
Importer number 000	Importer number 000
Programming status	
Status	0
Counter programming attempts	4
Counter successful attempts	1
Programming pre-condition	inat

Observe control module update until 100% complete



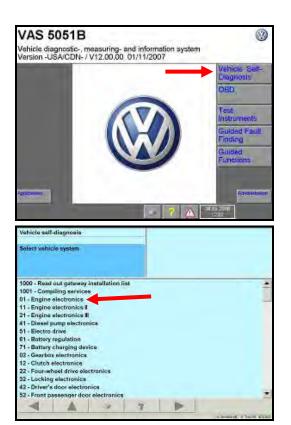
• When prompted, switch key off for 30 seconds then switch key on

- Print and staple this screen to the repair order
- Exit and clear faults

### Work is complete for Section K2

- Section K3 Software Update Using Software Version Management (SVM) (2001-2005 1.8T vehicles with automatic transmission)
- Note: Obtain the owner's written consent for any requested repair under warranty of outside warranty that requires flashing, which will automatically overwrite the "Tuned" program

Note	<ul> <li>Any Update Programming procedure (flash) may overwrite any "TUNED" ECM or TCM programming. A "TUNED" ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.</li> <li>Current Tuned ECM or TCM requirements: If you encounter a vehicle with a "Tuned" ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming</li> <li>Notify the owner that their ECM or TCM was found to have been tuned</li> <li>Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties</li> </ul>
Note:	ECM DTCs will be erased when performing the update programming procedure
Note:	For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
	Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
1 Note:	Battery MUST have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure)
	VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming
	VAS 5052 must be connected to vehicle and battery voltage requirements maintained
	Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF



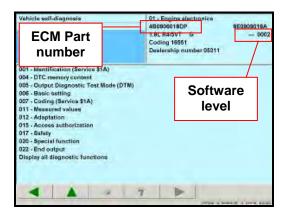
Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

Note: Only use VAS 5051B or VAS 5052
 diagnostic tester

Tip: MY 2001 AUG motor vehicles must use Section K2 ONLY

- Connect vehicle diagnostic, testing and information system VAS 5051B or VAS 5052 (with online capability) to the vehicle
- Select Vehicle Self Diagnosis to check software level of ECM -arrow-

⇐ Select 01 – Engine electronics -arrow-



 If ECM part number and software level matches table below, no software update is required, work is complete for Section K3; otherwise, proceed to next step

Old ECM Part Number	New ECM Part Number	New Software Level or Higher
4B0 906 018 Q	4B0 906 018 Q	0009
4B0 906 018 P	4B0 906 018 P	0009
4B0 906 018 BH	4B0 906 018 BH	0009
4B0 906 018 BG	4B0 906 018 BG	0009
4B0 906 018 CL	4B0 906 018 CL	0003
4B0 906 018 BQ	4B0 906 018 BQ	0004
4B0 906 018 CM	4B0 906 018 CM	0010
4B0 906 018 DA	4B0 906 018 DQ	0060
4B0 906 018 DN	4B0 906 018 DQ	0060
4B0 906 018 DP	4B0 906 018 DQ	0060
4B0 906 018 DQ	4B0 906 018 DQ	0060



Guided Fault Finding Vehicle Identification	-	
Select brand		
Volkswegon		V12 85.01 11/04/2008
Openski gjirroog	Onto	

- Connect VAS 5051B or VAS 5052 to your workshop network using network connection cable
- Insert USB memory stick and save Guided Fault Finding log

Select brand, select Volkswagen -arrow-

Veholo kremification Beloct type	
IC - New Beetle 1998 > 019 IF - Eus 2006 > any USA/Car IJ - Gaf 1998 > any USA/Car IK - Gaf 2004 > only USA/C IK - Jetto 2005 > USA / Canor K - Rabbil 2005 > uSA / Canor K - Rabbil 2005 > only USA/ Canor Phases 1908 > only USA/ IC - Phases 1908 > only USA/ IC - Phases 2008 > only USA/ IC - Nouseg 2003 > only USA/ IC - Touseg 2004 > only USA/ IC - Tous	mada anada anada MGanada 2003 - only JG <i>B I C</i> JCanada /Canada /Canada MCanada ACanada 8 >
Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle Identification	38 - Passat 1998 > only USA/Canada
Select model year	
2000 (Y) 2001 (1) 2002 (2) 2003 (3) 2004 (4) 2005 (5)	
Chamarian age	······································
Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle Identification	38 - Passat 1998 > only USA/Canada 2004 (4)
Select version	
Chemitan (melli Chemitan (melli Suided Fault Finding Vehicle Identification	Volkswagen V12.85.01 11/04/2008 38 - Passat 1996 > only USA/Canada
Vehicle Identification	2004 (4)
Select engine code	Wagon
ATQ 2.8 L. Motronic / 142kW AWM 1.8 L. Motronic / 125kW BDP 4.0 L. Motronic / 199kW BHW 2.0 L. TDI-PI / 100kW	

17425 RIK 104 44 MT4155005

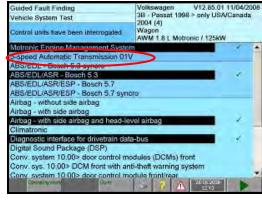
Select type, select 3B – Passat 1998 > only USA/Canada -arrow-

 $\leftarrow$  Select model year

• Select version - select version as applicable

⇐ Select applicable engine code

Guided Fault Finding Vehicle Identification	Volkswagen V12.85.01 11/04/2008 38 - Passat 1998 > only USA/Canada
Confirm vehicle identification	2004 (4) Wagon AWM 1.8-L Motronic / 125kW
Press ">" button to confirm the performed correctly	at the vehicle identification was
Press " <b>4</b> " button to go back st	tep by step.
The "Go to" button and the "Ca brand" screen	ancel" selection lead to the "Select
The "Go to" button and the "En	nd" selection lead to the Start screen.
Creating match	28.05.2018
	1210



Guided Fault Finding Vehicle System Test	Volkswagen V12.85.01 38 - Passat 1998 > only USA		
Control units have been interrogated	2004 (4) Wagon AWM 1.8 L Motronic / 125kW		
Motronic Engine Management Syste	m	1	*
o-speed Automatic Transmission 01	V. Providence and the second sec	1	
ABS/EDL - Bosch 3.3 syncro			
ABS/EDL/ASR - Bosch 5/3		~	
ABS/EDL/ASR/ESP - Bosch 5.7			
ABS/EDL/ASR/ESP - Bosch 5.7 syn	cro .		
Airbag - without side airbag			
Airbag - with side airbag			
Airbag - with side airbag and head-le	evel airbag	*	U.
Climatronic			-
Diagnostic interface for drivetrain dar	ta-bus	4	
Digital Sound Package (DSP)			
Conv. system 10.00> door control m			
Conv. sys. 10:00> DCM front with an			2
Conv_system 10.00> door control m	odule front/rear	1000	
CONTRACT CONTRACT	17.49		-

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008	
Vehicle System Test	3B - Passat 1998 > only USA/Canada 2004 (4)	
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW	
Airbag - with side airbag and head-le	we anoag	
Climatronic		
Diagnostic interface for drivetrain dat	ta-bus	
Digital Sound Package (DSP)		
Conv. system 10.00> door control m		
Conv. sys. 10.00> DCM front with an	nti-theft warning system	
Conv. system 10.00> door control m	odule front/rear	
Conv. system 10.00> DCM front/real	r with anti-theft warning 🛛 🖛 💉	
Automatic vertical headlight aim cont	trol	
Multi-function steering wheel	× 1	
Radio Premium 5		
Radio Premium 6		
unstrument cluster		
Seat with memory function		
Telematic NAR		
Command south Do In	2455-50.4 1741	

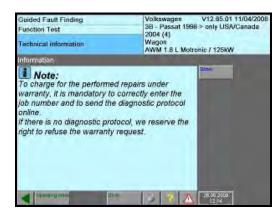
 Confirm vehicle identification -circle- GFF will begin to interrogate control units automatically

Conce control units have been interrogated, check to see if Automatic Transmission is highlighted

If GFF did not highlight the control unit, select Automatic Transmission manually to interrogate control unit -circle-

Check to see if Instrument cluster is highlighted -circle-

Guided Fault Finding	Volkswagen V12.85.01 11/04/2008
Vehicle System Test	3B - Pessat 1998 > only USA/Canada 2004 (4)
Control units have been interrogated	Wagon AWM 1.8 L Motronic / 125kW
Arbag - with side airbag and head-le	we arrag
Climatronic	
Diagnostic interface for drivetrain dat	a-bus
Digital Sound Package (DSP)	
Conv. system 10.00> door control m	odules (DCMs) front
Conv. sys. 10.00> DCM front with an	tb-theft warning system
Conv. system 10.00> door control m	odule front/rear
Conv. system 10.00> DCM front/real	r with anti-theit warning 🛛 🖤 📝 🖌
Automatic vertical headlight aim cont	rol
Multi-function steering wheel	* K
Radio Premium 5	
Radio Premium 6	
Instrument cluster	ist of
Seat with memory function	
Telematic NAR	
Oceania masa	10 7 A 200 200 -



Guided Fault Finding Fault Memory Contents	Volkswagen V12.85.01 11/04/2008 3B - Passat 1998 > only USA/Canada
No fault detected	2004 (4) Wagon AWM 1.8 L Motronic / 125kW
	28 (5520)28 12 22

Guided Fault Finding Function / Component Selection	Volkswagen V12.85.01 11/04/2008 38 - Passat 1998 > only USA/Canada
Select function or component	2004 (4) Wagon AWM 1.8 L Motronic / 125kW
<ul> <li>Software version management</li> <li>Adapting software</li> </ul>	
Conversion/retrofitting campaign	
Copensary match	3 2 A 25.65.00.66

- If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-
- Address any relevant fault codes prior to proceeding with Software Version Management

Note: Fault codes will be erased once GFF is complete

⇐ Press ►

• Read Note and press "Done"

Go to >> Function/Component Selection >>

- ⇐ Select Software version management -circle-
- ⇐ Press ►

Select function / Component Selection       38 - Pastal 1988 > cuty USA/Canada         Select function or component       AWM 1.8 L. Motronic / 125xW         + Software version management       Adapting software         Countering       Countering         Countering       Countering         Ouided Fault Finding       Volkswagen         38 - Passat 1988 > cuty USA/Canada         Countering       Countering         Ouided Fault Finding       Volkswagen         38 - Passat 1988 > cuty USA/Canada         2004 (4)       Wagen         WM 1.8 L. Motronic / 125kW         System Test Plan         Ouided Fault Finding         System Test Plan         Ouided Fault Finding         System Test Plan         Ouided Fault Finding         Function Test         Outeremend         Cuded Fault Finding         Function Test         Outeremend         Determining installed condition for SVM         Massat 1988 > only USA/Canada         2004 (4)         Weight A = B         Determining installed condition for SVM         Massat 1988 > only USA/Canada         2004 (4)         Weight A = B         Could A = C	Guided i	Fault Find	ling	-	Volks	wagen			01 11/04/2008
Select function or component     Wagon AWM 1.8 L. Motronic / 125kW       + Software version reanagement     Adapting software       Conversion/retroffling campaign     Conversion       Conversion/retroffling campaign       Outded Fault Finding     Volkswagen       Viagon Test Plan     Volkswagen       Viagon Wagon AWM 1.8 L. Motronic / 125kW       System Test Plan       Vales       Vales </td <td>Function</td> <td>/ Compo</td> <td>nent Sele</td> <td>etion</td> <td></td> <td></td> <td>1998 &gt;</td> <td>only Us</td> <td>SAVCanada</td>	Function	/ Compo	nent Sele	etion			1998 >	only Us	SAVCanada
Software version management Adapting software Conversion/retroffting campesien Conversion/retroffting campesien Conversion/retrofftin	Select fu	unction or	compone	ent.	Wag	n	Introni		
Conversion/vetrolfilling campa-ign         Ouided Fault Finding         Test Plan         System Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         System Test Plan         User Test Plan         System Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         System Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         Volkswagen       V12.85.01 11/04/2008         Sign Passat 1998 > only USA/Canada         Z004 (4)       Wagon         Wolkswagen       V12.85.01 11/04/2008         Subcome       Wolkswagen         Volkswagen       V12.85.01 11/04/2008         Subcome       Wolkswagen         Volkswagen       V12.85.01 11/04/2008         Subcome       Wolkswagen         Volkswagen       V12.85.01 11/04/2008 </td <td>+ Softv</td> <td>vare versi</td> <td>ion mana</td> <td>aement</td> <td>1000VIN</td> <td>1.0</td> <td>iou on</td> <td>1204</td> <td></td>	+ Softv	vare versi	ion mana	aement	1000VIN	1.0	iou on	1204	
Ouided Fault Finding       Volkswagen       V12.85.01 11/04/2008         Test Plan       38 - Passat 1988 > only USA/Canada         2004 (d)       Wagon         AWM 1.8 L. Motronic / 125kW         System Test Plan         User Test Plan         User Test Plan         System Test Plan         User Test Plan         User Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         User Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan         Volkswagen       V12.85.01 11/04/2008         System Test Plan       Image: System V12.85.01 11/04/2008         Guided Fault Finding       Image: System V12.85.01 11/04/2008         Test Plan       Image: System V12.85.01 11/04/2008         Guided Fault Finding       Image: System V12.85.01 11/04/2008         Test Plan       Image: System V12.85.01 11/04/2008         Betermining mstatest condition for SVM       Wagon         All S 6 - II J K L       Image: System V12.85.01 11/04/2008 <t< td=""><td></td><td></td><td></td><td></td><td>&gt;</td><td></td><td></td><td></td><td></td></t<>					>				
Guided Fault Finding Test Plan       Volkowagen 38 - Passat 1996 > only USA/Canada 2004 (4) Wagen AWM 1.8 L. Motronic / 125kW         System Test Plan       Image: System Test Plan         User Tast Plan       Image: System Test Plan         User Tast Plan       Image: System Test Plan         System Test Plan       Image: System Test Plan         Image: System Test Plan									
Test Plan     38 - Passat 1988 > only USA/Canada       2064 (a)     Wagon       AWM 1.8 L. Motronic / 125kW       System Test Plan       User Test Plan       Valexagen       Adapting software       Valexagen       Valexagen       Yolkswagen       Valexagen       Vale	10	NUMBER OF STREET		Clów	3	2		an De 1980 12-24	
Test Plan     38 - Passat 1988 > only USA/Canada       2064 (d)     Wagon       AWM 1.8 L. Motronic / 125kW       System Test Plan       User Tast Plan       User Tast Plan       Valex of the second									
Current main     2004 (Wagon AWM 1.8 L Matronic / 125kW       System Test Plan       User Tase Plan       User Tase Plan       Adapting software       Current amod	Guided	Fault Find	ling						
AWM 1.8 L. Matronic / 125kW System Test Plan User Tast Plan - Adapting software Gaided Fault Finding Function Tost Otersmining installed condition for SVM Juli oxide input Please enter the unit code. 1 2 3 + A B C D Please enter the unit code. 1 2 3 + A B C D Please T B - M N O P 7 8 9 . Q R S T C 0 Q Y Z 3061	Test Pla	NTI -			2004	(4)	1998 >	only US	sercanada
User Tast Plan       Adapting software       Adapting software       Guided Fault Funding Function Test       Bretermining instanced condition for SVM Determining instanced condition for SVM Diffeede input       Please enter the unit code.       1     2       1     2       2     4       6     1       7     8       9     Q       Q     Y       3061							totroni	1125k	w
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		enari sure		Can.	10	2	A.	25 19 220 12 12	

- ⇐ Select Adapting software -circle-
- $\leftarrow$  Press  $\blacktriangleright$

- Perform User Test Plan. Select "Adapting software" -circle-
- Follow on-screen prompts for Adapting software test plan
- ⇐ Enter unit code **"3061"**
- ← Press ► to continue with Adapting software test plan
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

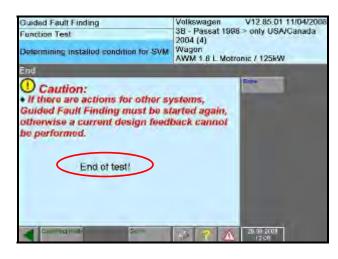
## WARNING!

DO NOT interrupt or stop Test Plan once software update begins

Any interruption of Software Version Management (SVM) process will result in damage to ECM

ECM replacement is not covered by this action

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -circle- appears on screen

# Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the Campaign Helpline at (800) 741-2919
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the "Go to" button

# ALL WORK IS COMPLETE

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. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



# OWNER INFORMATION ABOUT CONTROL MODULE TUNING\* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)

\*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..

Date:	
Dealer Number:	
Vehicle Identification Number:	
Repair Order Number:	

Dealer stamp

\_\_\_\_\_, owner or driver of the above identified Volkswagen, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

<u>TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):</u>

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer

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### 6/25/2008

#### **Reimbursement Guidelines**

IMPORTANT: These guidelines are intended to provide a baseline for customer reimbursement. If you have any questions or require further assistance, please contact Richard Fuentes, Product Compliance Service Campaign Engineer at 4- 5855.

- Campaign Code: Safety Recall Campaign 26E5/R5
- Title:
   Install Underbody Heat Shield(s); Inspect/Replace Fuel Line, Fuel Tank; Update Software, if Necessary
- Vehicles Involved: 1999-2005 Passat & Passat Wagon (5<sup>th</sup> Generation) Equipped with Gas Engine
- Issue: The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some 4Motion all-wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

Parts Covered: See attached sheet

**Dates Covered:** April 04, 2007 – July 10, 2008

#### 26E5/R5 Safety Recall Campaign Customer Reimbursement

The 26E5/R5 campaign remedy consists of some parts that were unavailable prior to campaign release. Please refer to the attached sheet for applicable parts. It is strongly recommended to run the VIN in ElsaWeb to determine the criteria that applies to any particular VIN.

#### **Additional Information:**

- These guidelines were developed according to the VWoA General Reimbursement Plan.
- Receipt(s) must accompany all reimbursement requests.
- CR should verify that any requests for reimbursement were not previously fulfilled by checking in LISTEN.

		-	_		Retail Price	Highest Dealer Labor
Criteria	Part	Quantity	Description	TU Total	USD	Rate - USD
	3B0 825 676		Heat Shield (right)	85	\$16.28	\$142.00
	3B0 825 675		Heat Shield (left)		\$16.28	
CRITERIA 1	N 908 235 01 191 253 141F		Subframe Bolt Exhaust Clamp (if needed)		\$5.40 \$47.66	
	191 203 141F	2	Exhaust Clamp (il needed)	-	\$47.66 \$85.62	
					\$0 <b>5.</b> 02	
	3B7 201 075C	1	Fuel Tank (W8)	530	\$1,004.73	\$142.00
	8E0 919 133G		Fuel Pump Seal		\$15.54	
	4B0 919 133	1	Fuel Sender Seal		\$16.13	
CRITERIA 2	N 024 1222		Fuel Line Clamp		\$3.60	
	N 909 813 01		Rear Subframe bolts		\$12.92	
	4B0 201 844		O-Ring		\$2.20	
	N 904 119 01	2	EVAP line clamp		\$0.90	
					\$1,056.02	
	3B0 201 544BS	1	Fuel line set	140	\$232.33	\$142.00
	N 024 1222		Fuel line clamp	140	<del>محتاية محتاية (1983) </del>	
CRITERIA 3	N 904 119 01		EVAP line clamp		\$0.90	
		2			\$236.83	
					+200.00	
	3B0 825 676		Heat Shield (right)	125	\$16.28	\$142.00
	N 908 235 01		Subframe bolt		\$5.40	
CRITERIA 4	357 253 141A	1	Exhaust Clamp (if needed)		\$28.27	
			Software update		<u> </u>	
					\$49.95	
	3B0 825 676	1	Heat Shield (right)	285	\$16.28	\$142.00
	N 908 235 01		Subframe bolt	200	\$5.40	
	357 253 141A		Exhaust clamp (if needed)		\$28.27	
	200 1111		Fuel line inspections		<b>\$20.2</b> 1	
CRITERIA 5	3B0 201 544BS	1	Fuel line set		\$232.33	
	N 024 1222	3	Fuel line clamp		\$3.60	
	N 904 119 01	2	EVAP line clamp		\$0.90	
			Software update			
					\$286.78	
	200 025 676	1	Lloot Chaild (right)	0.05	¢46.00	¢140.00
	3B0 825 676 N 908 235 01		Heat Sheild (right) Subframe bolt	835	\$16.28 \$5.40	\$142.00
	357 253 141A		Exhaust clamp (if needed)	-	\$5.40 \$28.27	
	557 255 141A	1	Fuel line inspections		φ20.21	
	3B0 201 544BS	1	Fuel line set		\$232.33	
	N 024 1222		Fuel line clamp		\$3.60	
CRITERIA 6 With Fuel	N 904 119 01		EVAP line clamp		\$0.90	
Tank Replacement			Check ventilation line		÷::00	
(approx. 10%	3B0 201 075BK		Fuel tank		\$789.51	
vehicles)	8E0 919 133G	2	Fuel pump seal		\$15.54	
	4B0 919 133		Fuel sender seal		\$16.13	
	N 024 1222		Fuel line clamp		\$3.60	
	N 909 119 01		EVAP line clamp		\$0.90	
	4B0 201 844	2	O-ring		\$2.20	
			Software update		\$1,114.66	
					φ1,114.00	
	3B0 825 676	1	Heat Sheild (right)	305	\$16.28	\$142.00
CRITERIA 6 Without	N 908 235 01		Subframe bolt		\$5.40	
	357 253 141A	1	Exhaust clamp (if needed)		\$28.27	
Fuel Tank			Fuel line inspections			
Replacement (approx	3B0 201 544BS		Fuel line set		\$232.33	
90% vehicles)	N 024 1222		Fuel line clamp		\$3.60	
30 / venicies	N 904 119 01	2	EVAP line clamp		\$0.90	
			Check ventilation line			
					\$286.78	

					<b>Retail Price</b>	Highest Dealer Labor
Criteria	Part	Quantity	Description	TU Total	USD	Rate - USD
			Fuel line inspections	710		\$142.00
	3B0 201 544BS		Fuel line set		\$232.33	
	N 024 1222	3	Fuel line clamp		\$3.60	
	N 904 119 01	2	EVAP line clamp		\$0.90	
CRITERIA 7 With Fuel			Check ventilation line			
Tank Replacement	3B0 201 075BK	1	Fuel tank		\$789.51	
(approx. 10%	8E0 919 133G	2	Fuel pump seal		\$15.54	
	4B0 919 133		Fuel sender seal		\$16.13	
vehicles)	N 024 1222	3	Fuel line clamp		\$3.60	
	N 909 813 01	4	Rear subframe bolts		\$12.92	
	N 904 119 01	2	EVAP line clamp		\$0.90	
	4B0 201 844	2	O-ring		\$2.20	
					\$1,077.63	
CRITERIA 7 Without			Fuel line inspections	180		\$142.00
Fuel Tank	3B0 201 544BS	1	Fuel line set		\$232.33	
	N 024 1222	3	Fuel line clamp		\$3.60	
Replacement	N 904 119 01	2	EVAP line clamp		\$0.90	
(approx. 90%			Check ventilation line			
vehicles)					\$236.83	
	3B0 825 675	1	Heat shield (left)	635	\$16.28	\$142.00
	3B0 825 676		Heat shield (right)		\$16.28	
	N 908 235 01		Subframe bolt		\$5.40	
	191 253 141F	2	Exhaust clamp (if needed)		\$47.66	
			Check ventilation line			
CRITERIA 8 With Fuel	3B7 201 075C	1	Fuel tank		\$1,004.73	
Tank Replacement	8E0 919 133G		Fuel pump seal		\$15.54	
(approx. 10%	4B0 919 133		Fuel sender seal		\$16.13	
vehicles)	N 024 1222	3	Fuel line clamp		\$3.60	
	N 909 813 01	4	Rear subframe bolts		\$12.92	
	N 904 119 01		EVAP line clamp		\$0.90	
	4B0 201 844		O-ring		\$2.20	
					\$1,141.64	
					, ,	
CRITERIA 8 Without Fuel Tank	3B0 825 675	1	Heat shield (left)	105	\$16.28	\$142.00
	3B0 825 676		Heat shield (right)		\$16.28	,
	N 908 235 01		Subframe bolt		\$5.40	
Replacement	191 253 141F		Exhaust clamp (if needed)		\$47.66	
(approx. 90%		_	Check ventilation line		<b>•</b> • • • • • • •	
vehicles)					\$85.62	



# **VOLKSWAGEN DEALERSHIP COMMUNICATION**

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Safety Recall R5 (SAGA Code TBD) 1999-2005 Model Year 5<sup>th</sup> Generation Passat Vehicles Install Underbody Heat Shields and Inspect/Replace Fuel System Components if Necessary Name

Title

Department

Product Compliance

April 4, 2008 Date

# IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Upcoming Safety Recall R5 (SAGA Code TBD)

Volkswagen has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada of an upcoming safety recall affecting some 1999-2005 model year 5<sup>th</sup> generation Passat vehicles (all engines except diesel). We are informing you of this upcoming safety recall so that you are able answer any customer inquiries that may result from internet and press coverage.

#### What is the Problem?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

#### What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

#### When Will This Repair Be Available?

Dealers will be notified and parts will be shipped on or about May 27, 2008, and an adequate supply of parts will be allocated and shipped to you prior to owner notification. Safety Recall R5 campaign circular will be available in ElsaWeb and in ServiceNet on or about May 30, 2008. Owner notification will begin on or about May 30, 2008. The R5 (SAGA code TBD) code will show open on affected vehicles on or about May 31, 2008.

Dealers with additional questions about this or any other campaign should contact the Campaign Helpline (800-741-2919) for assistance. Press inquiries should be directed to Volkswagen Public Relations (248-754-5064).

#### Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall 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.

## Frequently Asked Questions (FAQ) Safety Recall R5

This FAQ is intended to provide supplementary information regarding this campaign. For additional information, please refer to the campaign circular that will be posted on ElsaWeb and on ServiceNet.

#### What vehicles are affected?

1999-2005 model year 5<sup>th</sup> generation Passat vehicles with (all engines except diesel).

#### How many vehicles are affected?

Approximately 412,000 in the United States, approximately 22,000 in Canada.

#### What is the problem and what can happen?

The affected vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system there is a risk of fire.

Also, some affected vehicles equipped with 1.8T engines can have a fuel line that may fracture and leak. Additionally, some affected vehicles equipped with 4Motion all-wheel drive may have a fuel tank ventilation valve that may fracture and leak. Leaking fuel, in the presence of an ignition source, can result in fire.

Volkswagen has not identified any reports or allegations of crash or fires resulting from this condition; however in the interest of consumer safety, Volkswagen is conducting this safety recall.

#### Can I drive the vehicle until it is repaired?

The vehicle can be driven until the inspection/repair is conducted. If you can smell fuel in your vehicle, customers are advised to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if they believe that it is safe to do so in order to have the fuel system on the vehicle inspected.

#### What exactly will be repaired on the vehicle?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash the 1.8T engines with a precautionary software update. Additionally, Dealers will inspect the fuel line for excess tension and adjust the fuel line routing on 1.8T vehicles. Dealers will also inspect the fuel tank ventilation valve on 4Motion all-wheel drive vehicles and replace components if necessary.

#### How long does the repair take?

The inspection and repair will take several hours to complete; however, dealers may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

#### Is a loaner vehicle or towing being covered under this action?

If the repair includes replacing the fuel tank or the existing heat shield, a loaner vehicle may be required and should be covered under the existing loaner vehicle policy through your FOM. Towing will be covered under certain conditions that will be described in the upcoming campaign circular.

#### Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

#### When will this repair be available?

Dealers will be notified and parts will be shipped on or about May 27, 2008. The owner notification is scheduled for May 30, 2008.