



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: August 2010

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

From: Service & Quality

Subject: August 2010 Customer Notification - Voluntary Emissions Service Action 28F3 -Ignition Coils

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **August 2010 Customer Notification Mailing** **Voluntary Emissions Service Action 28F3 - Ignition Coils**

The final wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about August 20, 2010.

- ⇒ This mailing addresses customers with 3.2L VR6 engine vehicles and contains approximately 36,000 customers in the United States and 7,000 in Canada.
- ⇒ We will allocate parts only for the 3.2L VR6 engine vehicles this month. For all other affected vehicles, our parts allocation strategy for this mailing will be the same as the previous month.
- ⇒ To help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy allows dealers to order ignition coils as needed. Your individual upper order limits will be viewable in your Parts on Command material information screen. If you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your updated electronic allocation list will be available under My Dealership Reports on the VW Hub on or about August 20, 2010.
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ Any dealer needing additional Campaign Completion labels (CAMP 010 000), and California dealers needing "Vehicle Emission Recall – Proof of Correction" certificates (RC EMISCA/VWU) can order them at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).
- ⇒ Because all known customers affected by this action will have been notified that the campaign repair is available, TB 2021320 will be removed from publication on or about August 20, 2010. Any outstanding claims you may have for repairs performed under this TB should be entered according to the instructions found in Service Action circular 28F3. Please contact Warranty if you have any questions regarding claim entry for this action.

**Volkswagen Service & Quality**

#### IMPORTANT!

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

## 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.**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**  
November 2009

### Revision Summary

Phase 2 (November 2009 customer notifications) VIN information added

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

### VIN Ranges

See Page 4.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **The first allocation list was available on October 23, 2009, containing information for the first mailing of vehicles notified under this action.** For each mailing thereafter, a new electronic allocation list will be posted.

An electronic list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions in Section C on Page 9.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions in Section C on Page 9.

### Owner Notification Mailing

On November 20, 2009 the second customer mailing will begin which invites the remaining 1.8T vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimate that this mailing will contain approximately 144,600 U.S. customers and approximately 7,800 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.

**Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

**Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

**Saga Claim Entry Procedure**

**CHART 1 of 2**

Check ElsaWeb to determine whether the “28F3” campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part: Use vendor code WWO.**

Sold vehicle = 7 10

Unsold vehicle = 7 90

**Appendix A – 1.8T – Sections A, B**

(Select the applicable Criteria Code displayed in ElsaWeb)

**Criterion 01**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

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

**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.

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## VIN Ranges & Production Dates of Affected Vehicles

### **Phase 1 Customer Notification Mailing – October 2009**

#### **(U.S.A.)**

##### 2001 – 2002 Passat 1.8T

WVW\_ \*\_3B\_1E000075 - WVW\_D\_3B\_2E426171  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_3B\_1P001023 - WVW\_D\_3B\_2P438900  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 4/05/2002

#### **(CANADA)**

##### 2001 – 2002 Passat 1.8T

WVW\_ \*\_3B\_1E000082 - WVW\_D\_3B\_2E426178  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_3B\_1P009607 - WVW\_D\_3B\_2P438894  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/24/2000 - 4/09/2002

### **Phase 2 Customer Notification Mailing – November 2009**

#### **(U.S.A.)**

##### 2001 – 2005 Passat 1.8T

WVW\_ D\_3B\_2E024787 - WVW\_D\_3B\_5E157163  
Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_3B\_1P023037 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 7/02/2000 - 11/25/2004

#### **(CANADA)**

##### 2001 – 2005 Passat 1.8T

WVW\_ C\_3B\_1E004171 - WVW\_D\_3B\_5E174151  
Production Date: 5/22/2000 - 6/17/2005

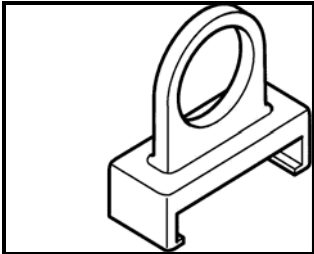
WVW\_ D\_3B\_2P432599 - WVW\_D\_3B\_5P059345  
Production Date: 3/23/2002 - 11/18/2004

## Campaign Work Procedure

## 28F3 Emissions Service Action

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

### Required Tool

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
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### Required Part:

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## Work Procedure



Tip: If Campaign Completion label is present, no further work required

### Section A – 1.8 Liter Engine Passat Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

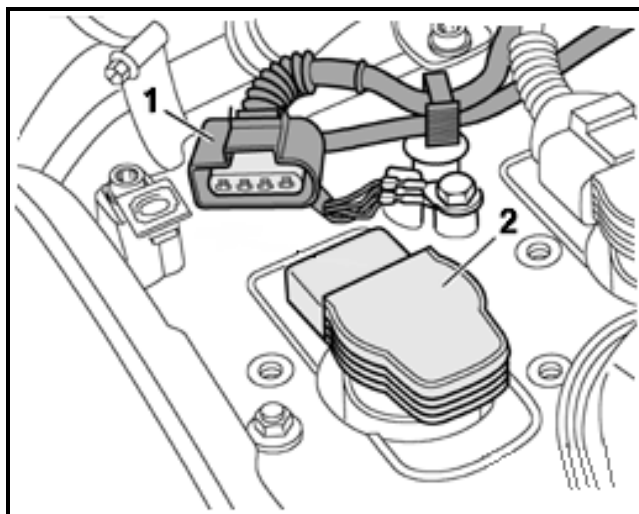
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils

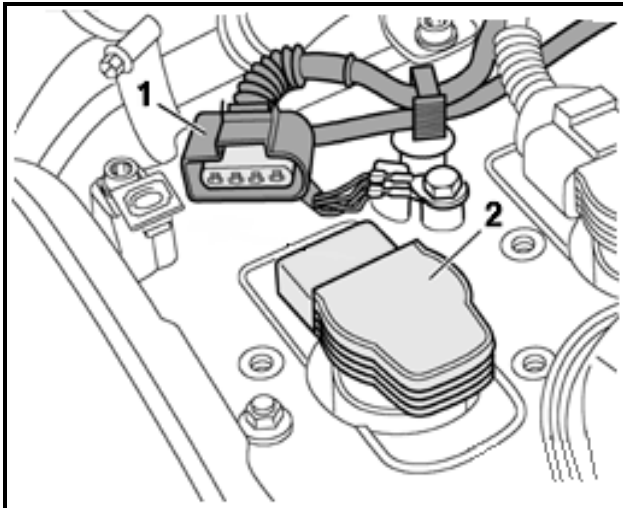


⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



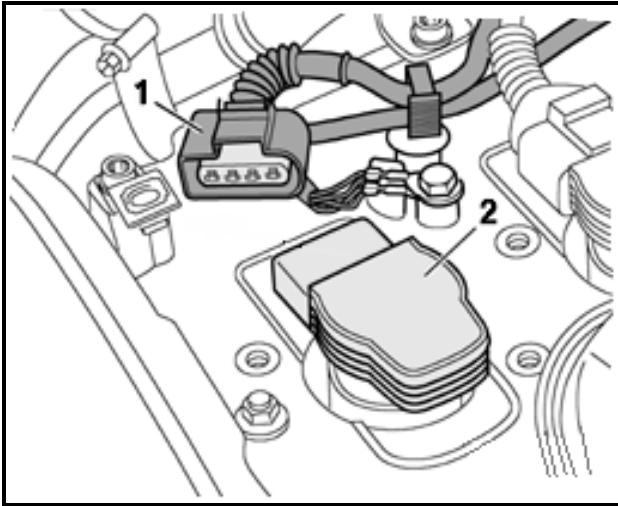
Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood


**WORK IS COMPLETE**



## Section B – 1.8 Liter Engine Passat Replace Ignition Coils



- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 **Note:** Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

⇐ Reconnect connector -1- to ignition coil -2- (illustration)

- If applicable, reinstall vacuum reservoir and secure with bolt
- Reinstall engine cover

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

## Section C – Parts Disposal or Parts Return

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process”

Please include the campaign identification:

### **28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

December 15, 2009

### Revision Summary

- Revised Towing Goodwill Coverage claiming instructions – Pgs. 3-5
- Removed from SAGA instructions the request to attach loaner receipt – Pgs. 3-5

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

### VIN Ranges & Production Dates

See Pages 7 & 8.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **The December 2009 allocation list will be available on or about December 11, 2009, containing information for the third mailing of**

vehicles notified under this action. For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen under Parts Return or Parts Disposal on Page 29.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal on Page 29.

### Owner Notification Mailing

On December 11, 2009 the next customer mailing began which invites Jetta 1.8T, Passat 4.0L and Phaeton 6.0L vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimated that this mailing contained approximately 140,000 U.S. customers and approximately 10,000 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 01 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### Criterion 03 - Jetta

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**NEW**

**TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

**NEW** Towing – See TOWING GOODWILL COVERAGE

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

### 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.

# Saga Claim Entry Procedure

# CHART 2 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	07C 905 715A	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	07C 905 715A	Ignition coil

**NEW**

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

*(TOWING NOT TO EXCEED \$100 (USD/CAD))*

- *In Amount field submit actual TOWING cost*
- *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

**NEW** Towing – See TOWING GOODWILL COVERAGE

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

### 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.

# Saga Claim Entry Procedure

# CHART 3 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **130 T.U.**

**OR**

- Replace up to (12) ignition coils

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**NEW**

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY** applies to vehicles outside "Roadside Coverage"
  - **Claim Type:** 1SP
  - **Damage Code:** 0040
  - **Outside Labor Operation:** TWNG1000
  - **Check Tow-in box**
  - **Service No.** 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

**NEW** Towing – See TOWING GOODWILL COVERAGE

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

### 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.

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 <b>Parts Return or Parts Disposal</b> .....	Page 29



## VIN Ranges & Production Dates of Affected Vehicles

### Phase 1 Customer Notification Mailing – October 2009

#### (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_3B\_1E000075 - WVW\_D\_3B\_2E426171

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_3B\_1P001023 - WVW\_D\_3B\_2P438900

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 6/08/2000 - 4/05/2002

#### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_3B\_1E000082 - WVW\_D\_3B\_2E426178

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_3B\_1P009607 - WVW\_D\_3B\_2P438894

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/24/2000 - 4/09/2002

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### Phase 2 Customer Notification Mailing – November 2009

#### (U.S.A.)

#### 2001 – 2005 Passat 1.8T

WVW\_ D\_3B\_2E024787 - WVW\_D\_3B\_5E157163

Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_3B\_1P023037 - WVW\_D\_3B\_5P060369

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 7/02/2000 - 11/25/2004

#### (CANADA)

#### 2001 – 2005 Passat 1.8T

WVW\_ C\_3B\_1E004171 - WVW\_D\_3B\_5E174151

Production Date: 5/22/2000 - 6/17/2005

WVW\_ D\_3B\_2P432599 - WVW\_D\_3B\_5P059345

Production Date: 3/23/2002 - 11/18/2004

---

**Phase 3 Customer Notification Mailing – December 2009  
(U.S.A.)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2E204918 - WVW\_K\_3B\_4E347994  
Production Date: 11/12/2001 - 5/12/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000276 - 3VW\_ \*\_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 11/05/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_4800093 - WVW\_ \*\_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 4/09/2003 - 5/17/2006

**(CANADA)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2P299021 - WVW\_K\_3B\_4E347760  
Production Date: 5/08/2002 - 5/13/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/9/2000 - 10/20/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

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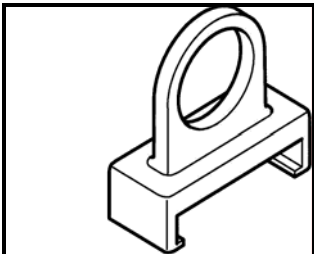
# **APPENDIX A**

## **1.8T Passat/Passat Wagon**

### **1.8T Jetta**

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

**Required Tool - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat 1.8T Jetta	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

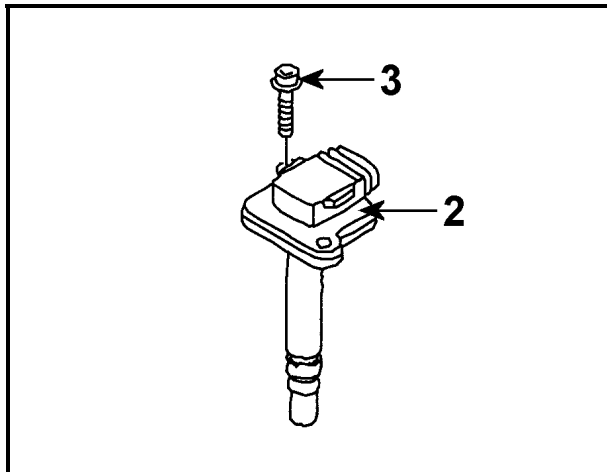
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

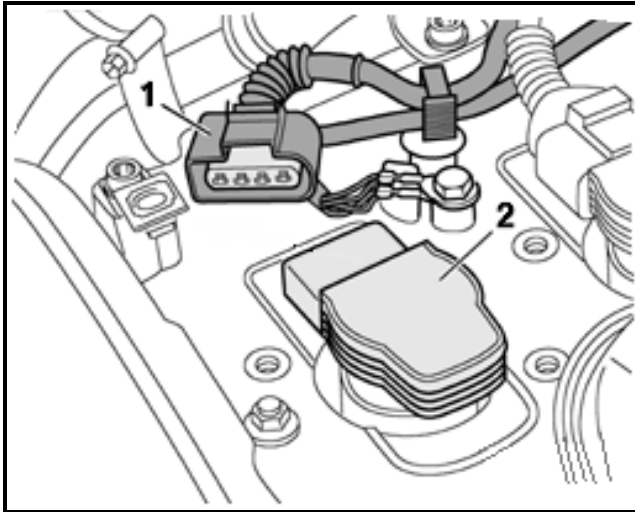
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured



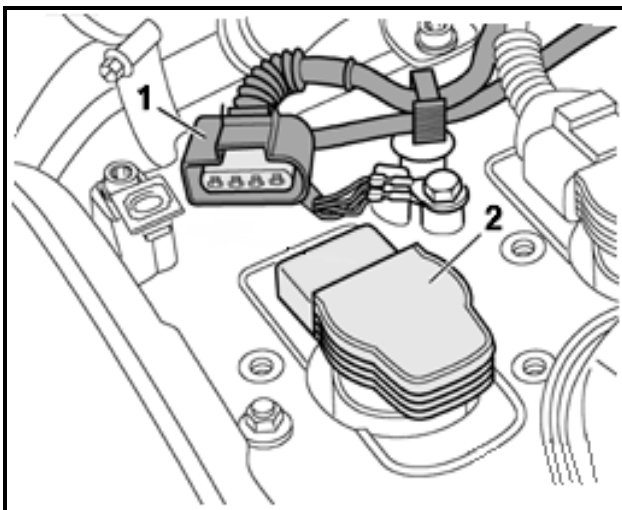
⇐ Inspect all ignition coils for part number(s)

• All coils with any of these part numbers do not need to be replaced:

- 06A 905 115D
- 06B 905 115R
- 06C 905 115L
- 06C 905 115M

• Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils

⇐ If all coils have one of the above part numbers, continue to next step



⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

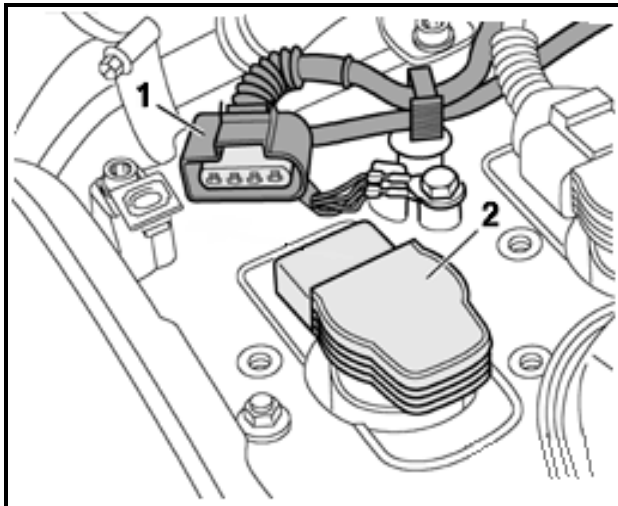


Note: Do not use any object to tap ignition coil into position

Do not twist ignition coil when installing

- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)

- If applicable, reinstall vacuum reservoir and secure with bolt



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

WORK IS COMPLETE



# **APPENDIX B**

## **4.0L W8 Passat/Passat Wagon**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.0L	up to 8	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



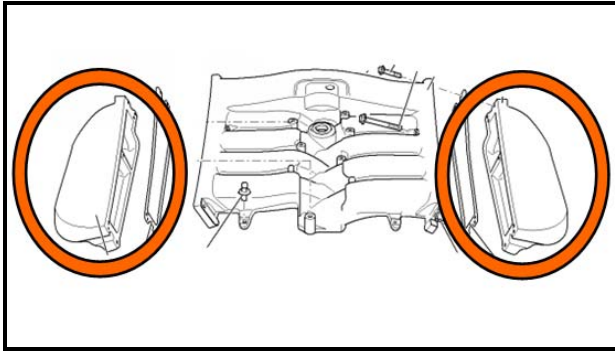
Tip: If Campaign Completion label is present, no further work is required



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked  
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



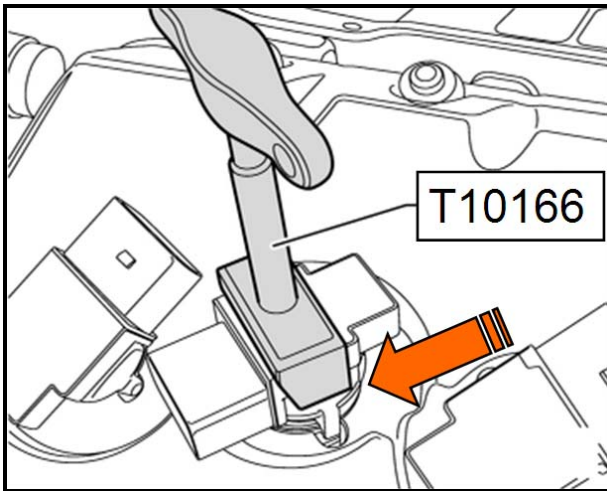
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

**WORK IS COMPLETE**

# **APPENDIX C**

## **6.0L W12 Phaeton**

## Campaign Work Procedure

## 28F3 Emissions Service Action

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

### Required Tools - 6.0 Liter W12

	<ul style="list-style-type: none"> <li>T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

### Required Part

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

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.

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

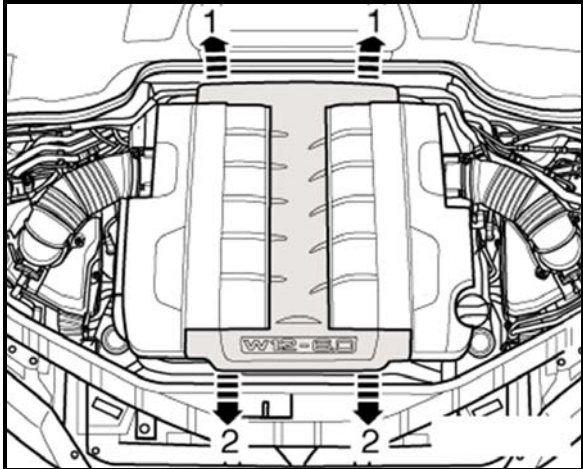


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked  
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



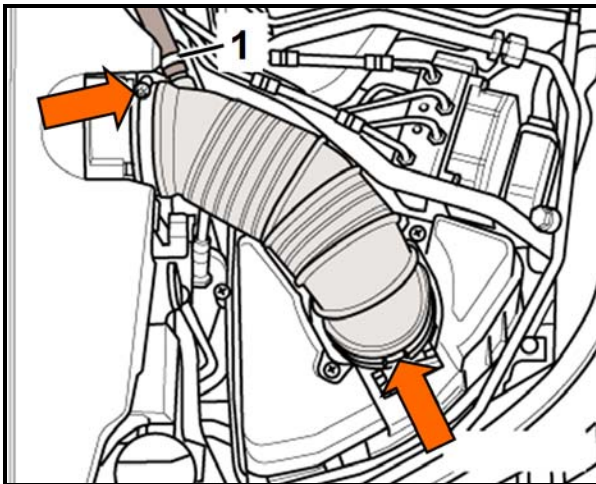
Tip: Ignition must be turned off



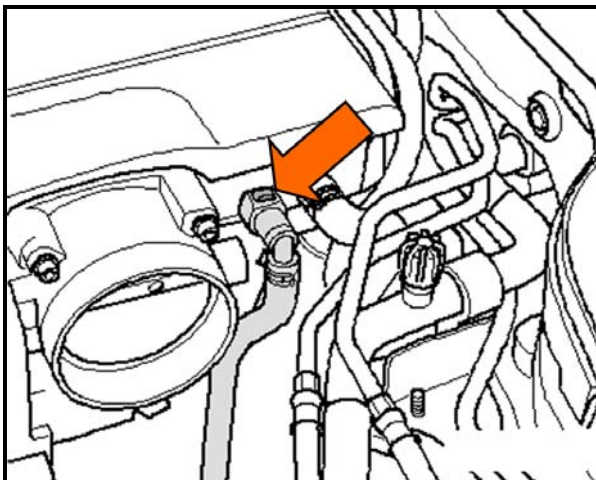


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

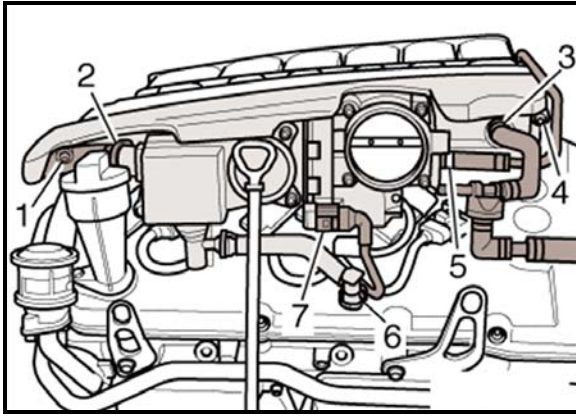
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

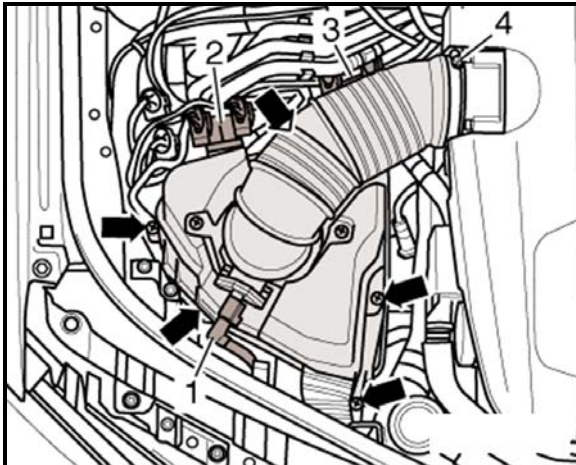


Tip: W12 engines have different left and right intake manifold side-part gaskets

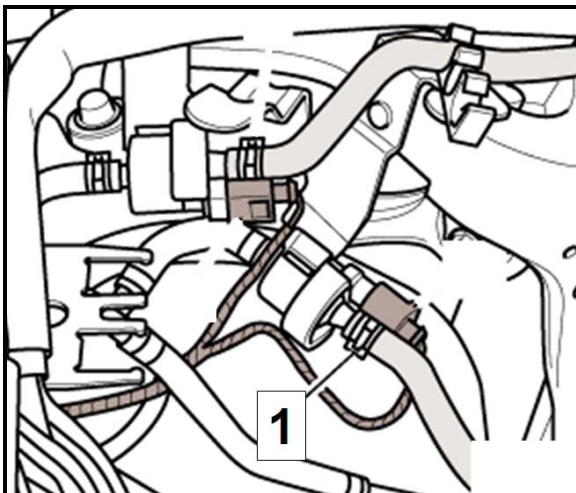
### **Right (passenger) side of engine**



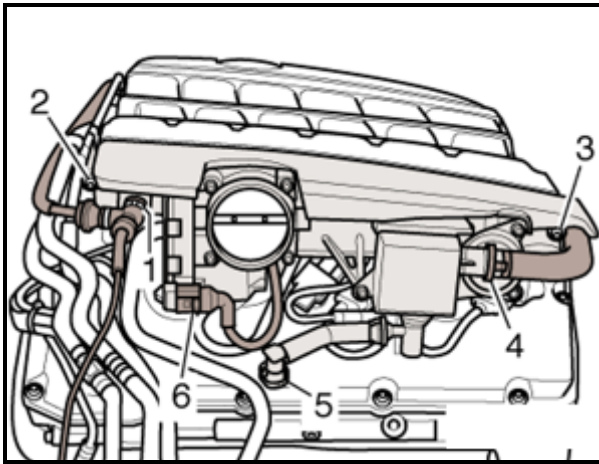
Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



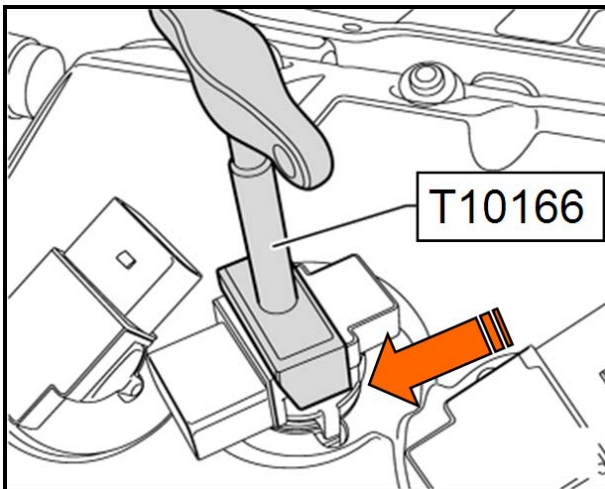
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Reinstall electrical connectors onto ignition coils 1 though 12

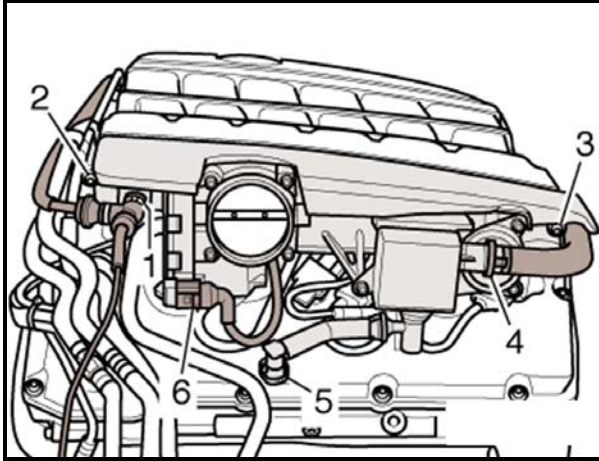
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



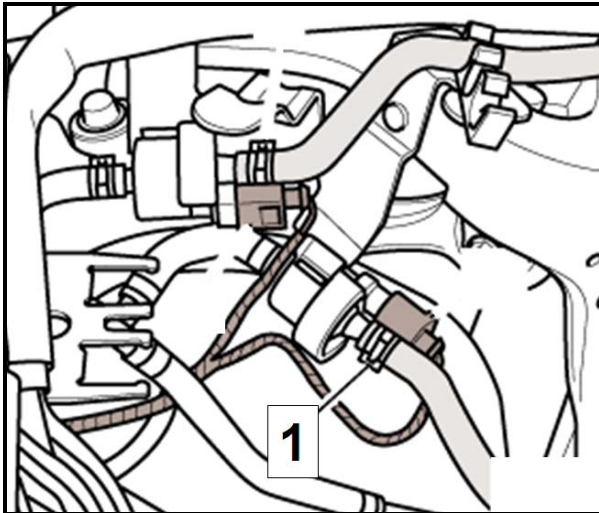
Tip: W12 engines have different left and right intake manifold side-part gaskets



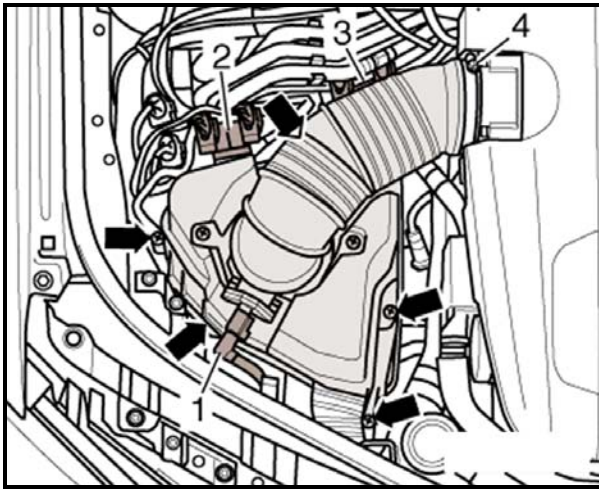
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



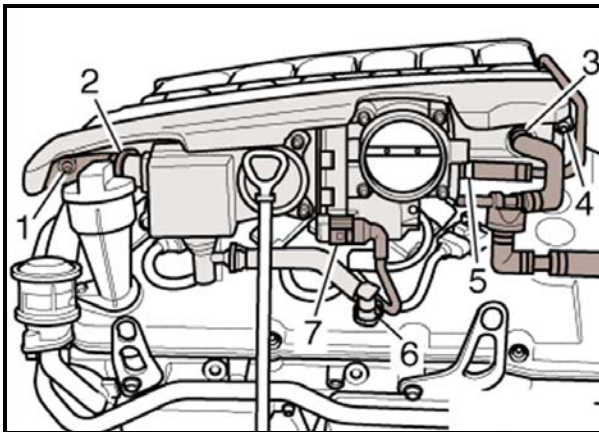
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### **Left (driver) side of engine**

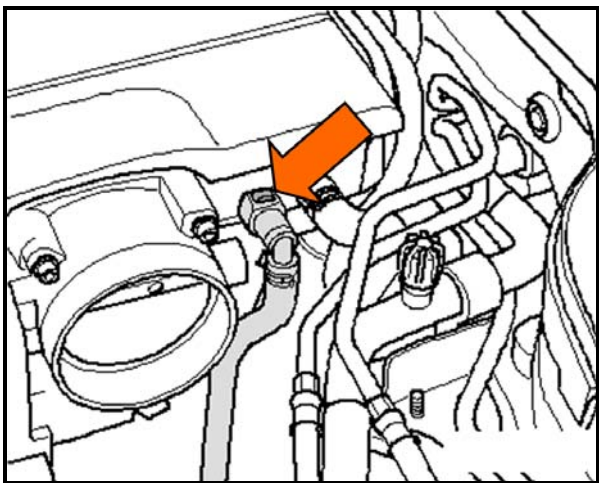
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

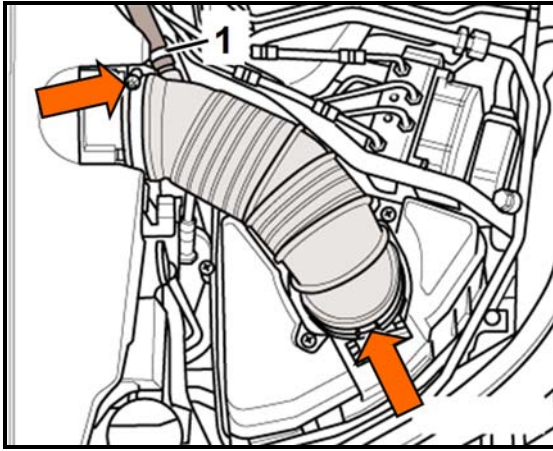


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

**WORK IS COMPLETE**

## Parts Return or Parts Disposal

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CVWP-09-12 "Coils Return Process"

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**  
December 2009

### Revision Summary

- Added Phase 3 (December 2009 customer notifications) VIN and SAGA claim entry information
- Added claiming instructions for towing

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

### VIN Ranges & Production Dates

See Pages 7 & 8.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **The December 2009 allocation list will be available on or about December 11, 2009, containing information for the third mailing of vehicles notified under this action.** For each mailing, a new electronic allocation list will be posted. A list will not

be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen under Parts Return or Parts Disposal on Page 29.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal on Page 29.

### Owner Notification Mailing

On December 11, 2009 the next customer mailing will begin which invites Jetta 1.8T, Passat 4.0L and Phaeton 6.0L vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimate that this mailing will contain approximately 140,000 U.S. customers and approximately 10,000 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.



### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 01 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### Criterion 03 - Jetta

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

Ensure loaner sales receipt is attached to repair order.

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 2820 00 40**
- **Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 28F3**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

# Saga Claim Entry Procedure

# CHART 2 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 90 T.U.**

**OR**

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

*Ensure loaner sales receipt is attached to repair order.*

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 2820 00 40**
- **Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 28F3**

**(TOWING NOT TO EXCEED \$100 (USD/CAD)**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

## Saga Claim Entry Procedure

## CHART 3 of 3

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

#### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **130 T.U.**

**OR**

- Replace up to (12) ignition coils

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

#### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 2820 00 40**
- **Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 28F3**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

**Towing – See TOWING GOODWILL COVERAGE**

*Ensure loaner sales receipt is attached to repair order.*

#### 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.

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## VIN Ranges & Production Dates of Affected Vehicles

### Phase 1 Customer Notification Mailing – October 2009

#### (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_D\_3B\_2E426171

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_D\_3B\_2P438900

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 6/08/2000 - 4/05/2002

#### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_D\_3B\_2E426178

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P009607 - WVW\_D\_3B\_2P438894

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/24/2000 - 4/09/2002

---

### Phase 2 Customer Notification Mailing – November 2009

#### (U.S.A.)

#### 2001 – 2005 Passat 1.8T

WVW\_ D\_ \_3B\_2E024787 - WVW\_D\_3B\_5E157163

Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_ \_3B\_1P023037 - WVW\_D\_3B\_5P060369

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 7/02/2000 - 11/25/2004

#### (CANADA)

#### 2001 – 2005 Passat 1.8T

WVW\_ C\_ \_3B\_1E004171 - WVW\_D\_3B\_5E174151

Production Date: 5/22/2000 - 6/17/2005

WVW\_ D\_ \_3B\_2P432599 - WVW\_D\_3B\_5P059345

Production Date: 3/23/2002 - 11/18/2004

---

**Phase 3 Customer Notification Mailing – December 2009  
(U.S.A.)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2E204918 - WVW\_K\_3B\_4E347994  
Production Date: 11/12/2001 - 5/12/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000276 - 3VW\_ \*\_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 11/05/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_4800093 - WVW\_ \*\_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 4/09/2003 - 5/17/2006

**(CANADA)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2P299021 - WVW\_K\_3B\_4E347760  
Production Date: 5/08/2002 - 5/13/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/9/2000 - 10/20/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

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# **APPENDIX A**

## **1.8T Passat/Passat Wagon**

### **1.8T Jetta**

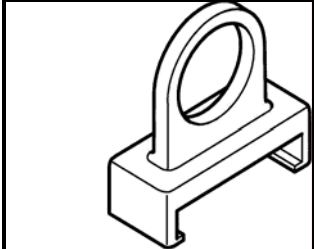


## Campaign Work Procedure

## 28F3 Emissions Service Action

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

### Required Tool - 1.8T

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

### Required Part:

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat 1.8T Jetta	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



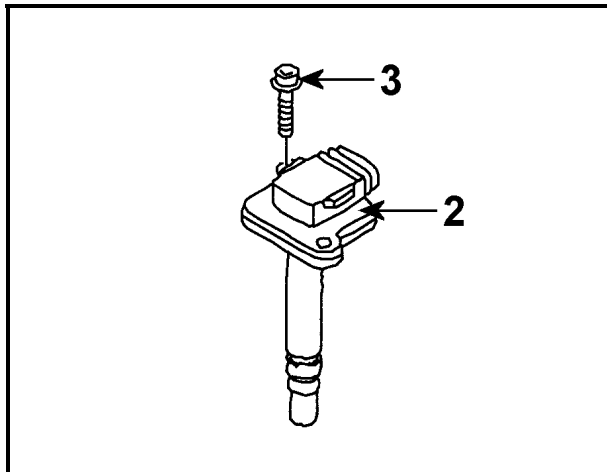
Tip: Ignition must be turned off

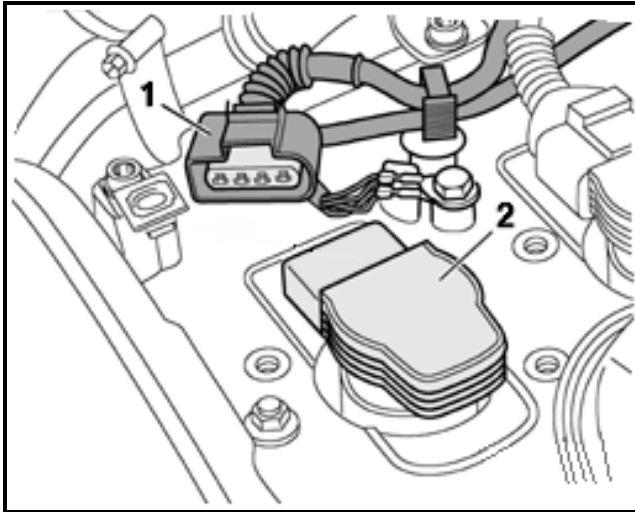
- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil
- ⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured



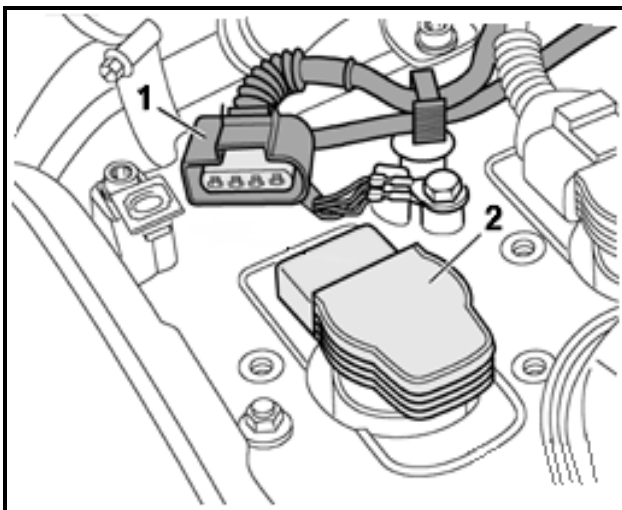
⇐ Inspect all ignition coils for part number(s)

• All coils with any of these part numbers do not need to be replaced:

- 06A 905 115D
- 06B 905 115R
- 06C 905 115L
- 06C 905 115M

• Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils

⇐ If all coils have one of the above part numbers, continue to next step



⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

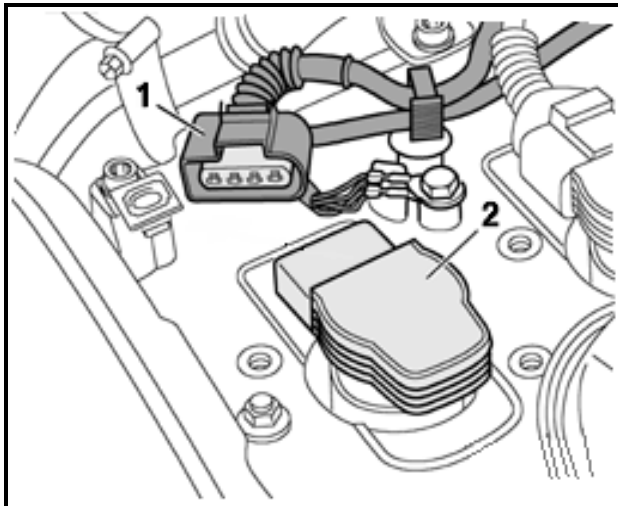


Note: Do not use any object to tap ignition coil into position

Do not twist ignition coil when installing

- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)

- If applicable, reinstall vacuum reservoir and secure with bolt



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

WORK IS COMPLETE

# **APPENDIX B**

## **4.0L W8 Passat/Passat Wagon**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required



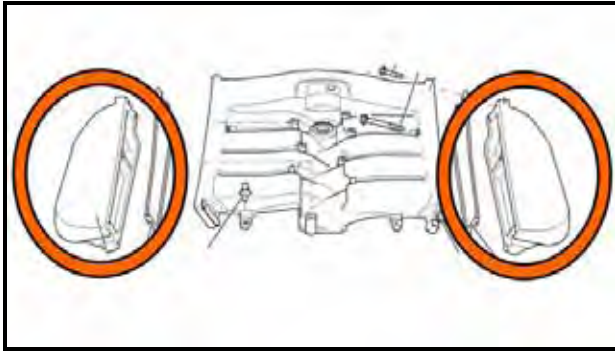
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off

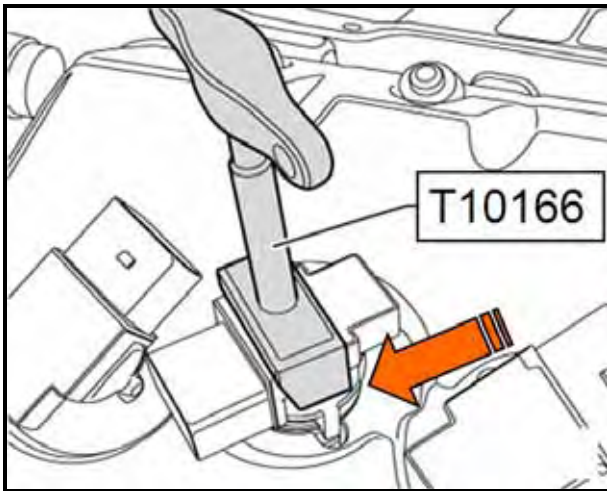




- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

**WORK IS COMPLETE**

# **APPENDIX C**

## **6.0L W12 Phaeton**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

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.

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



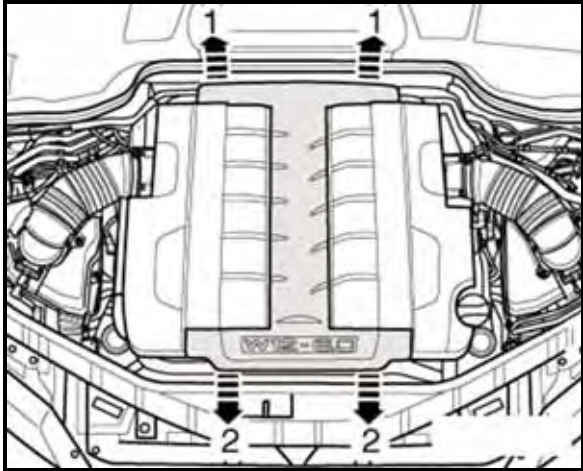
Tip: If Campaign Completion label is present, no further work is required



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked  
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

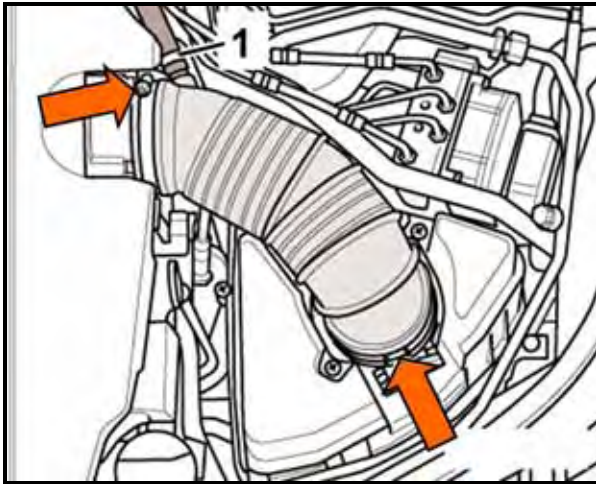


Tip: Ignition must be turned off

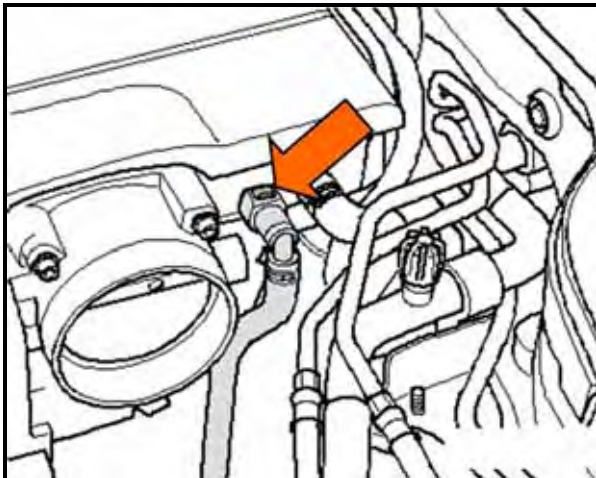


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

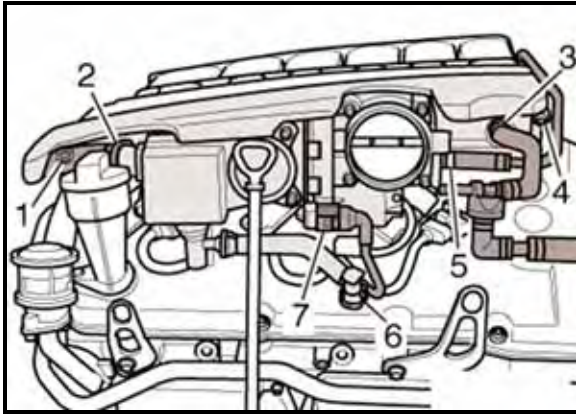
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

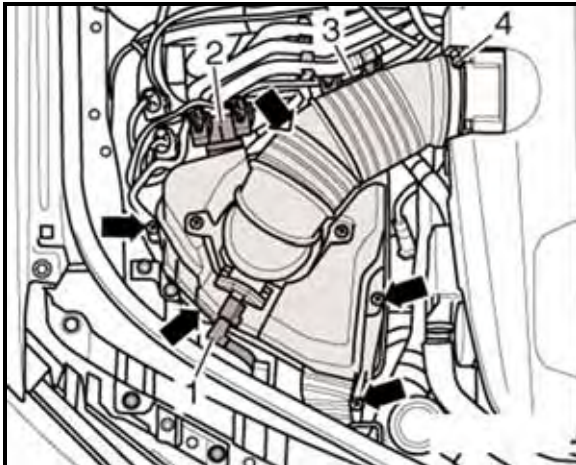


Tip: W12 engines have different left and right intake manifold side-part gaskets

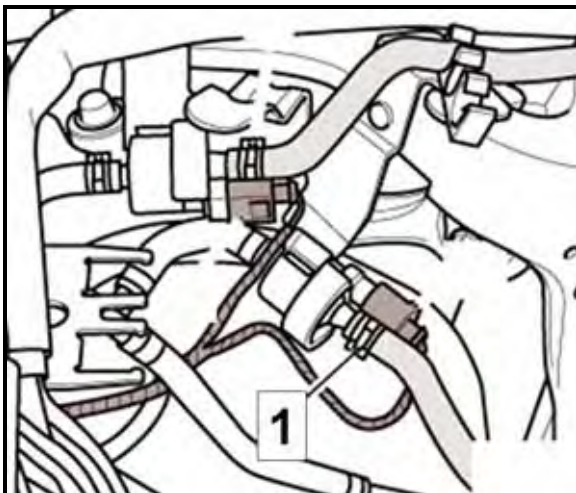
### **Right (passenger) side of engine**



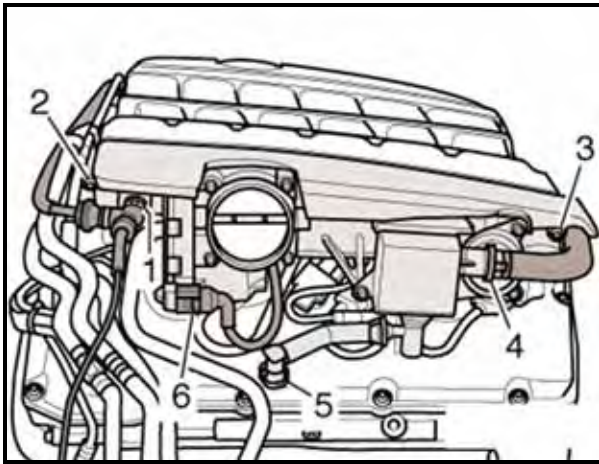
Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



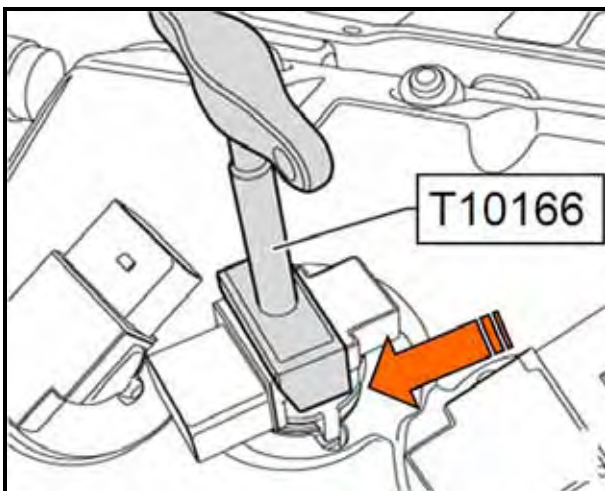
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Reinstall electrical connectors onto ignition coils 1 though 12



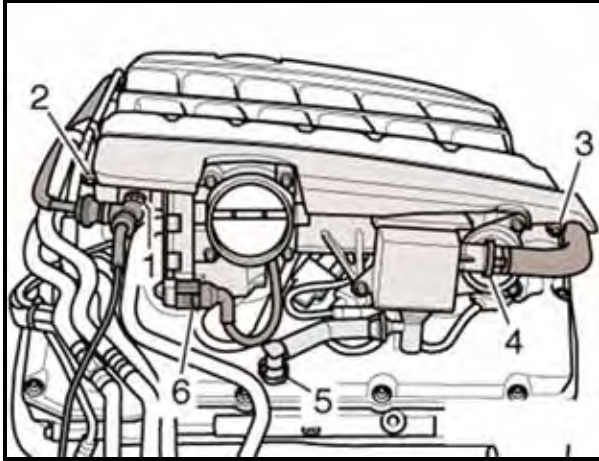
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



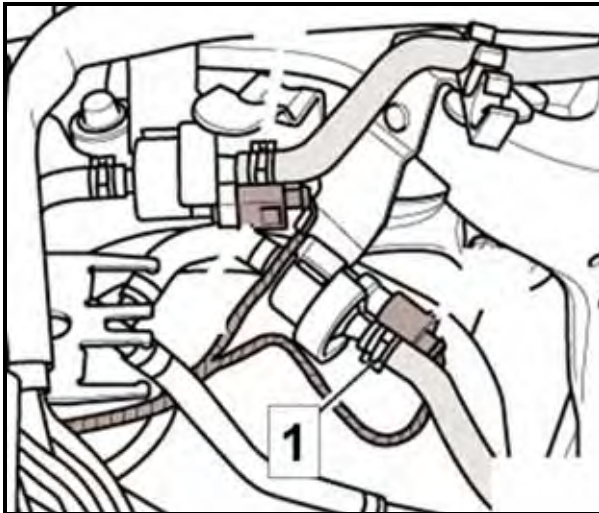
Tip: W12 engines have different left and right intake manifold side-part gaskets



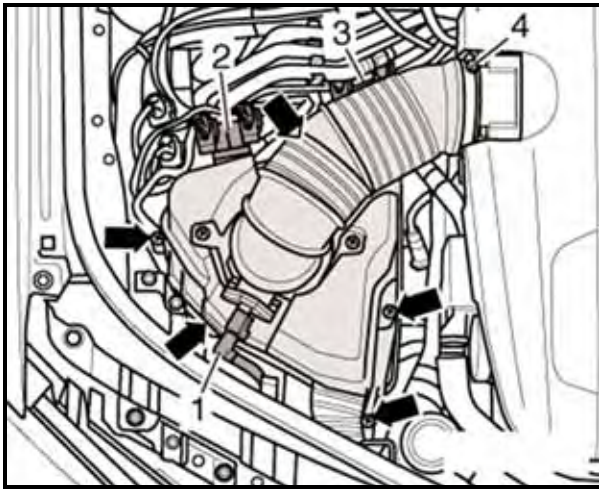
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



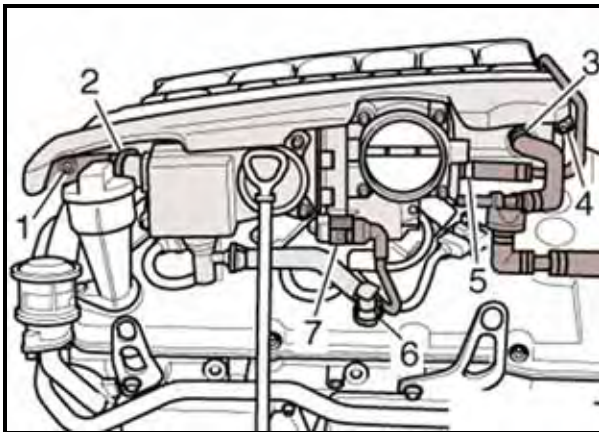
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### Left (driver) side of engine

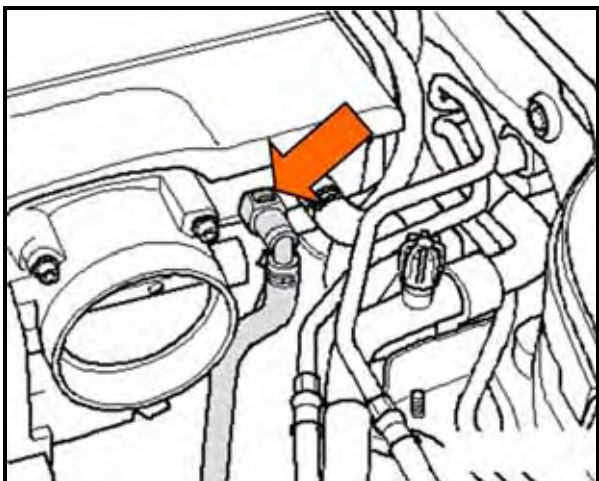
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

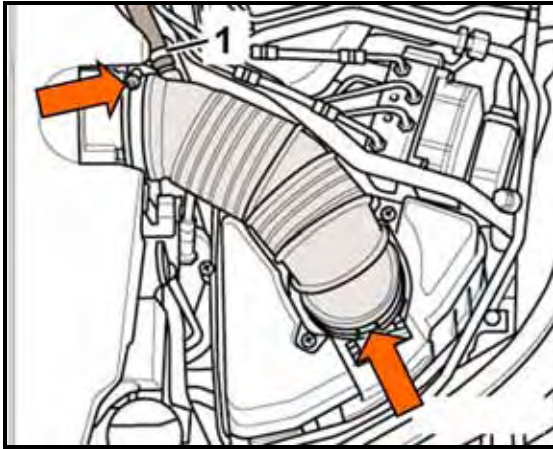


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

**WORK IS COMPLETE**

## Parts Return or Parts Disposal

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CVWP-09-12 "Coils Return Process"

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

January, 2010

### Revision Summary

- **Phase 4 (January 2010 customer notifications) – added some 2.0T FSI and 2.5L VIN ranges, SAGA claim entry information and work procedures**

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

### VIN Ranges & Production Dates

See newly added information on Page12.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **The January 2010 allocation list will be available on or about January 22, 2009, containing information for the fourth mailing of vehicles notified under this action.**

For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen under Parts Return or Parts Disposal on Page 47.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal on Page 47.

### Owner Notification Mailing

On or about January 22, 2010 the next customer mailing begins which invites 2.5L New Beetle Convertible and some 2.0T FSI Eos and Passat/Passat Wagon vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimate that this mailing contains approximately 135,500 U.S. customers and approximately 8,700 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as parts supply becomes available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 03 - Jetta**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

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

### **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.

# Saga Claim Entry Procedure

# CHART 1 of 5 (cont'd.)

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 04 - New Beetle Convertible** **NEW**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.  
**OR**

- Replace up to four (4) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 4	06A 905 115D	Ignition coil

Towing – See TOWING GOODWILL COVERAGE 

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

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY** applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.



# Saga Claim Entry Procedure

# CHART 2 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 13 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 90 T.U.**

**OR**

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

***(TOWING NOT TO EXCEED \$100 (USD/CAD))***

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 130 T.U.**

**OR**

- Replace up to (12) ignition coils

**Repair operation: 2820 20 99 130 T.U.**

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 130 T.U.**

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

# Saga Claim Entry Procedure

# CHART 4 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## **NEW** Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 07 - EOS**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**OR**

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

### **Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**OR**

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

### **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.

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

# Saga Claim Entry Procedure

# CHART 5 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## **NEW** Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 11- New Beetle/New Beetle Convertible

- Check ignition coils; NO replacement required

**Repair operation:**                    **0183 00 99**                    **40 T.U.**  
**OR**

- Replace up to (4) ignition coils

**Repair operation:**                    **2820 20 99**                    **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**OR**

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                    **0150 00 99**                    **10 T.U.**

**Repair operation:**                    **2820 20 99**                    **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

**TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

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## VIN Ranges & Production Dates of Affected Vehicles

### Phase 1 Customer Notification Mailing – October 2009 (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_D\_3B\_2E426171  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_D\_3B\_2P438900  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 4/05/2002

### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_D\_3B\_2E426178  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P009607 - WVW\_D\_3B\_2P438894  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/24/2000 - 4/09/2002

---

### Phase 2 Customer Notification Mailing – November 2009 (U.S.A.)

#### 2001 – 2005 Passat 1.8T

WVW\_ D\_ \_3B\_2E024787 - WVW\_D\_3B\_5E157163  
Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_ \_3B\_1P023037 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 7/02/2000 - 11/25/2004

### (CANADA)

#### 2001 – 2005 Passat 1.8T

WVW\_ C\_ \_3B\_1E004171 - WVW\_D\_3B\_5E174151  
Production Date: 5/22/2000 - 6/17/2005

WVW\_ D\_ \_3B\_2P432599 - WVW\_D\_3B\_5P059345  
Production Date: 3/23/2002 - 11/18/2004

---

**Phase 3 Customer Notification Mailing – December 2009  
(U.S.A.)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2E204918 - WVW\_K\_3B\_4E347994  
Production Date: 11/12/2001 - 5/12/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000276 - 3VW\_ \*\_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 11/05/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48000093 - WVW\_ \*\_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 4/09/2003 - 5/17/2006

**(CANADA)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2P299021 - WVW\_K\_3B\_4E347760  
Production Date: 5/08/2002 - 5/13/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/9/2000 - 10/20/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

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**Phase 4 Customer Notification Mailing – January 2010  
(U.S.A.)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_\*\_1Y\_6M300046 - 3VW\_\*\_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E002717 - WVW\_K\_3C\_7E196094  
Production Date: 2/14/2006 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P009158 - WVW\_K\_3C\_7P138954  
Production Date: 5/02/2005 - 3/07/2007

**2006 – 2007 Eos 2.0T FSI**

WVW\_A\_1F\_6V000336 - WVW\_A\_1F\_7V040210  
Production Date: 2/03/2006 - 3/07/2007

**(CANADA)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E023581 - WVW\_K\_3C\_7E002479  
Production Date: 5/20/2005 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P011801 - WVW\_K\_3C\_7P121984  
Production Date: 6/29/2005 - 1/23/2007

**2007 Eos 2.0T FSI**

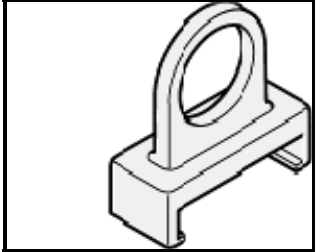
WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007



**APPENDIX A**  
**Passat/Passat Wagon 1.8T**  
**Jetta 1.8T**  
**New Beetle Convertible 1.8T**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat 1.8T Jetta 1.8T New Beetle Convertible	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

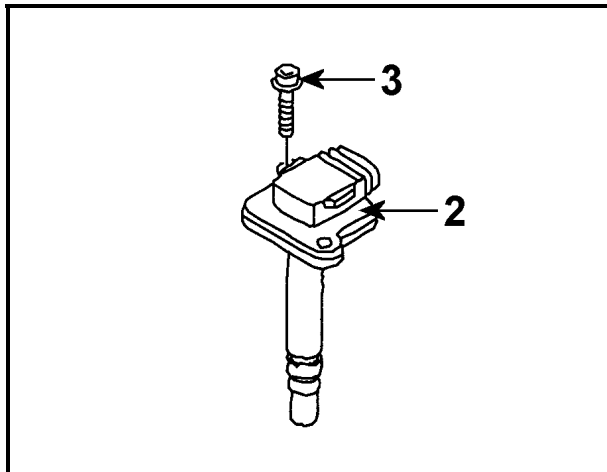
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

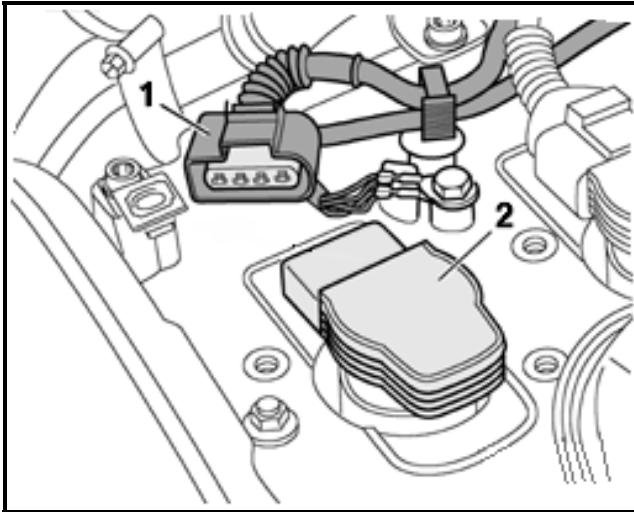
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





- On New Beetle vehicles remove plate with turbo boost valve and move aside



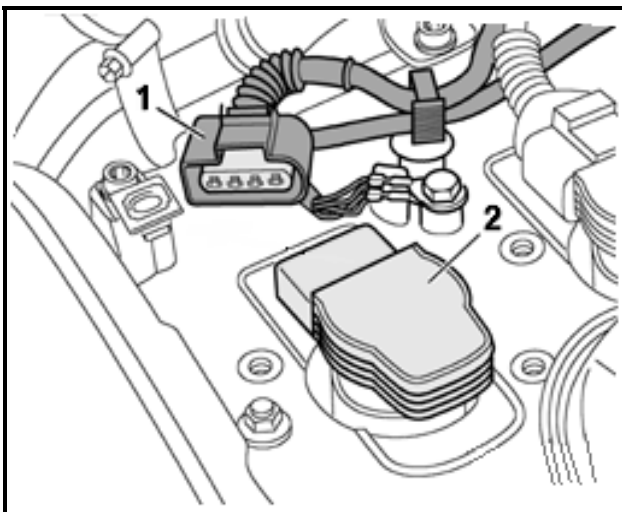
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If previously removed, reinstall plate with turbo boost valve
- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – WORK IS COMPLETE

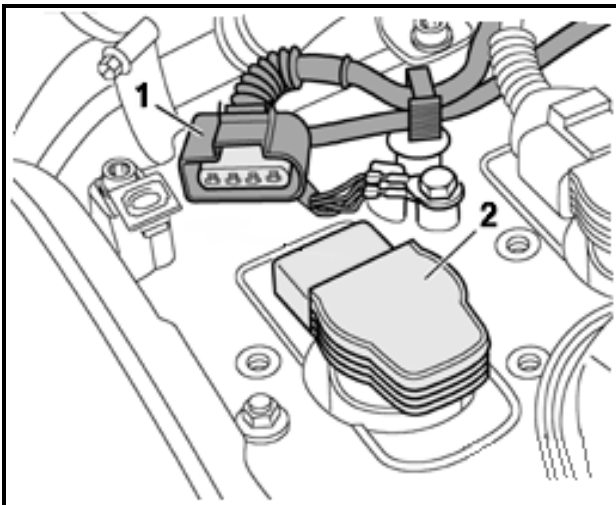
### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 47

WORK IS COMPLETE

# **APPENDIX B**

## **Passat/Passat Wagon 4.0L W8**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.0L	up to 8	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

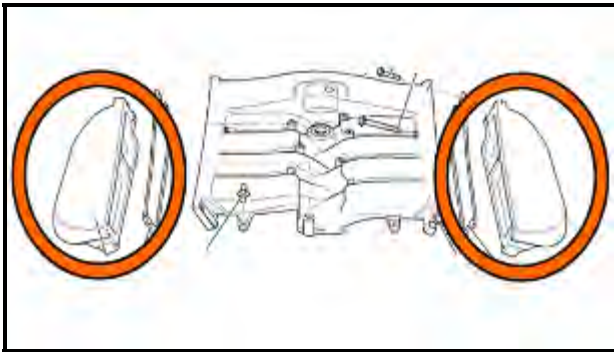


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



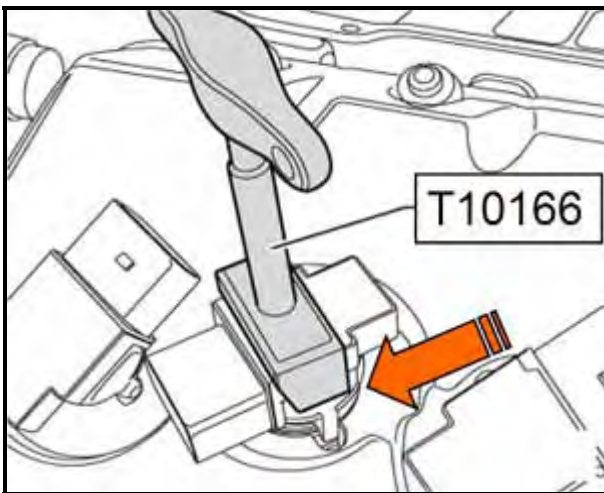
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand




Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 47

**WORK IS COMPLETE**

# APPENDIX C

## Phaeton 6.0L W12

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 6.0L	<u>Qty</u> up to 12	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

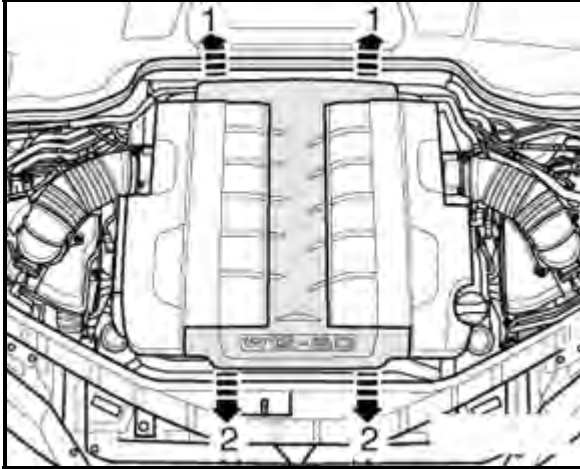


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

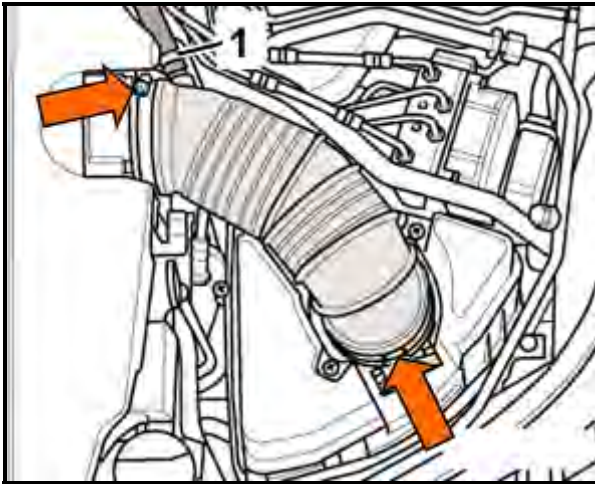


Tip: Ignition must be turned off

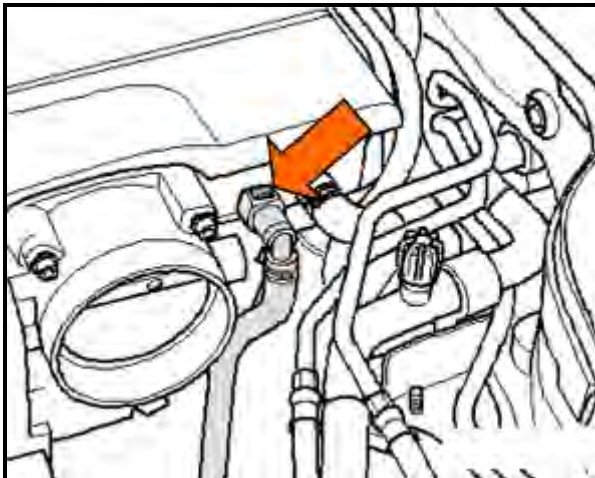


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

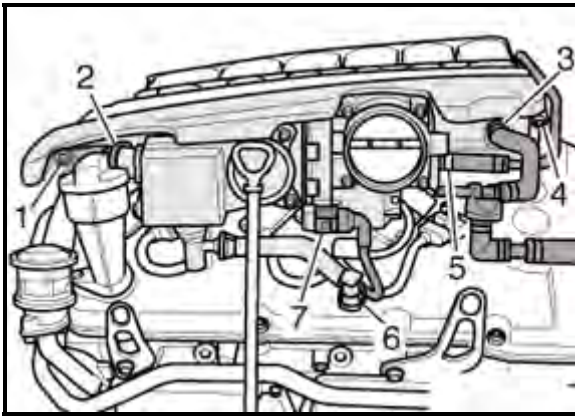
### Left (driver) side of engine




- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-




- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold




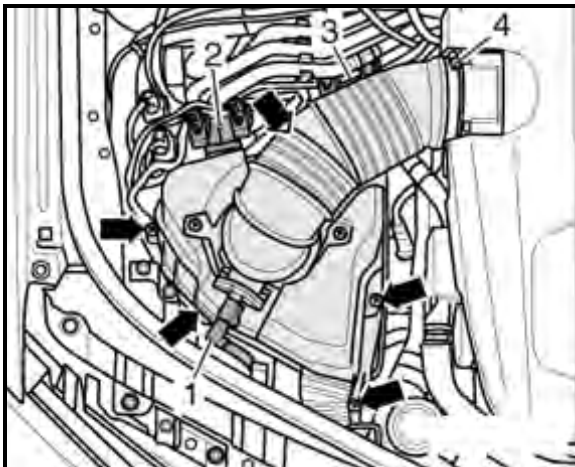
- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part

 Tip: Gaskets for intake manifold side- parts should be reused

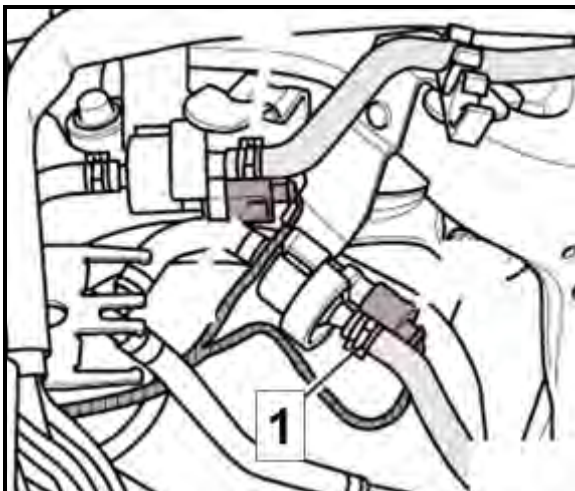
 Tip: W12 engines have different left and right intake manifold side-part gaskets

### **Right (passenger) side of engine**

 Note: During installation, reinstall all heat insulation sleeves at the same locations

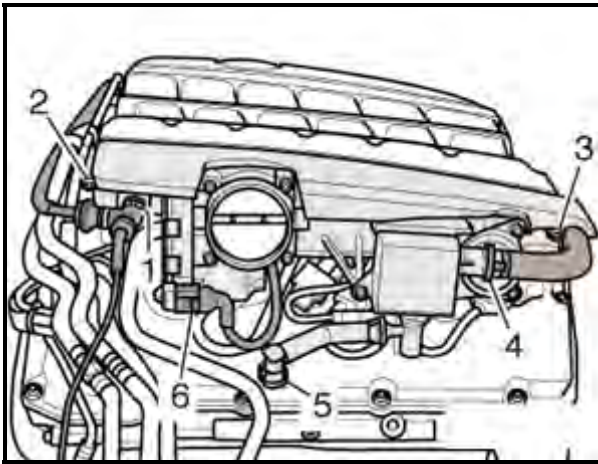


- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)





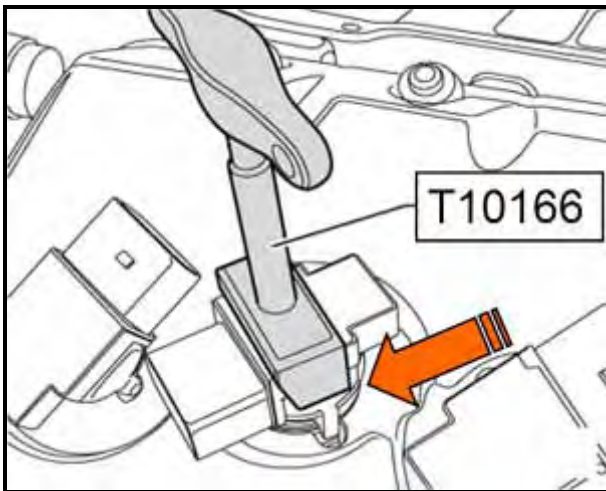
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Reinstall electrical connectors onto ignition coils 1 through 12

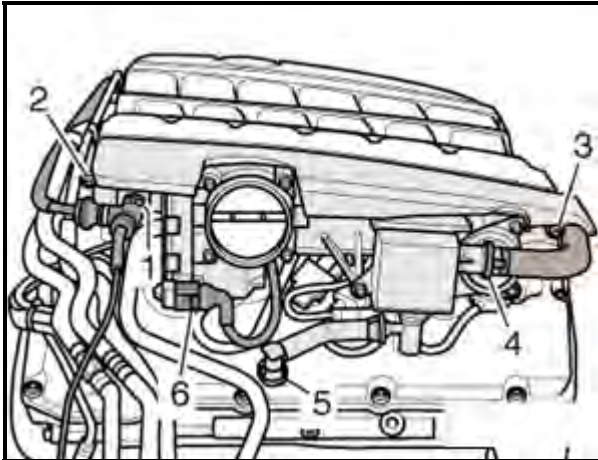
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



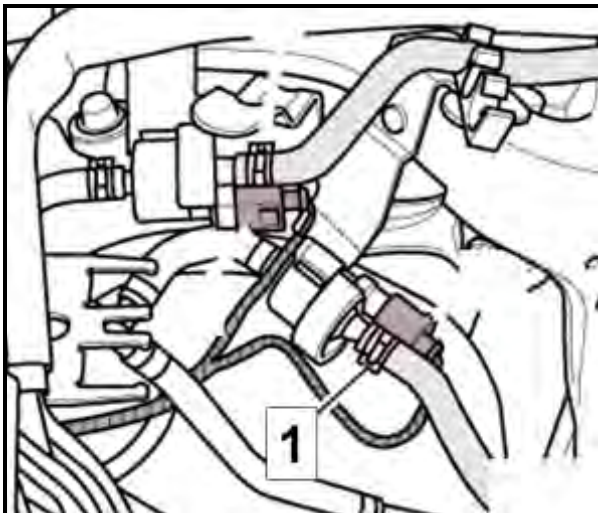
Tip: W12 engines have different left and right intake manifold side-part gaskets



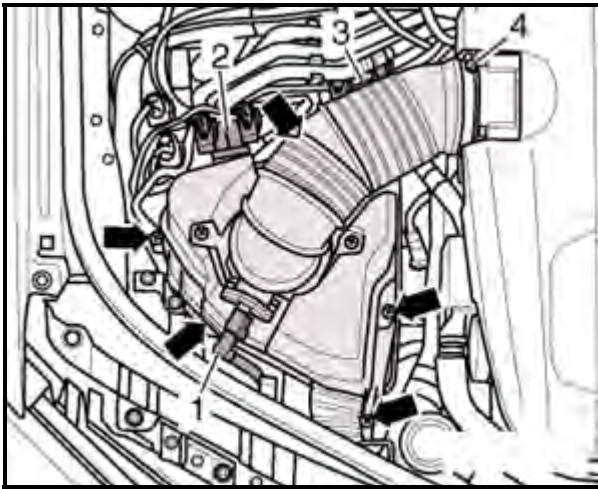
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



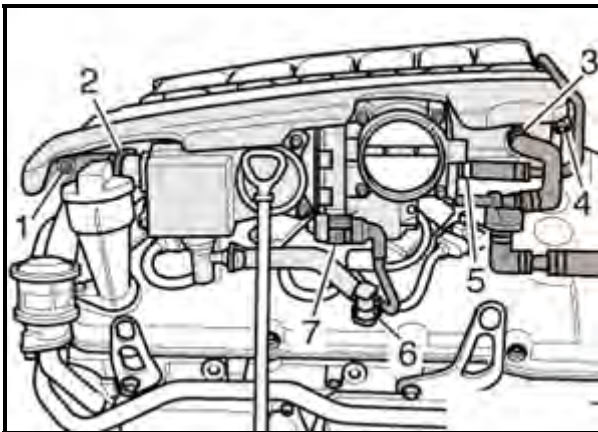
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### **Left (driver) side of engine**

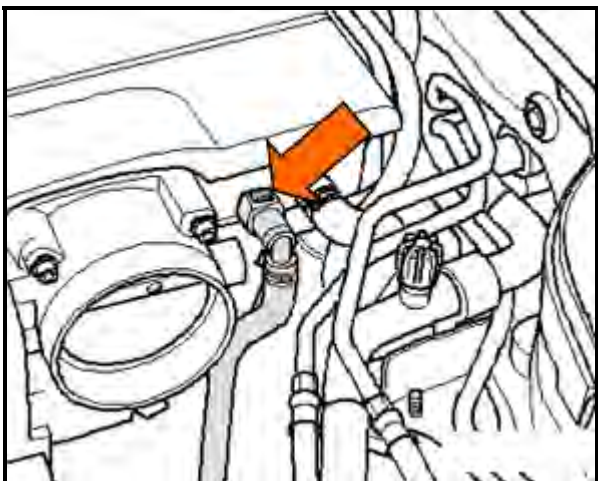
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

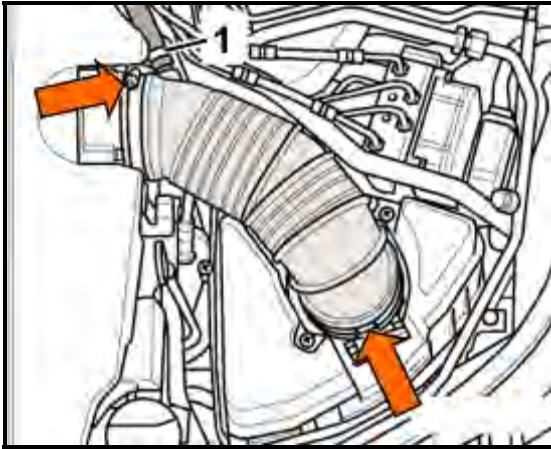


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ⇐ Reinstall left air duct hose -arrows-
- ⇐ Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 47

**WORK IS COMPLETE**


# **APPENDIX D**

## **Eos 2.0T FSI**

### **Passat/Passat Wagon 2.0T FSI**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 2.0T FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

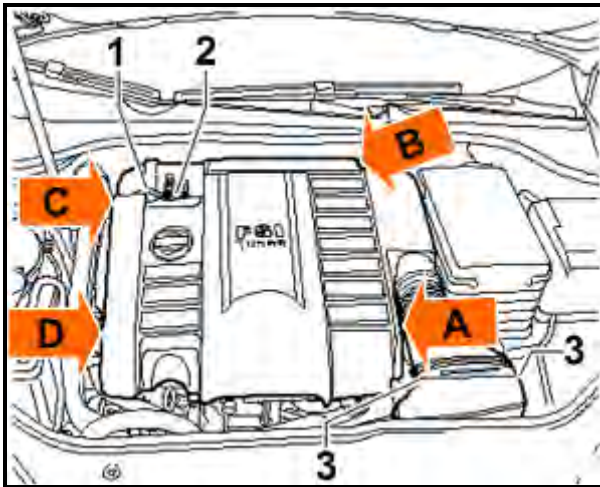


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

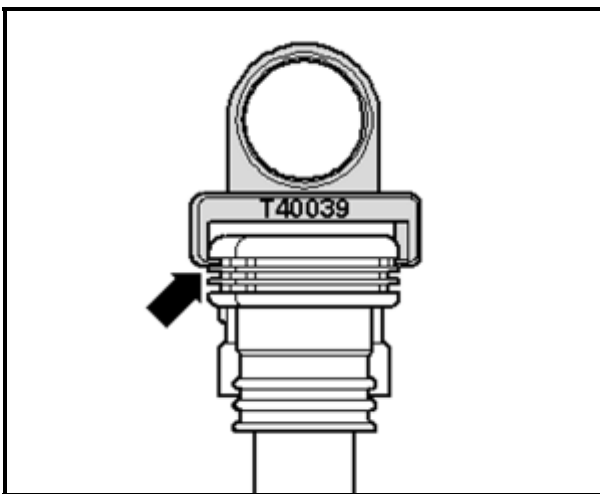
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



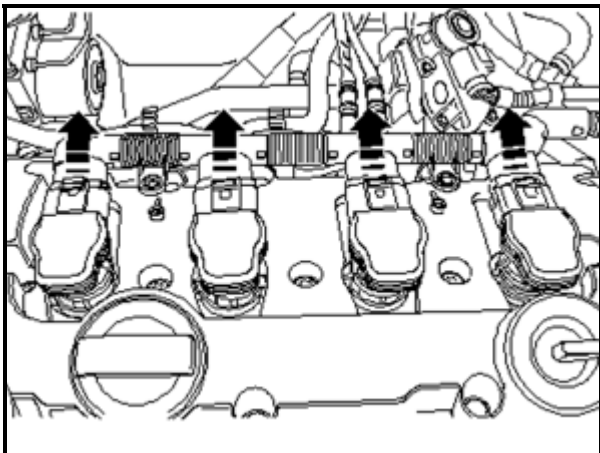
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



**WARNING!**

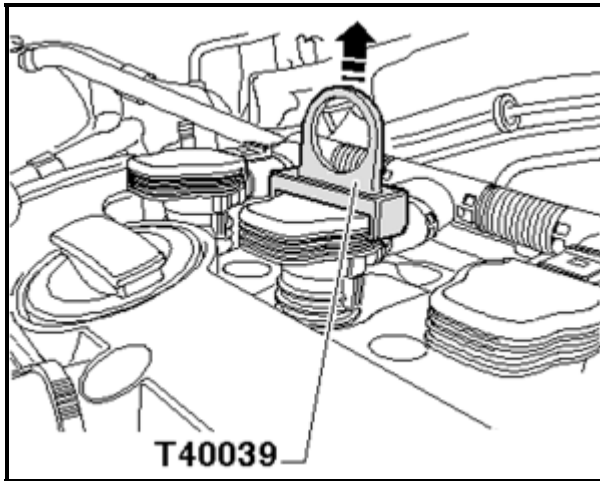
To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils

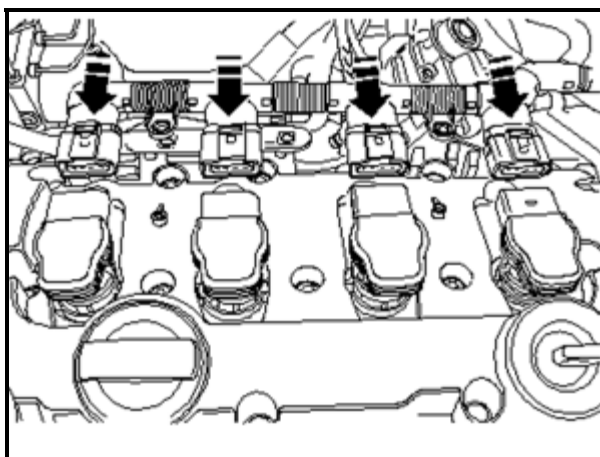




- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

**!** Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

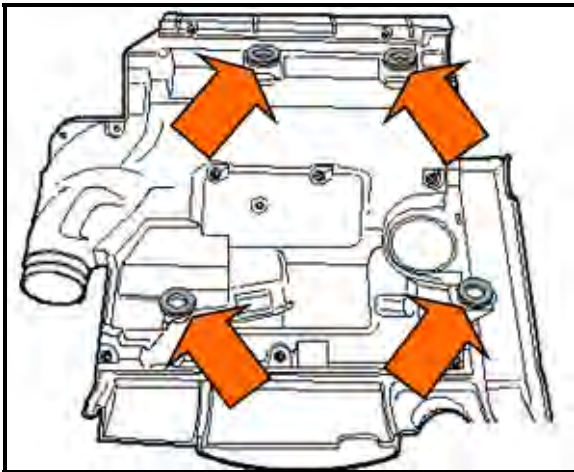
Damage may occur to engine if part number 07K 905 715E is mixed with other coils



- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

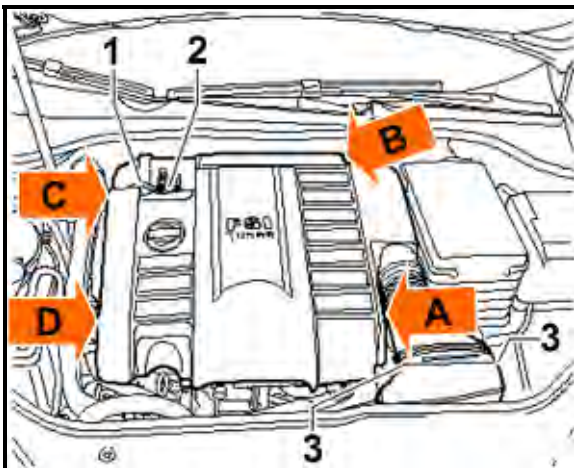
**!** Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing

- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time




⇐ Reinstall bolts -3-

⇐ Reconnect electrical connector -2-


⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
<small>CAMP 010 000</small>	

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 47


**WORK IS COMPLETE**

# **APPENDIX E**

## **New Beetle Convertible 2.5L**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 2.5L Engine Inspect and/or Replace Ignition Coil



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

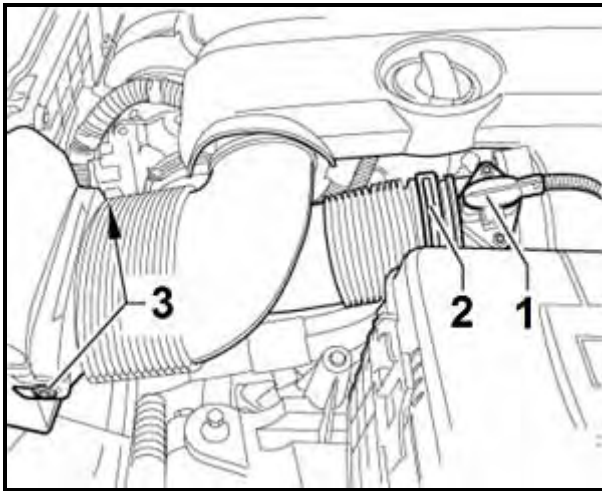


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

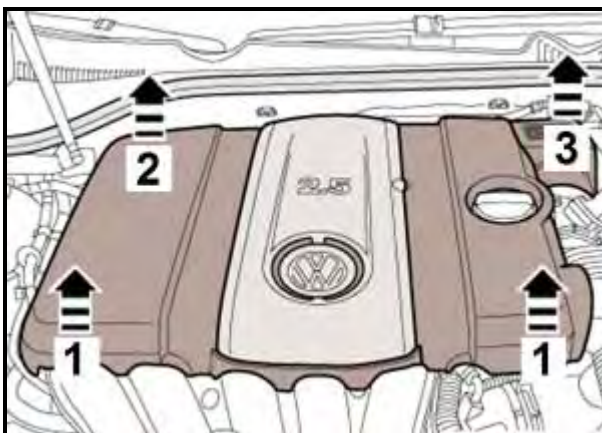


Tip: Ignition must be turned off



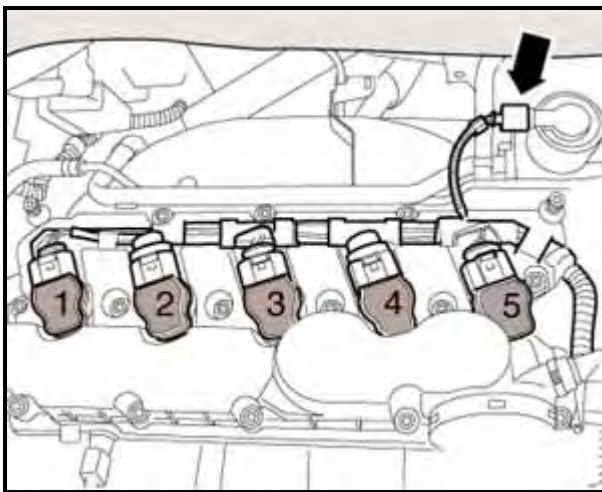
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

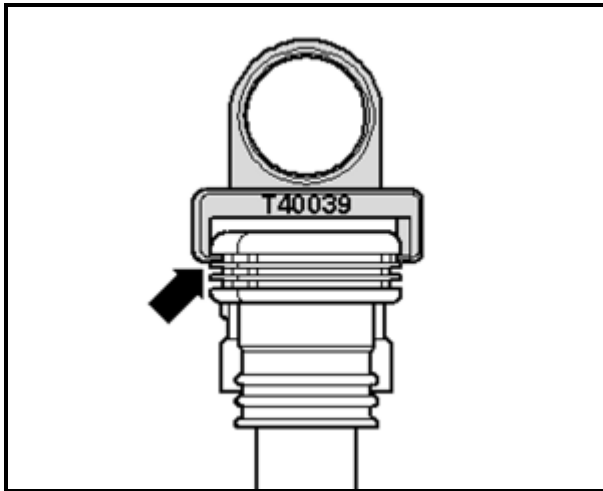


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



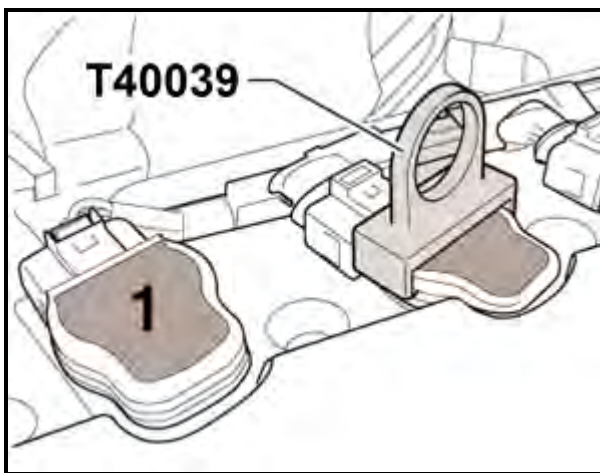
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

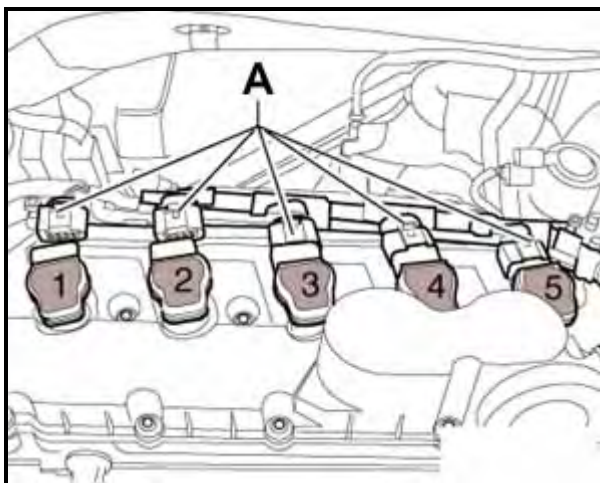
Lower ribs may be damaged if they are used



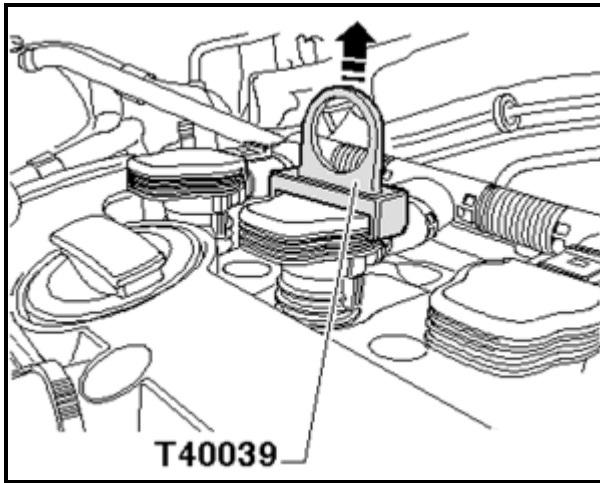
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly



⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



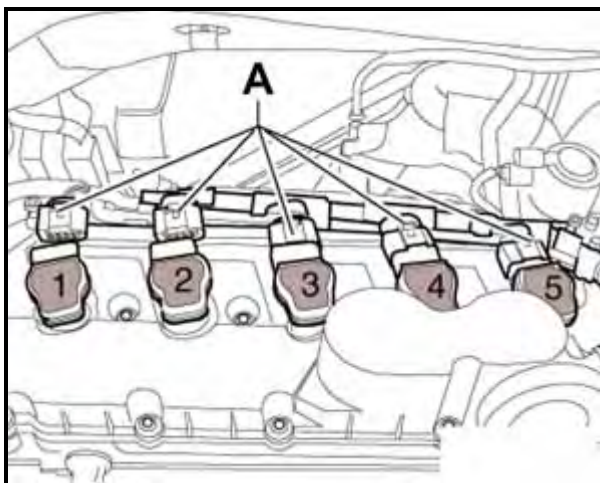
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)



**WARNING!**

**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**

**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**

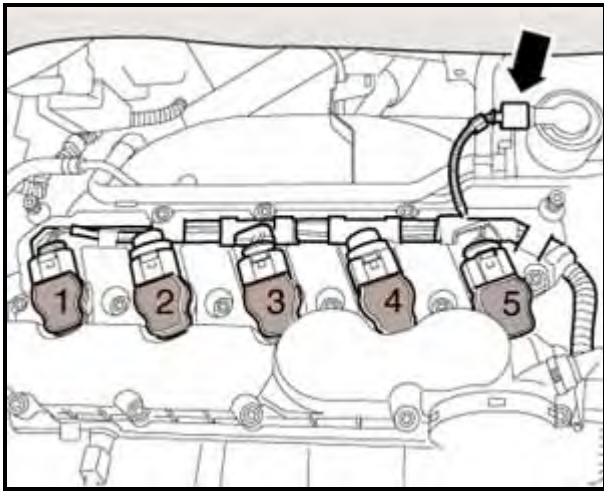


- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

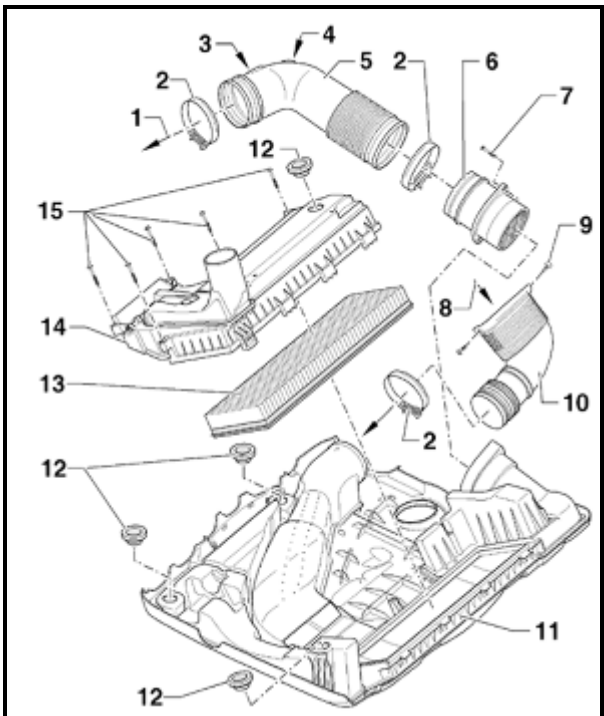


**Note:** Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

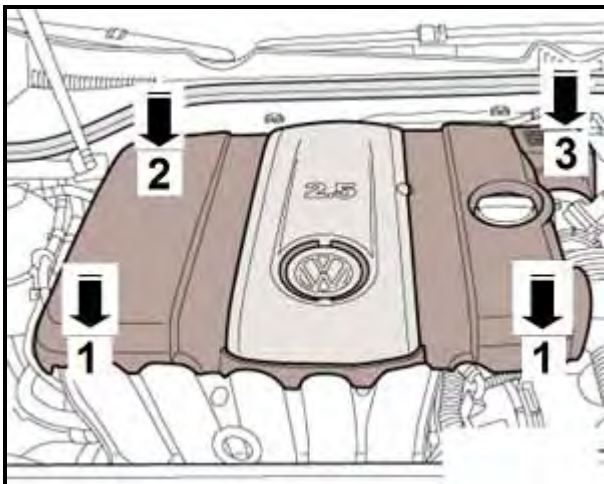




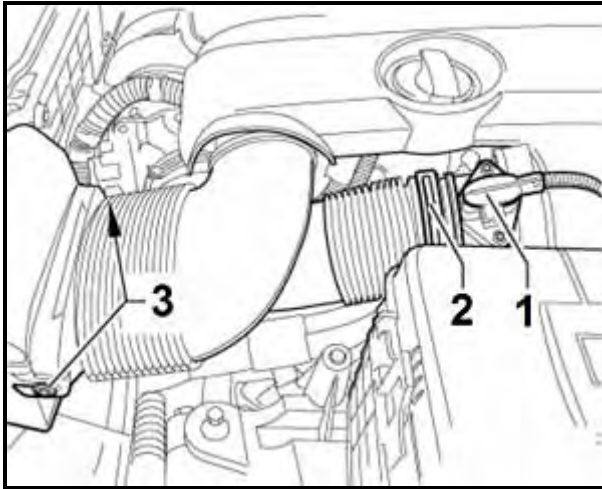
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 47

**WORK IS COMPLETE**

## Parts Return or Parts Disposal

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CAWP-09-12 "Coils Return Process"

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

February 15, 2010

## Revision Summary

- **Added Phase 5 February 2010 VIN information**
- **SAGA Claim Entry Procedure – added Criteria 02, 05, 06, 09 and 10**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 5.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your February 2010 allocation list will be available on or about February 12, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

Due to high parts inventory at many dealerships, we will not allocate ignition coils this month for the 1.8T, 2.0T and 2.5L engine vehicles. However, to help ensure that dealers who need additional parts can easily get what they need, we have changed the upper order limits strategy to allow dealers to order ignition coils for these engines as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: 06A 905 115D – 50 and 06H 905 115 – 40. Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen under Parts Return or Parts Disposal.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about February 12, 2010 the next customer mailing begins which invites additional 1.8T, 2.0T FSI and 2.5L vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimate that this mailing contains approximately 130,000 U.S. customers and approximately 20,000 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as parts supply becomes available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

OR

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

OR

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI** **NEW**

OR

### **Criterion 03 - Jetta/Jetta Wagon**

OR

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

OR

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

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

### **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.

# Saga Claim Entry Procedure

# CHART 2 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 90 T.U.**

OR

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required  
**Repair operation: 0183 00 99 130 T.U.**  
OR

- Replace up to (12) ignition coils  
**Repair operation: 2820 20 99 130 T.U.**  

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

OR

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)  
**Repair operation: 0150 00 99 10 T.U.**  
**Repair operation: 2820 20 99 130 T.U.**  

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

### 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.



# Saga Claim Entry Procedure

# CHART 4 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

**Criterion 05 - GTI** **NEW**

OR

**Criterion 06 - Jetta** **NEW**

OR

**Criterion 07 - EOS**

OR

**Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY** applies to vehicles outside "Roadside Coverage"
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/IP1 SVC ACT. CAR TOWED.**

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

### 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.

# Saga Claim Entry Procedure

# CHART 5 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

**Criterion 09 – Golf/Rabbit** **NEW**

OR

**Criterion 10 - Jetta** **NEW**

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 50 T.U.

OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- *In Amount field submit actual TOWING cost*
  - *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

### **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.

# Saga Claim Entry Procedure

# CHART 6 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 11- New Beetle/New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 40 T.U.  
**OR**

- Replace up to (5) ignition coils

**Repair operation:** 2820 20 99 40 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**OR**

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 40 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY** applies to vehicles outside "Roadside Coverage"
  - **Claim Type:** 1SP
  - **Damage Code:** 0040
  - **Outside Labor Operation:** TWNG1000
  - **Check Tow-in box**
  - **Service No.** 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# 28F3 Emissions Service Action TABLE OF CONTENTS



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## VIN Ranges & Production Dates of Affected Vehicles

### Phase 1 Customer Notification Mailing – October 2009 (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_D\_3B\_2E426171  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_D\_3B\_2P438900  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 4/05/2002

### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_D\_3B\_2E426178  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P009607 - WVW\_D\_3B\_2P438894  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/24/2000 - 4/09/2002

---

### Phase 2 Customer Notification Mailing – November 2009 (U.S.A.)

#### 2001 – 2005 Passat 1.8T

WVW\_ D\_ \_3B\_2E024787 - WVW\_D\_3B\_5E157163  
Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_ \_3B\_1P023037 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 7/02/2000 - 11/25/2004

### (CANADA)

#### 2001 – 2005 Passat 1.8T

WVW\_ C\_ \_3B\_1E004171 - WVW\_D\_3B\_5E174151  
Production Date: 5/22/2000 - 6/17/2005

WVW\_ D\_ \_3B\_2P432599 - WVW\_D\_3B\_5P059345  
Production Date: 3/23/2002 - 11/18/2004

---

**Phase 3 Customer Notification Mailing – December 2009  
(U.S.A.)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2E204918 - WVW\_K\_3B\_4E347994  
Production Date: 11/12/2001 - 5/12/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000276 - 3VW\_ \*\_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 11/05/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48000093 - WVW\_ \*\_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 4/09/2003 - 5/17/2006

**(CANADA)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2P299021 - WVW\_K\_3B\_4E347760  
Production Date: 5/08/2002 - 5/13/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/9/2000 - 10/20/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

---

**Phase 4 Customer Notification Mailing – January 2010  
(U.S.A.)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_ \*\_ \_1Y\_6M300046 - 3VW\_ \*\_ \_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E002717 - WVW\_K\_3C\_7E196094  
Production Date: 2/14/2006 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P009158 - WVW\_K\_3C\_7P138954  
Production Date: 5/02/2005 - 3/07/2007

**2006 – 2007 Eos 2.0T FSI**

WVW\_A\_1F\_6V000336 - WVW\_A\_1F\_7V040210  
Production Date: 2/03/2006 - 3/07/2007

**(CANADA)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E023581 - WVW\_K\_3C\_7E002479  
Production Date: 5/20/2005 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P011801 - WVW\_K\_3C\_7P121984  
Production Date: 6/29/2005 - 1/23/2007

**2007 Eos 2.0T FSI**

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

**NEW**

**Phase 5 Customer Notification Mailing – February 2010  
(U.S.A.)**

**2001 – 2003 New Beetle 1.8T**

3VW\_D\_1C\_1M400115 - 3VW\_D\_1C\_3M445213  
Production Date: 7/13/2000 - 6/19/2003

**2001 – 2006 Golf/GTI 1.8T**

9BW\_\*\_1J\_14005281 - 9BW\_\*\_1J\_64006432  
(\* Vehicles with D or E in 5<sup>th</sup> position)  
Production Date: 8/03/2000 - 8/27/2005

**2001 – 2004 Jetta 1.8T**

3VW\_\*\_9M\_1M000025 - 3VW\_\*\_9M\_4M092676  
(\* Vehicles with D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 1/19/2004

**2001 – 2004 Golf/Jetta Wagon 1.8T**

WVW\_\*\_1J\_1W048177 - WVW\_\*\_1J\_4W003764  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/14/2003

**2001 – 2005 Passat/Passat Wagon 1.8T**

(Mosel) WVW\_\*\_3B\_1P016839 - WVW\_\*\_3B\_5P042667  
(\* Vehicles with C or D in 5<sup>th</sup> position)  
Production Date: 6/09/2000 - 10/13/2004

(Emden) WVW\_\*\_3B\_1E002552 - WVW\_\*\_3B\_5E153632  
(\* Vehicles with C or D in 5<sup>th</sup> position)  
Production Date: 5/09/2000 - 3/29/2005

**2005 Passat 1.8T**

WVWDD63BX5E153632  
Production Date: 3/29/2005

**2006 Passat 2.0T**

WVW\_K\_3C\_6P044459 - WVW\_K\_3C\_6P098087  
Production Date: 7/20/2005 - 10/21/2005

**2007 Passat 2.0T**

WVWLK73C77E005912  
Production Date: 3/22/2006

**2006 Jetta GLI 2.0T**

3VWTJ71K96M658552  
Production Date: 8/23/2005

**2006 – 2007 GTI 2.0T**

WVW\_V\_1K\_6W059880 - WVW\_V\_1K\_7W213134  
Production Date: 10/10/2005 - 3/07/2007

**2006 – 2007 New Beetle 2.5L**

3VW\_W\_1C\_6M400046 - 3VW\_W\_1C\_7M515778  
Production Date: 6/29/2005 - 3/06/2007

**2006 New Beetle Convertible 2.5L**

3VW\_F\_1Y\_6M311740 - 3VW\_F\_1Y\_6M321785  
Production Date: 12/17/2005 - 3/22/2006

**2006 – 2007 Golf 2.5L**

WVW\_R\_1K\_6W083266 - WVW\_R\_1K\_7W213438  
Production Date: 3/02/2006 - 3/07/2007

**2005 – 2007 Jetta 2.5L**

3VW\_F\_1K\_5M600049 - 3VW\_F\_1K\_7M139300  
Production Date: 10/18/2004 - 3/06/2007

**2002 – 2003 Passat 4.0L**

WVW\_K\_3B\_2P451608 - WVW\_K\_3B\_3P188116  
Production Date: 10/18/2004 - 3/06/2007



**NEW**

**Phase 5 Customer Notification Mailing – February 2010  
(CANADA)**

**2001 – 2005 New Beetle 1.8L**

3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400038  
Production Date: 6/12/2000 - 6/17/2004

**2001 – 2006 Golf/GTI 1.8L**

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64010581  
Production Date: 8/25/2000 - 11/03/2005

**2001 – 2005 Jetta 1.8L**

3VW\_C\_9M\_1M000340 - 3VW\_E\_9M\_5M070330  
Production Date: 6/06/2000 - 10/12/2004

**2001 – 2006 Jetta Wagon 1.8L**

WVW\_C\_1J\_1W056866 - WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

**2002 – 2005 Passat 1.8L**

(Mosel) WVW\_D\_3B\_2P433062 - WVW\_D\_3B\_5P056498  
Production Date: 3/22/2002 - 11/12/2004

(Emden) WVW\_D\_3B\_3E000289 - WVW\_D\_3B\_5E170044  
Production Date: 4/26/2002 - 5/09/2005

**2006 – 2007 GTI 2.0L**

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0L**

WVW\_K\_3C\_6E047453 - WVW\_K\_3C\_7E016098  
Production Date: 7/01/2005 - 6/06/2006

**2006– 2007 Jetta 2.5L**

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

**2007 GTI 2.5L**

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

**2002 – 2003 Passat 4.0L**

(Mosel) WVW\_K\_3B\_2P342733 - WVW\_K\_3B\_3P356721  
Production Date: 2/05/2002 - 12/17/2003

(Emden) WVW\_K\_3B\_3E006294 - WVW\_K\_3B\_3E319514  
Production Date: 5/16/2002 - 2/05/2003

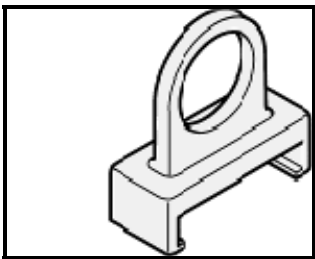
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

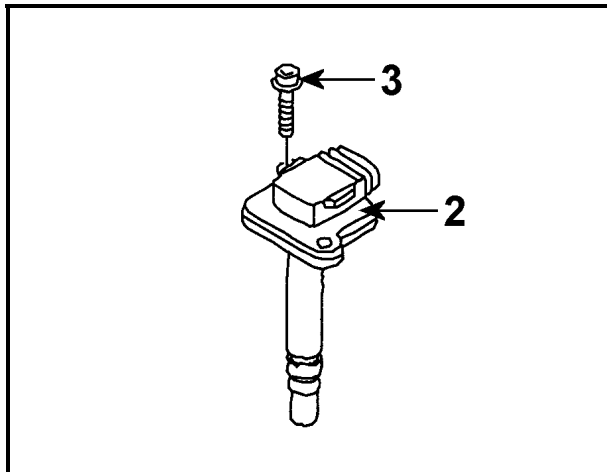
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

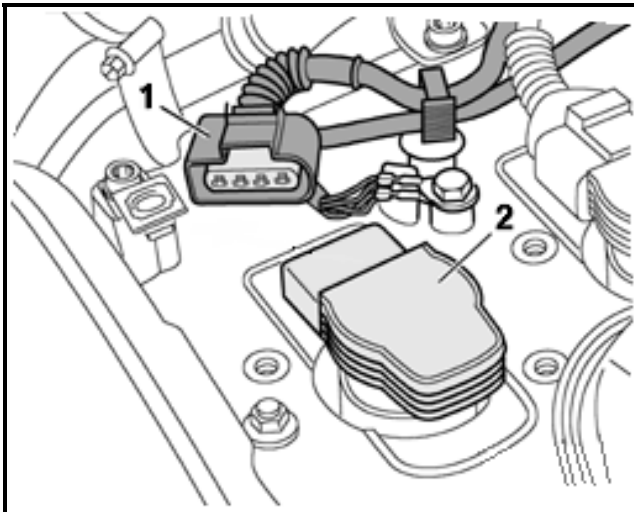
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





- On New Beetle vehicles remove plate with turbo boost valve and move aside



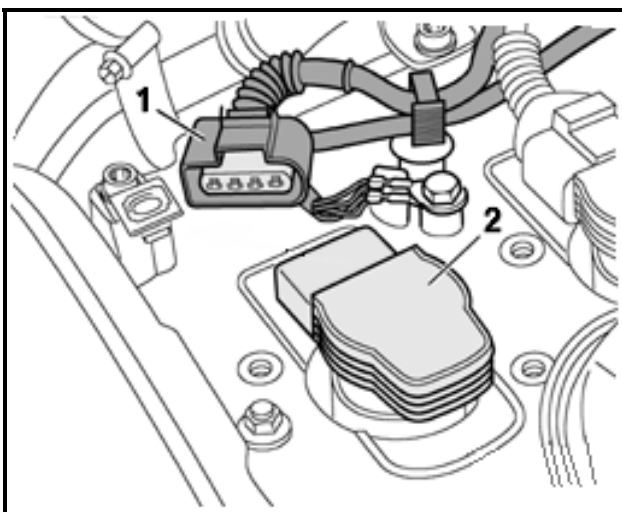
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If previously removed, reinstall plate with turbo boost valve
- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – WORK IS COMPLETE

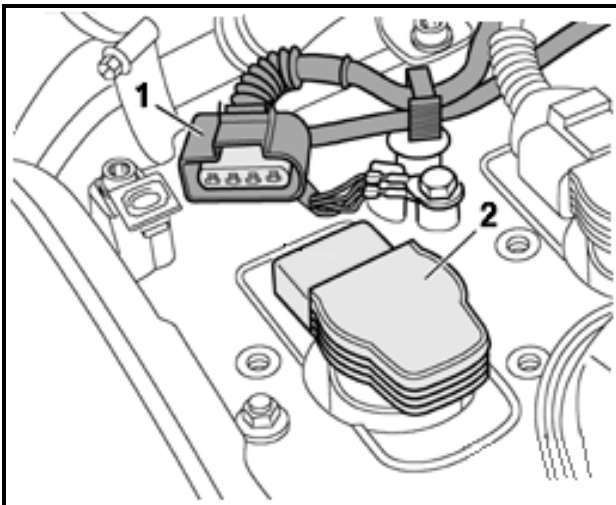
### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt



<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**



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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

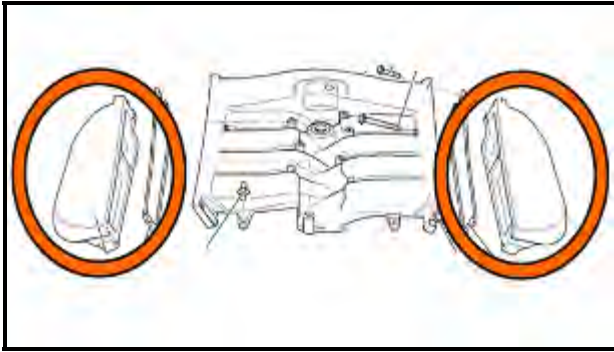


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



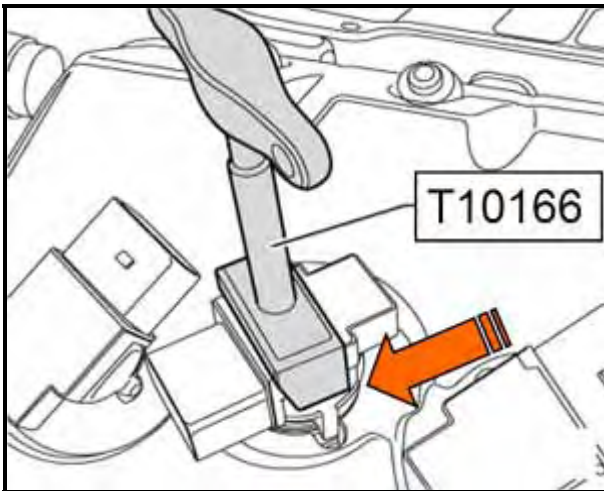
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand




Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 6.0L	<u>Qty</u> up to 12	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

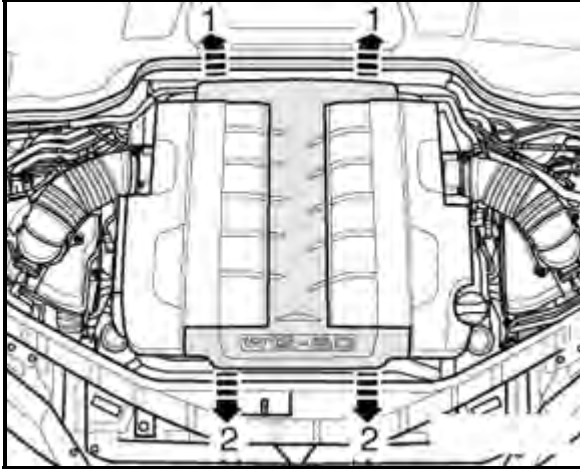


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

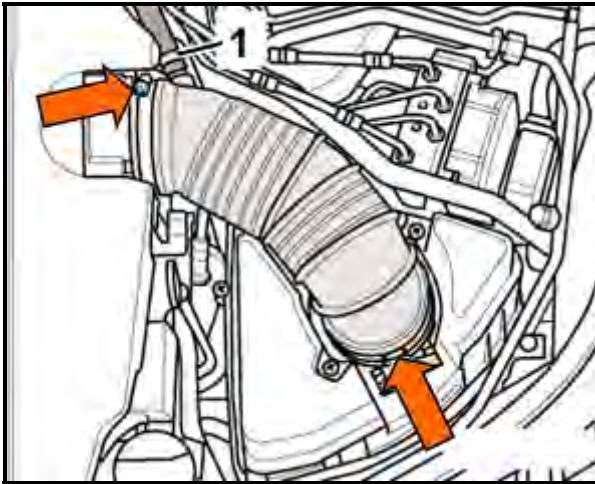


Tip: Ignition must be turned off

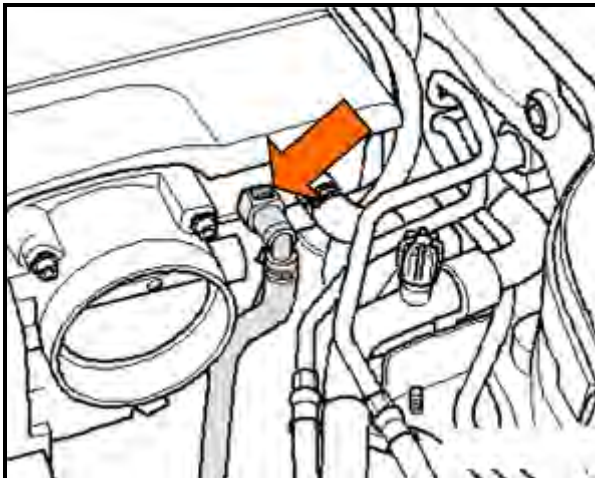


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

### Left (driver) side of engine

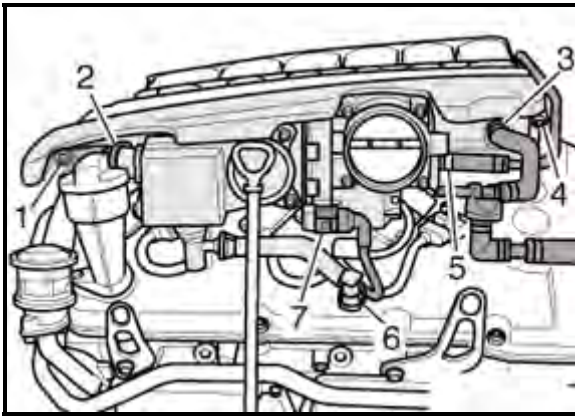


- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold





- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

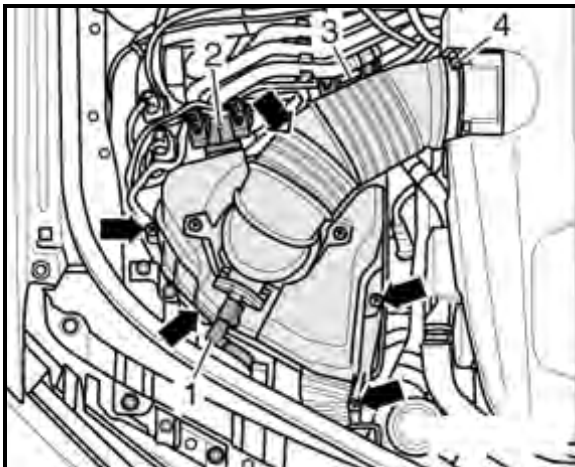


Tip: W12 engines have different left and right intake manifold side-part gaskets

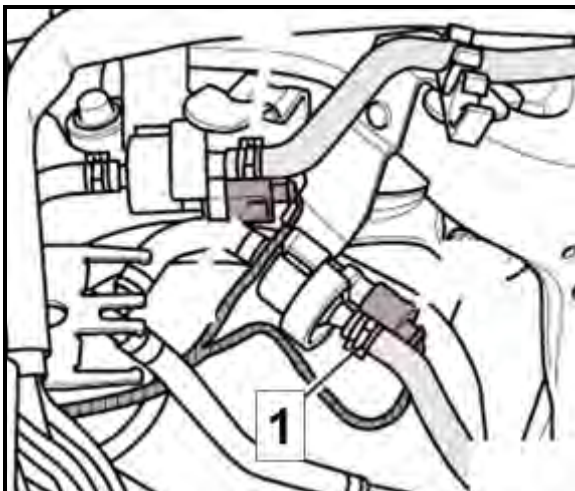
### **Right (passenger) side of engine**



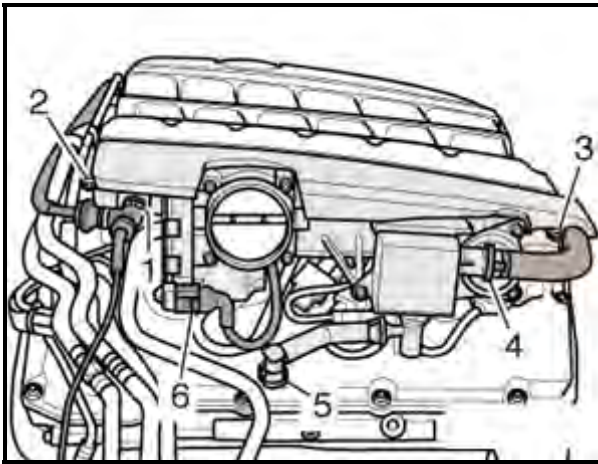
Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



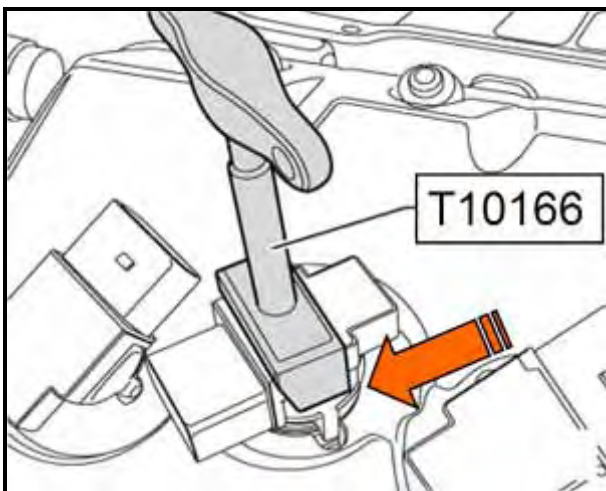
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Reinstall electrical connectors onto ignition coils 1 through 12

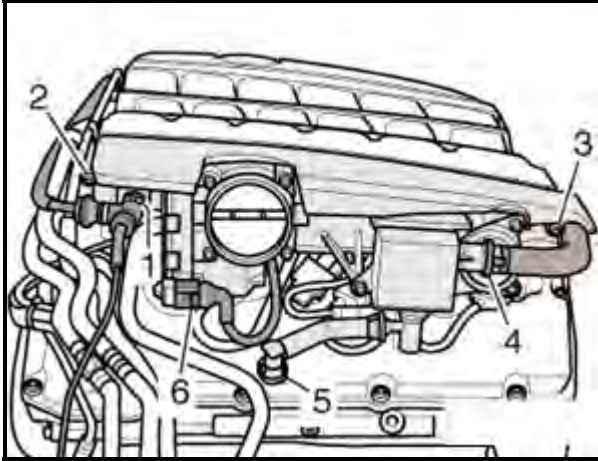
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



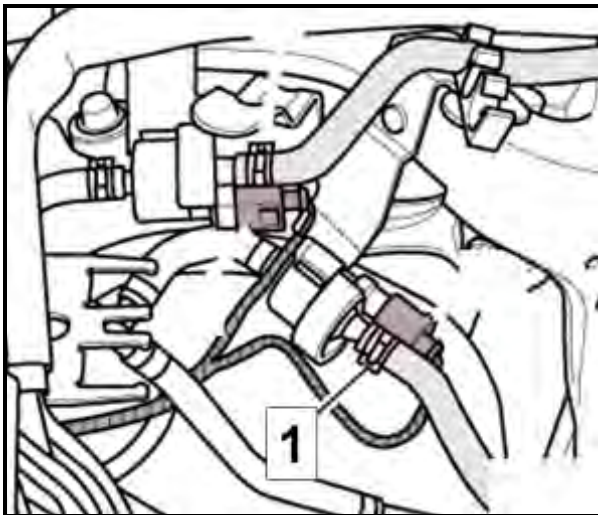
Tip: W12 engines have different left and right intake manifold side-part gaskets



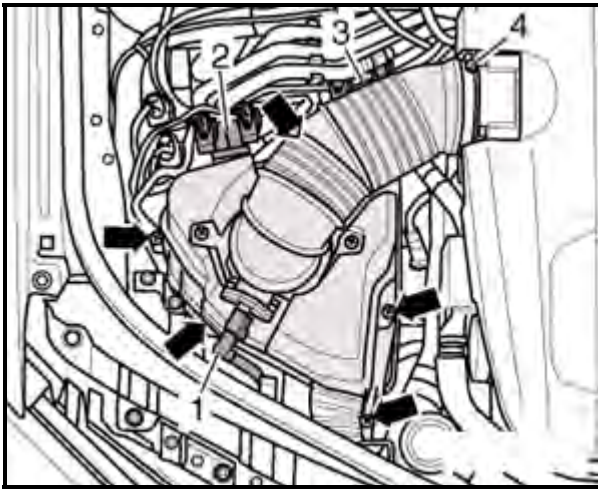
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



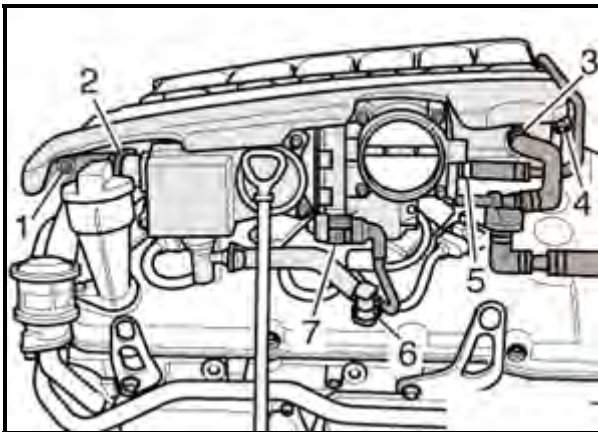
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### Left (driver) side of engine

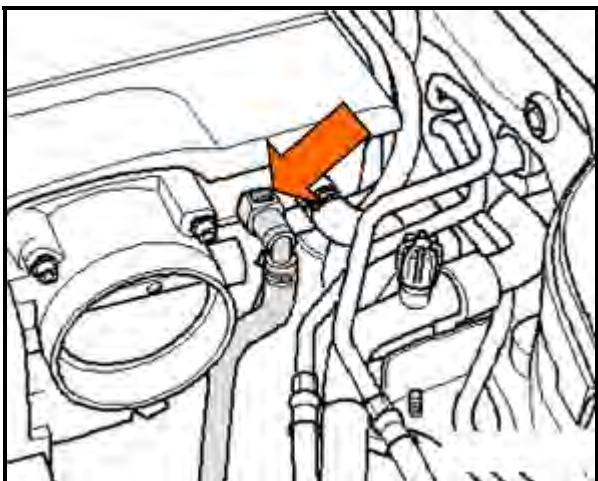
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

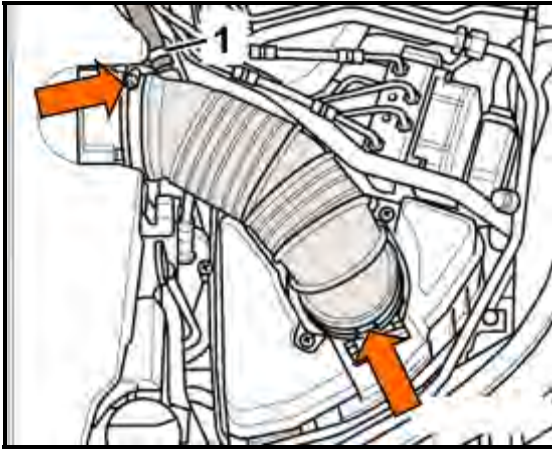


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX D**

## **2.0T FSI**

### **Criteria 05, 06, 07, 08**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

## 2.0T FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required



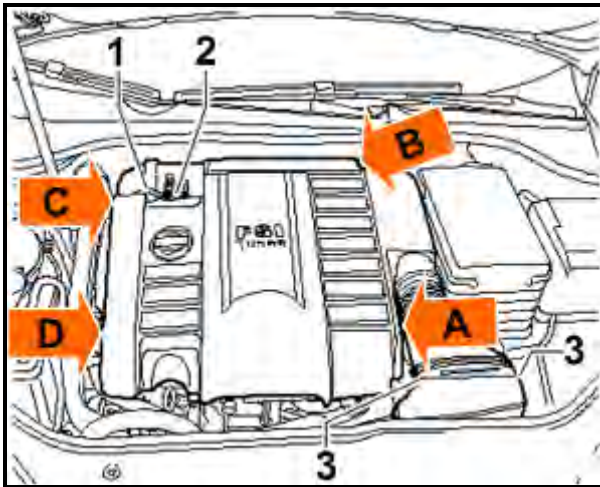
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

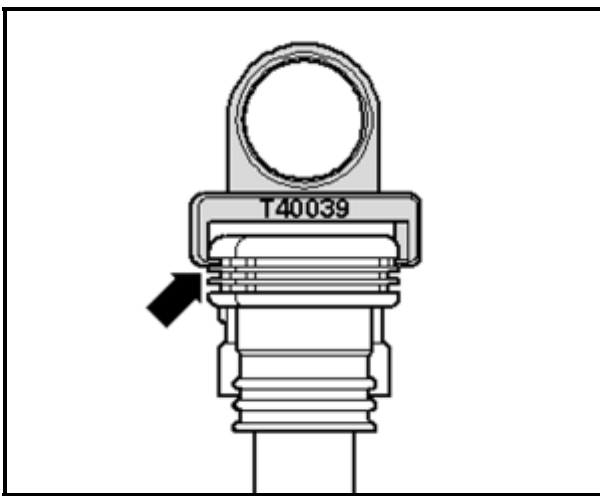


Tip: Ignition must be turned off





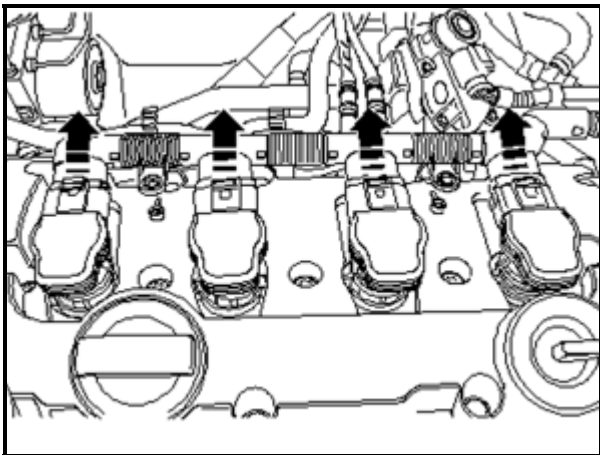
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



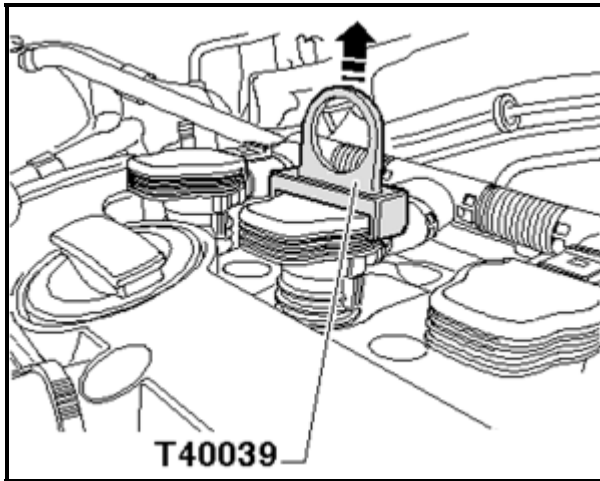
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



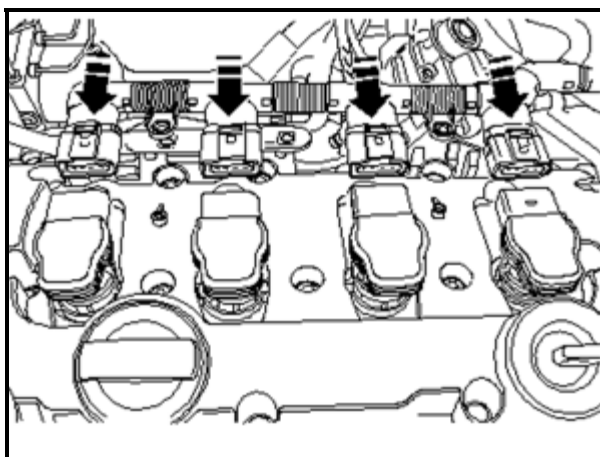
- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

**!** Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

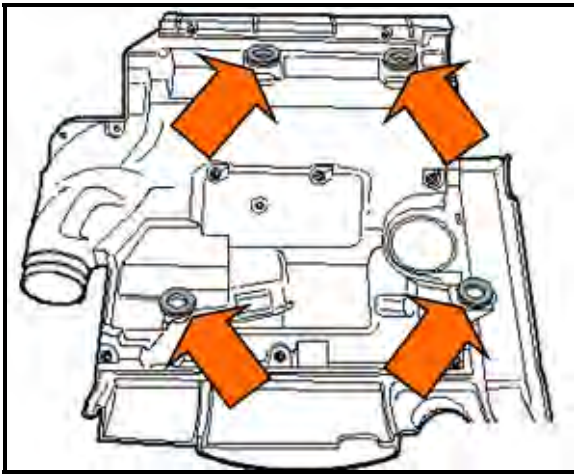
Damage may occur to engine if part number 07K 905 715E is mixed with other coils



- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

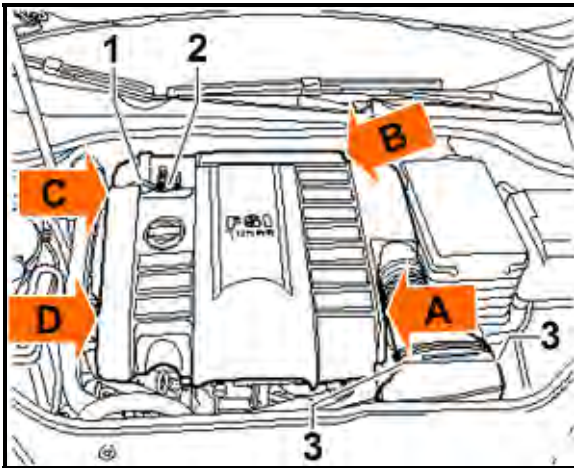
**!** Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing

- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time




⇐ Reinstall bolts -3-

⇐ Reconnect electrical connector -2-


⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
<small>CAMP 010 000</small>	

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

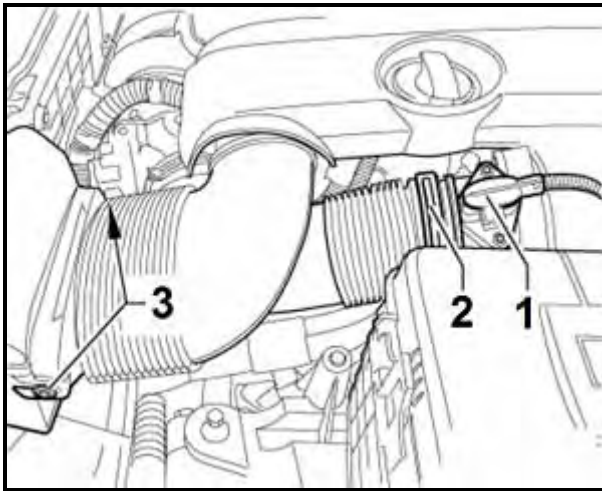


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

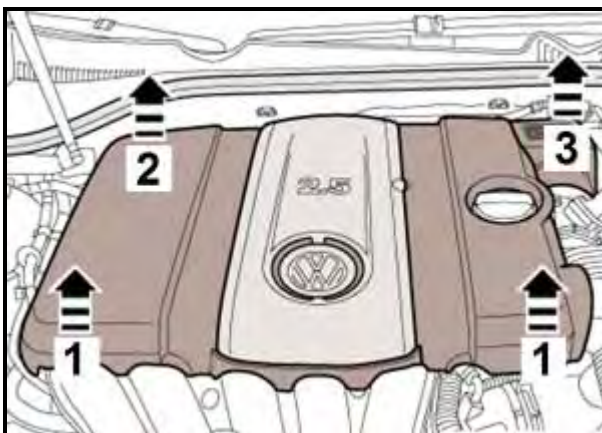


Tip: Ignition must be turned off



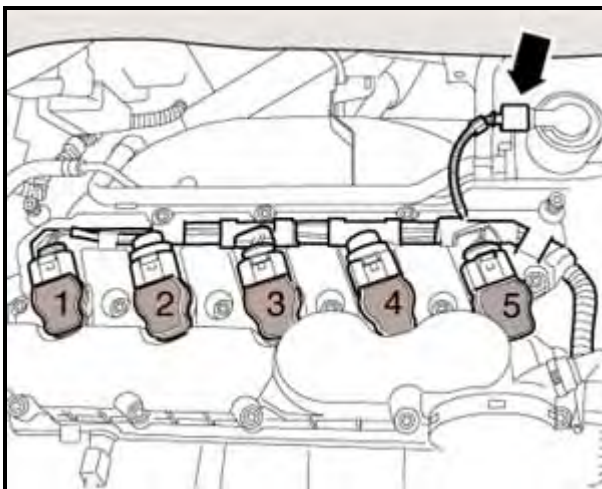
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

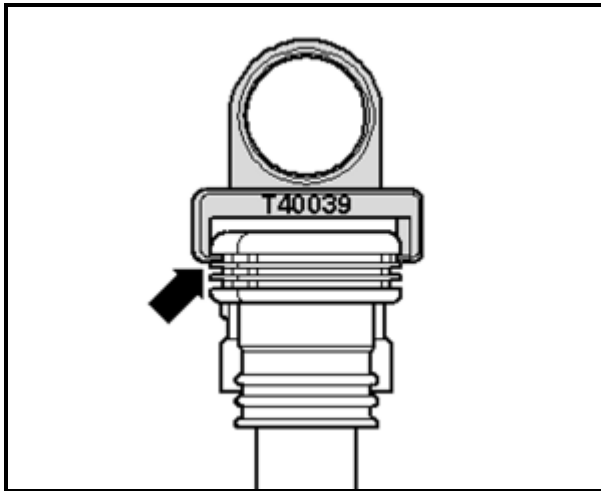


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



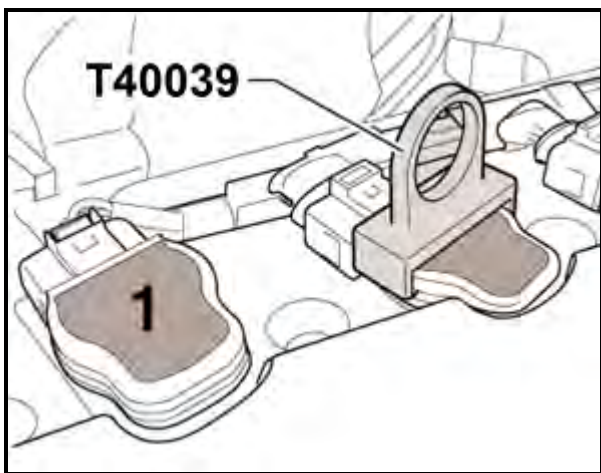
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

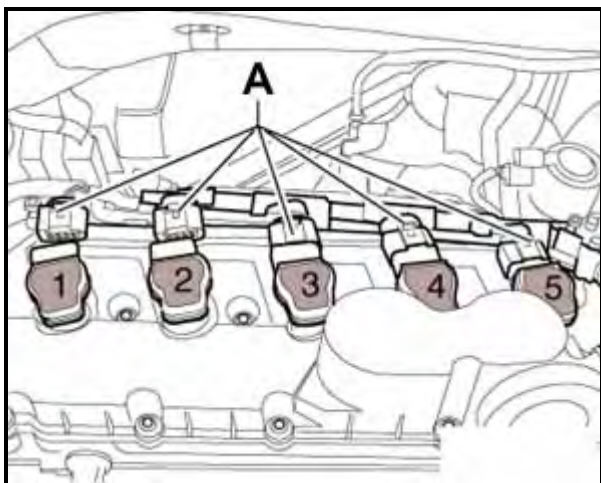
Lower ribs may be damaged if they are used



Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

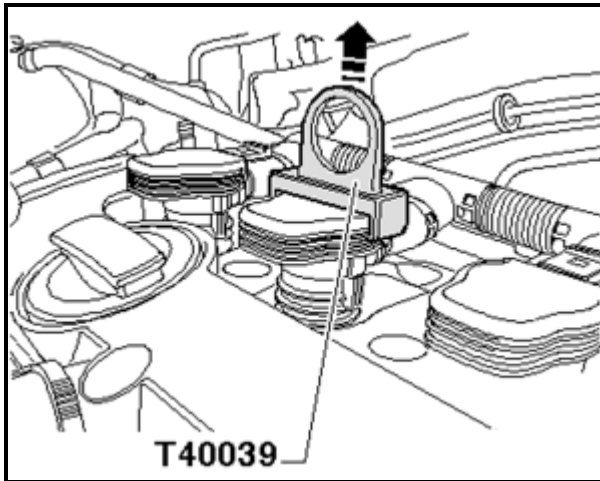
⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly



⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039





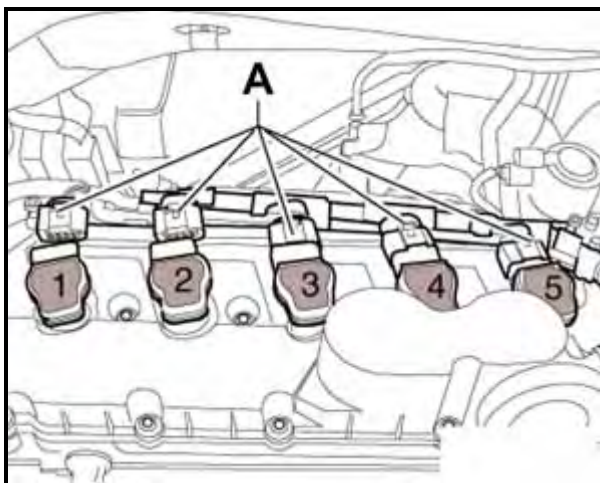
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)



**WARNING!**

**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**

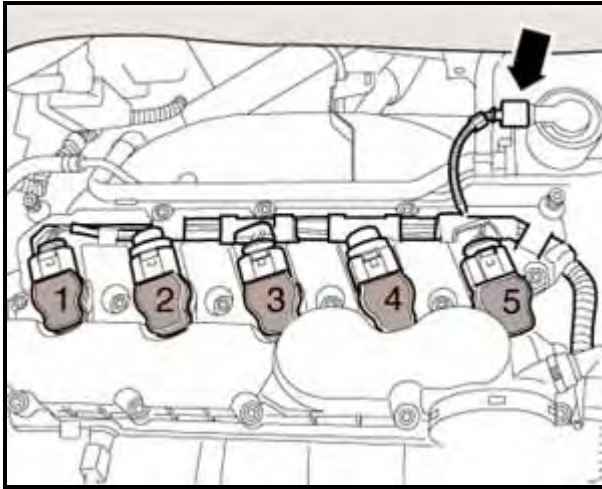
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**



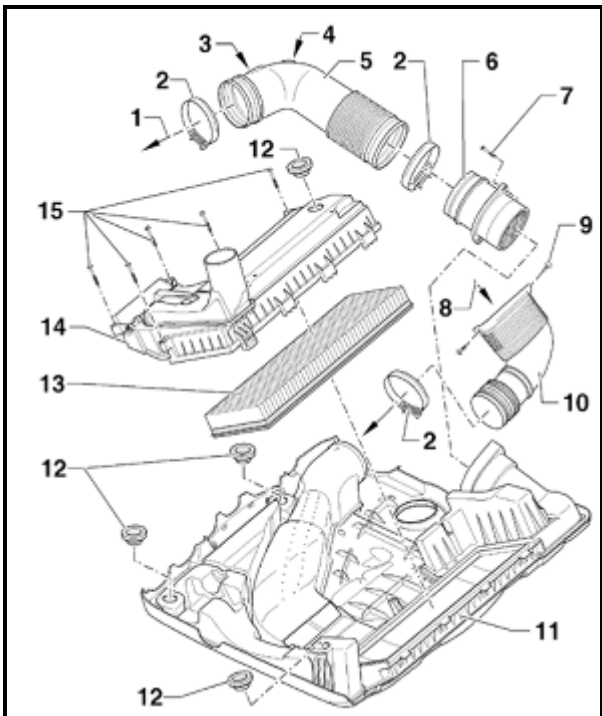
- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand



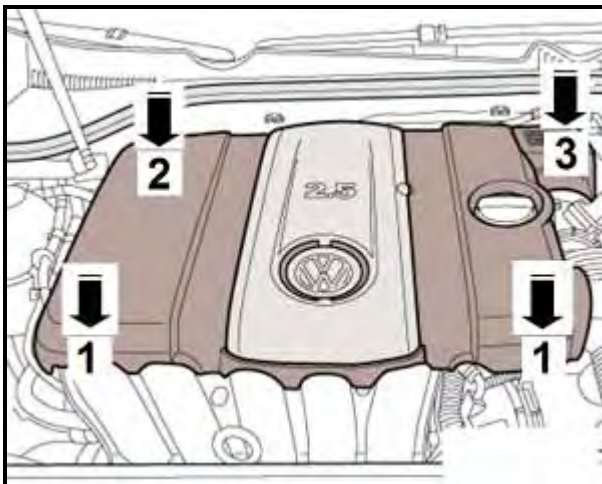
**Note:** Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



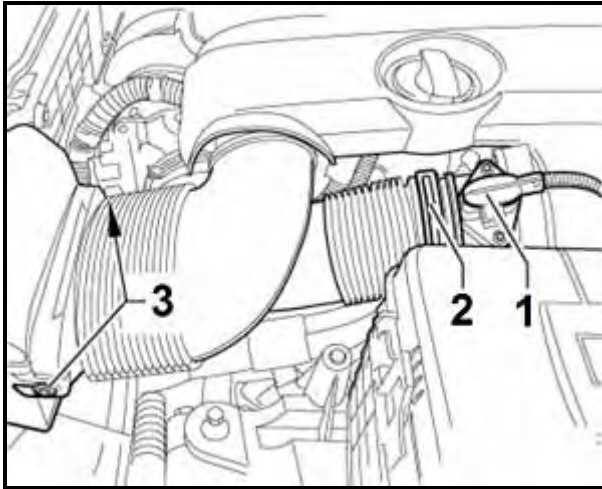
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

## Parts Return or Parts Disposal

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CAWP-09-12 "Coils Return Process"

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

February 2010

## Revision Summary

**Added Phase 5 February 2010 VIN information**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 5.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your February 2010 allocation list will be available on or about February 12, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

Due to high parts inventory at many dealerships, we will not allocate ignition coils this month for the 1.8T, 2.0T and 2.5L engine vehicles. However, to help ensure that dealers who need additional parts can easily get what they need, we have changed the upper order limits strategy to allow dealers to order ignition coils for these engines as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: 06A 905 115D – 50 and 06H 905 115 – 40. Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen under Parts Return or Parts Disposal.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about February 12, 2010 the next customer mailing begins which invites additional 1.8T, 2.0T FSI and 2.5L vehicle owners to their authorized Volkswagen dealer for the campaign inspection/repair. We estimate that this mailing contains approximately 130,000 U.S. customers and approximately 20,000 Canadian customers.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as parts supply becomes available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 01 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

OR

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

OR

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**NEW**

### Criterion 03 - Golf/GTI/Jetta/Jetta Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

OR

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

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

### 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.

# Saga Claim Entry Procedure

# CHART 1 of 5 (cont'd.)

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

**NEW**

### Criterion 04 - New Beetle / New Beetle Convertible

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **50 T.U.**  
**OR**

- Replace up to four (4) ignition coils

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

### TOWING GOODWILL COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.



# Saga Claim Entry Procedure

# CHART 2 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 13 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 90 T.U.**

**OR**

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

Towing – See TOWING GOODWILL COVERAGE

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

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 130 T.U.**

**OR**

- Replace up to (12) ignition coils

**Repair operation: 2820 20 99 130 T.U.**

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 130 T.U.**

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING GOODWILL COVERAGE

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

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### **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.

# Saga Claim Entry Procedure

# CHART 4 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 07 - EOS**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**OR**

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

### **Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**OR**

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

### **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.

### **TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

# Saga Claim Entry Procedure

# CHART 5 of 5

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 11- New Beetle/New Beetle Convertible

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **40 T.U.**  
**OR**

- Replace up to (4) ignition coils

**Repair operation:**                      **2820 20 99**                      **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**OR**

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**Towing – See TOWING GOODWILL COVERAGE**

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

**TOWING GOODWILL COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

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## VIN Ranges & Production Dates of Affected Vehicles

### Phase 1 Customer Notification Mailing – October 2009

(U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_ D\_3B\_2E426171

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_ D\_3B\_2P438900

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 6/08/2000 - 4/05/2002

(CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_ D\_3B\_2E426178

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/09/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P009607 - WVW\_ D\_3B\_2P438894

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 5/24/2000 - 4/09/2002

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### Phase 2 Customer Notification Mailing – November 2009

(U.S.A.)

#### 2001 – 2005 Passat 1.8T

WVW\_ D\_3B\_2E024787 - WVW\_ D\_3B\_5E157163

Production Date: 5/29/2001 - 4/02/2005

WVW\_ \*\_ \_3B\_1P023037 - WVW\_ D\_3B\_5P060369

(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)

Production Date: 7/02/2000 - 11/25/2004

(CANADA)

#### 2001 – 2005 Passat 1.8T

WVW\_ C\_3B\_1E004171 - WVW\_ D\_3B\_5E174151

Production Date: 5/22/2000 - 6/17/2005

WVW\_ D\_3B\_2P432599 - WVW\_ D\_3B\_5P059345

Production Date: 3/23/2002 - 11/18/2004

---

**Phase 3 Customer Notification Mailing – December 2009  
(U.S.A.)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2E204918 - WVW\_K\_3B\_4E347994

Production Date: 11/12/2001 - 5/12/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000276 - 3VW\_ \*\_9M\_5M081487

(\* Vehicles with C, D or E in 5<sup>th</sup> position)

Production Date: 6/6/2000 - 11/05/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48000093 - WVW\_ \*\_3D\_68006116

(\* Vehicles with H or K in 5<sup>th</sup> position)

Production Date: 4/09/2003 - 5/17/2006

**(CANADA)**

**2002 – 2004 Passat 4.0L**

WVW\_K\_3B\_2P299021 - WVW\_K\_3B\_4E347760

Production Date: 5/08/2002 - 5/13/2004

**2001 – 2005 Jetta 1.8T**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111

(\* Vehicles with C, D or E in 5<sup>th</sup> position)

Production Date: 6/9/2000 - 10/20/2004

**2004 – 2006 Phaeton 6.0L**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726

(\* Vehicles with H or K in 5<sup>th</sup> position)

Production Date: 10/03/2003 - 4/24/2006

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**Phase 4 Customer Notification Mailing – January 2010  
(U.S.A.)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_\*\_1Y\_6M300046 - 3VW\_\*\_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E002717 - WVW\_K\_3C\_7E196094  
Production Date: 2/14/2006 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P009158 - WVW\_K\_3C\_7P138954  
Production Date: 5/02/2005 - 3/07/2007

**2006 – 2007 Eos 2.0T FSI**

WVW\_A\_1F\_6V000336 - WVW\_A\_1F\_7V040210  
Production Date: 2/03/2006 - 3/07/2007

**(CANADA)**

**2003 – 2005 New Beetle Convertible 1.8T**

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

**2006 – 2007 New Beetle Convertible 2.5L**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI**

(Emden) WVW\_K\_3C\_6E023581 - WVW\_K\_3C\_7E002479  
Production Date: 5/20/2005 - 3/06/2007

(Mosel) WVW\_K\_3C\_6P011801 - WVW\_K\_3C\_7P121984  
Production Date: 6/29/2005 - 1/23/2007

**2007 Eos 2.0T FSI**

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007



**NEW**

**Phase 5 Customer Notification Mailing – February 2010  
(U.S.A.)**

**2001 – 2003 New Beetle 1.8T**

3VW\_D\_1C\_1M400115 - 3VW\_D\_1C\_3M445213  
Production Date: 7/13/2000 - 6/19/2003

**2001 – 2006 Golf/GTI 1.8T**

9BW\_\*\_1J\_14005281 - 9BW\_\*\_1J\_64006432  
(\* Vehicles with D or E in 5<sup>th</sup> position)  
Production Date: 8/03/2000 - 8/27/2005

**2001 – 2004 Jetta 1.8T**

3VW\_\*\_9M\_1M000025 - 3VW\_\*\_9M\_4M092676  
(\* Vehicles with D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 1/19/2004

**2001 – 2004 Golf/Jetta Wagon 1.8T**

WVW\_\*\_1J\_1W048177 - WVW\_\*\_1J\_4W003764  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/14/2003

**2001 – 2005 Passat/Passat Wagon 1.8T**

(Mosel) WVW\_\*\_3B\_1P016839 - WVW\_\*\_3B\_5P042667  
(\* Vehicles with C or D in 5<sup>th</sup> position)  
Production Date: 6/09/2000 - 10/13/2004

(Emden) WVW\_\*\_3B\_1E002552 - WVW\_\*\_3B\_5E153632  
(\* Vehicles with C or D in 5<sup>th</sup> position)  
Production Date: 5/09/2000 - 3/29/2005

**2005 Passat 1.8T**

WVWDD63BX5E153632  
Production Date: 3/29/2005

**2006 Passat 2.0T**

WVW\_K\_3C\_6P044459 - WVW\_K\_3C\_6P098087  
Production Date: 7/20/2005 - 10/21/2005

**2007 Passat 2.0T**

WVWLK73C77E005912  
Production Date: 3/22/2006

**2006 Jetta GLI 2.0T**

3VWTJ71K96M658552  
Production Date: 8/23/2005

**2006 – 2007 GTI 2.0T**

WVW\_V\_1K\_6W059880 - WVW\_V\_1K\_7W213134  
Production Date: 10/10/2005 - 3/07/2007

**2006 – 2007 New Beetle 2.5L**

3VW\_W\_1C\_6M400046 - 3VW\_W\_1C\_7M515778  
Production Date: 6/29/2005 - 3/06/2007

**2006 New Beetle Convertible 2.5L**

3VW\_F\_1Y\_6M311740 - 3VW\_F\_1Y\_6M321785  
Production Date: 12/17/2005 - 3/22/2006

**2006 – 2007 Golf 2.5L**

WVW\_R\_1K\_6W083266 - WVW\_R\_1K\_7W213438  
Production Date: 3/02/2006 - 3/07/2007

**2005 – 2007 Jetta 2.5L**

3VW\_F\_1K\_5M600049 - 3VW\_F\_1K\_7M139300  
Production Date: 10/18/2004 - 3/06/2007

**2002 – 2003 Passat 4.0L**

WVW\_K\_3B\_2P451608 - WVW\_K\_3B\_3P188116  
Production Date: 10/18/2004 - 3/06/2007

**NEW**

**Phase 5 Customer Notification Mailing – February 2010  
(CANADA)**

**2001 – 2005 New Beetle 1.8L**

3VW\_C\_1CX1M400359 - 3VW\_D\_1C25M400038  
Production Date: 6/12/2000 - 6/17/2004

**2001 – 2006 Golf/GTI 1.8L**

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64010581  
Production Date: 8/25/2000 - 11/03/2005

**2001 – 2005 Jetta 1.8L**

3VW\_C\_9M\_1M000340 - 3VW\_E\_9M\_5M070330  
Production Date: 6/06/2000 - 10/12/2004

**2001 – 2006 Jetta Wagon 1.8L**

WVW\_C\_1J71W056866 - WVW\_E\_1J46W002487  
Production Date: 05/30/2000 - 6/16/2005

**2002 – 2005 Passat 1.8L**

(Mosel) WVW\_D\_3B\_2P433062 - WVW\_D\_3B\_5P056498  
Production Date: 3/22/2002 - 11/12/2004

(Emden) WVW\_D\_3B\_3E000289 - WVW\_D\_3B\_5E170044  
Production Date: 4/26/2002 - 5/09/2005

**2006 – 2007 GTI 2.0L**

WVW\_V\_1K66W017326 - WVW\_V\_1KX7W211433  
Production Date: 9/08/2005 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0L**

WVW\_K\_3C\_6E047453 - WVW\_K\_3C\_7E016098  
Production Date: 7/01/2005 - 6/06/2006

**2006– 2007 Jetta 2.5L**

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

**2007 GTI 2.5L**

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

**2002 – 2003 Passat 4.0L**

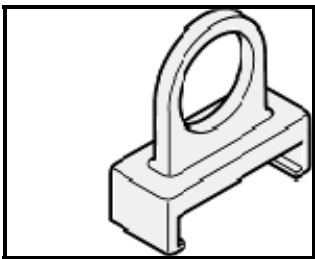
(Mosel) WVW\_K\_3B\_2P342733 - WVW\_K\_3B\_3P356721  
Production Date: 2/05/2002 - 12/17/2003

(Emden) WVW\_K\_3B\_3E006294 - WVW\_K\_3B\_3E319514  
Production Date: 5/16/2002 - 2/05/2003

**APPENDIX A**  
**Passat/Passat Wagon 1.8T**  
**Golf/GTI/Jetta/Jetta Wagon 1.8T**  
**New Beetle Convertible 1.8T**  
**New Beetle 1.8T**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat 1.8T Jetta 1.8T New Beetle Convertible	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

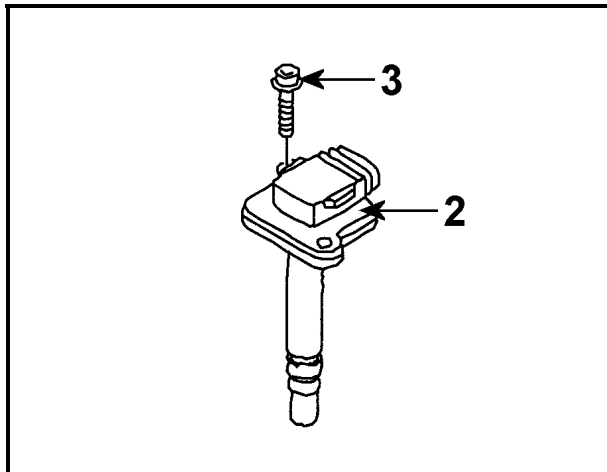
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

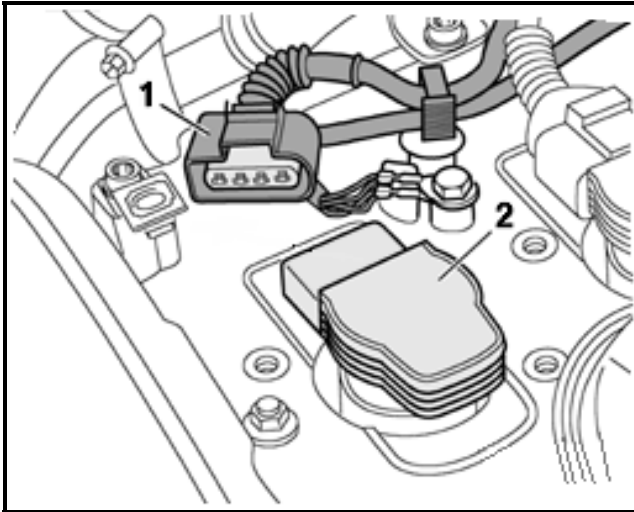
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





- On New Beetle vehicles remove plate with turbo boost valve and move aside



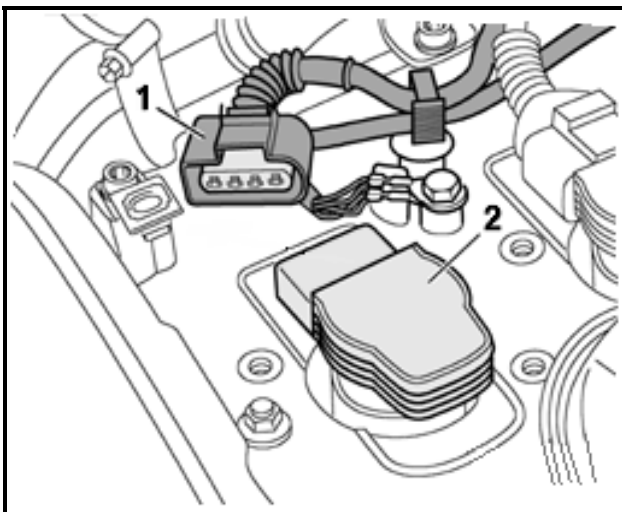
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- If previously removed, reinstall plate with turbo boost valve
- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – WORK IS COMPLETE

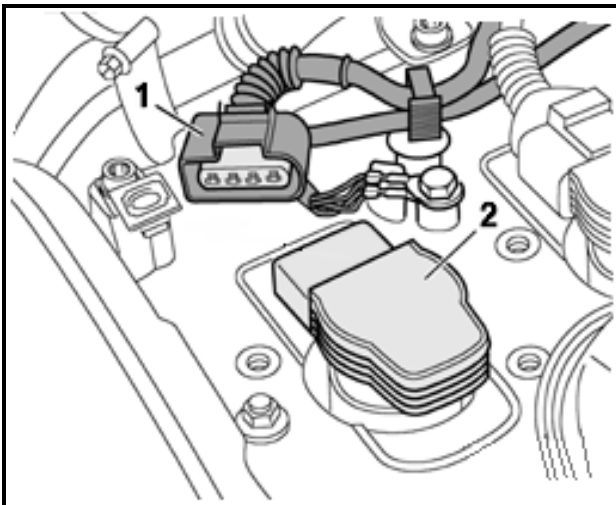
### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only




Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt




<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 48
- WORK IS COMPLETE**



# **APPENDIX B**

## **Passat/Passat Wagon 4.0L W8**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

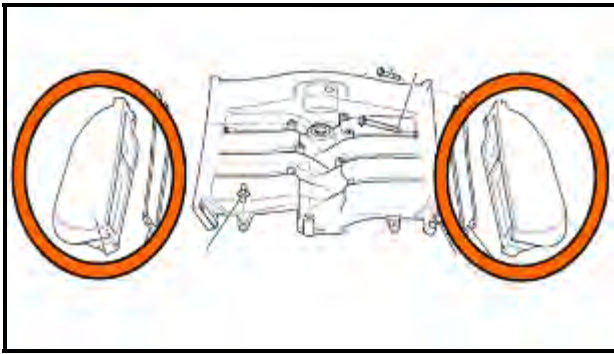


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



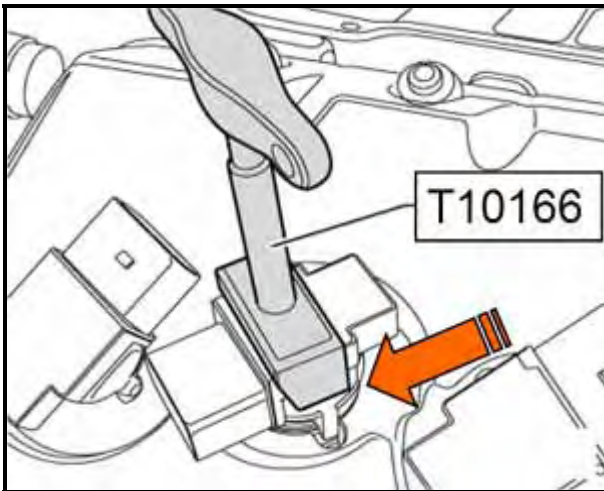
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand




Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 48


**WORK IS COMPLETE**

# APPENDIX C

## Phaeton 6.0L W12

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required



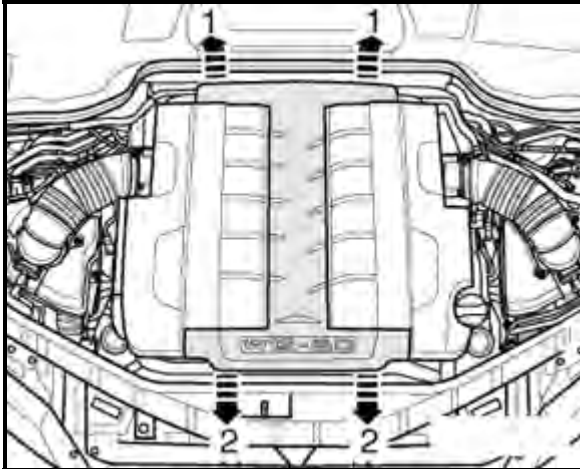
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



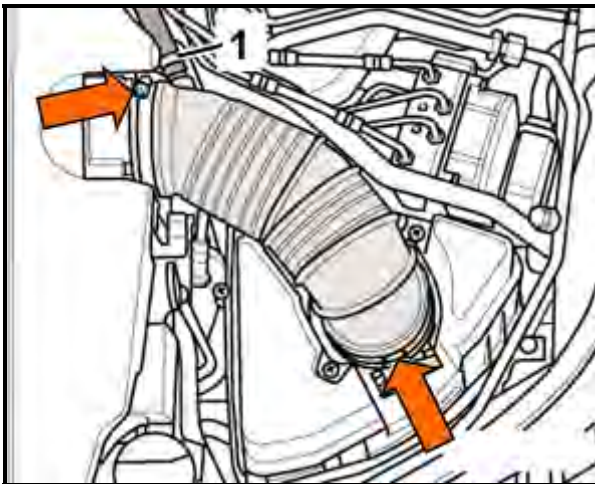
Tip: Ignition must be turned off



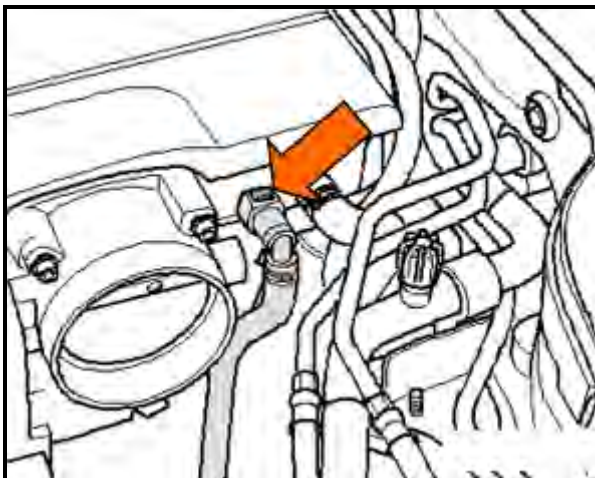


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

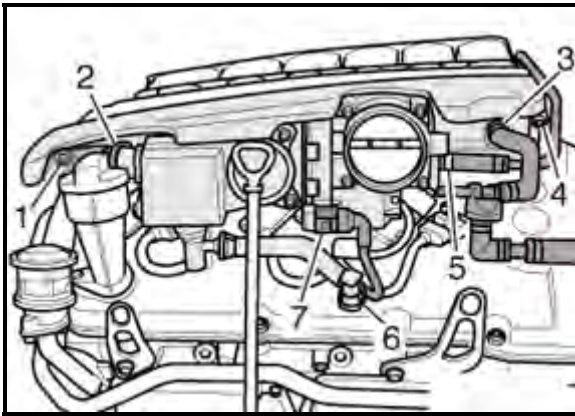
### Left (driver) side of engine




- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-




- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold




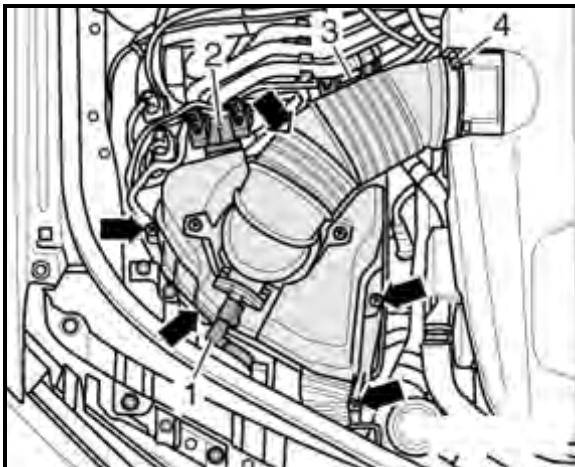
- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part

 Tip: Gaskets for intake manifold side- parts should be reused

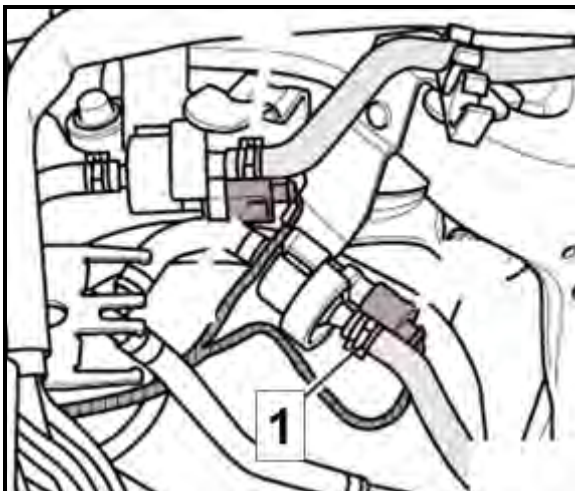
 Tip: W12 engines have different left and right intake manifold side-part gaskets

### **Right (passenger) side of engine**

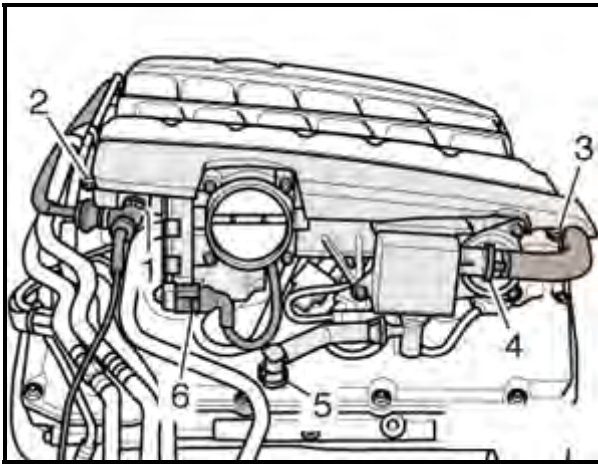
 Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



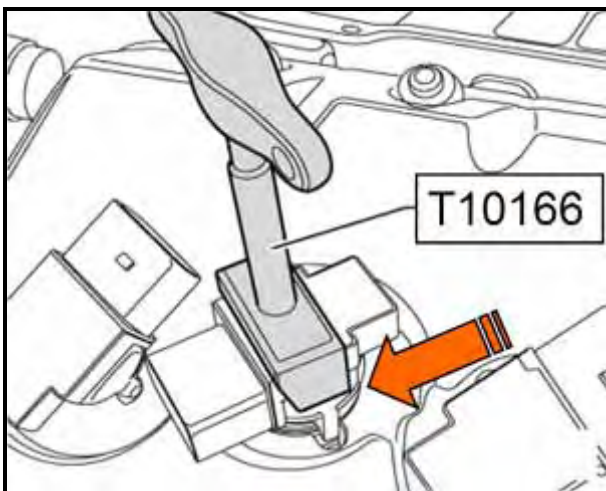
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Reinstall electrical connectors onto ignition coils 1 through 12

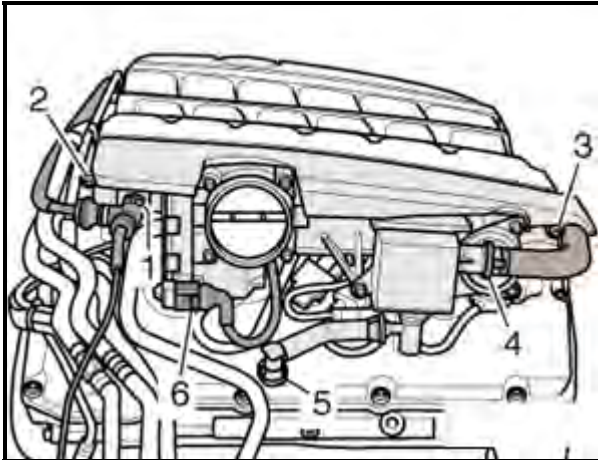
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



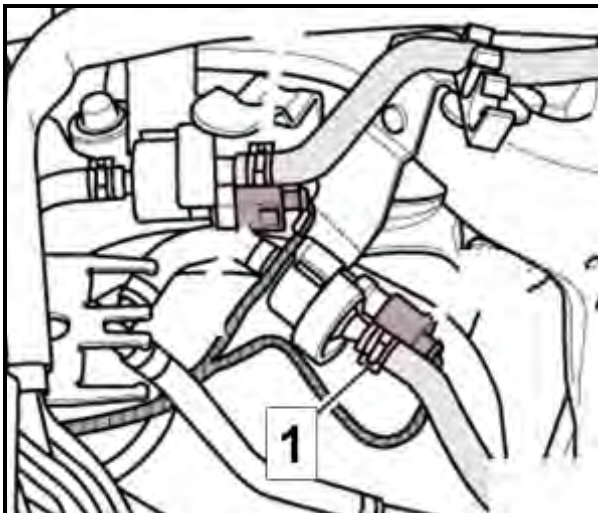
Tip: W12 engines have different left and right intake manifold side-part gaskets



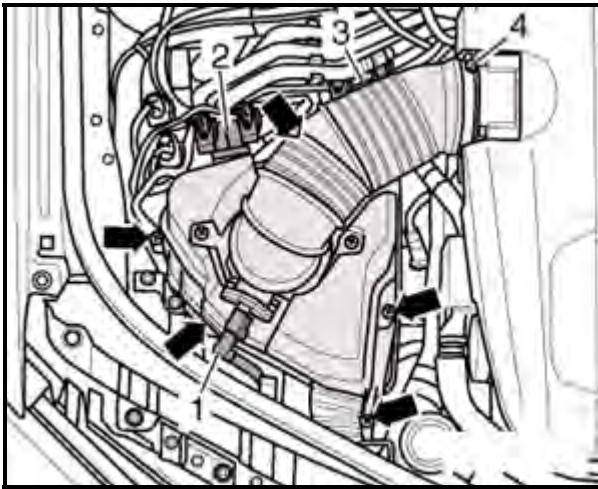
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



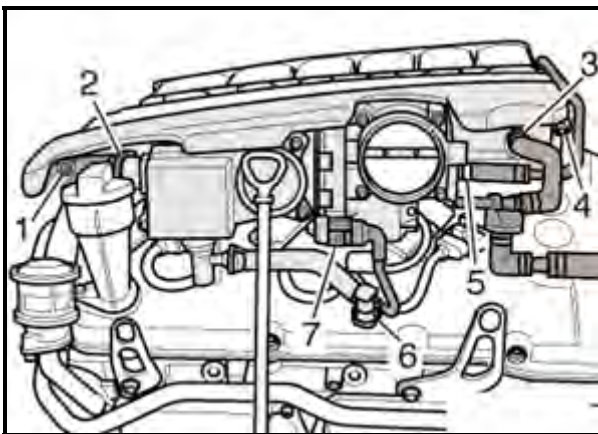
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

**Left (driver) side of engine**

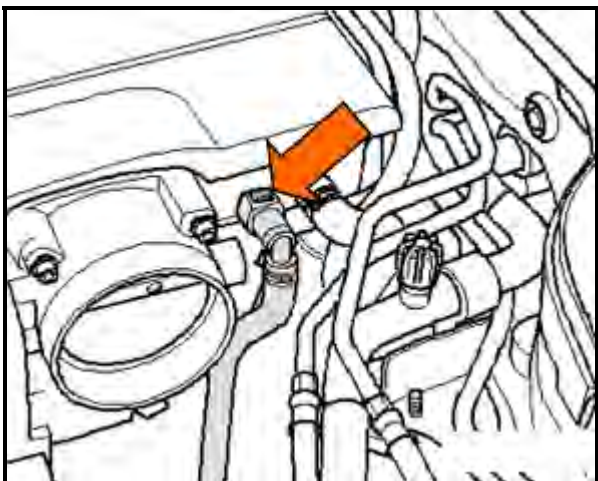
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

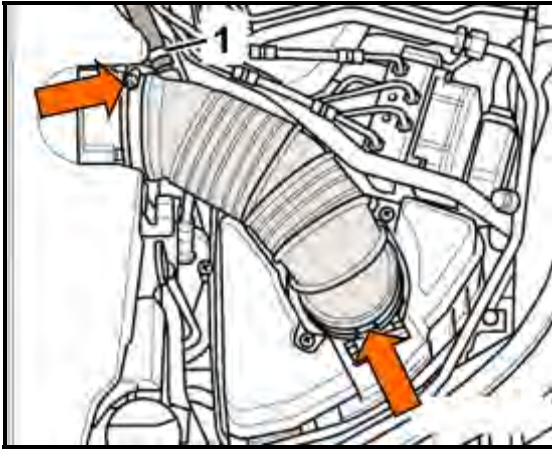


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ⇐ Reinstall left air duct hose -arrows-
- ⇐ Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 48

**WORK IS COMPLETE**


# **APPENDIX D**

## **Eos 2.0T FSI**

### **Passat/Passat Wagon 2.0T FSI**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



## 2.0T FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

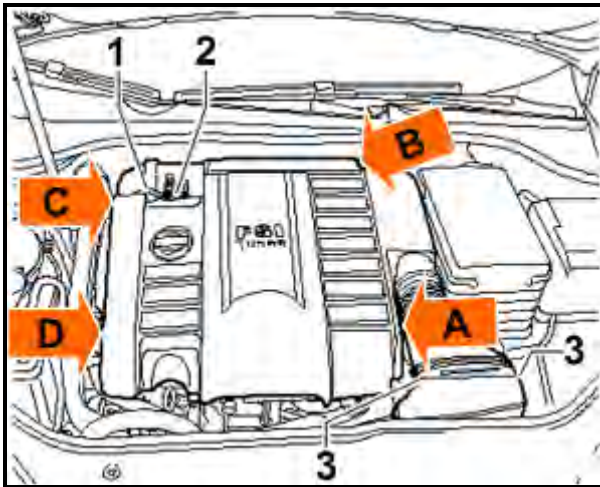


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

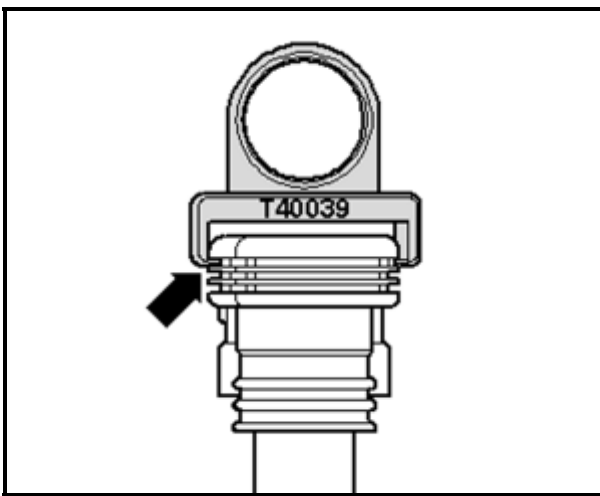
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



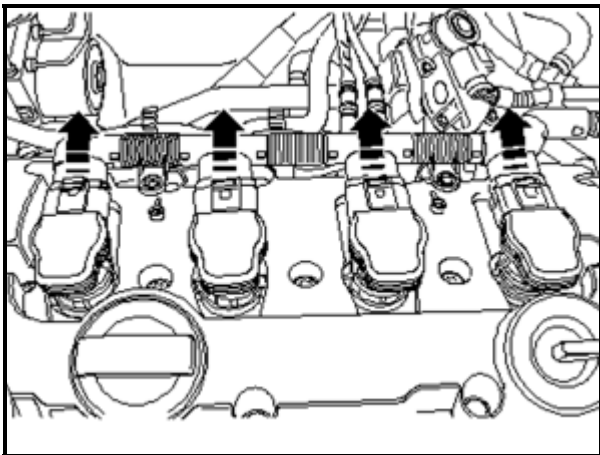
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



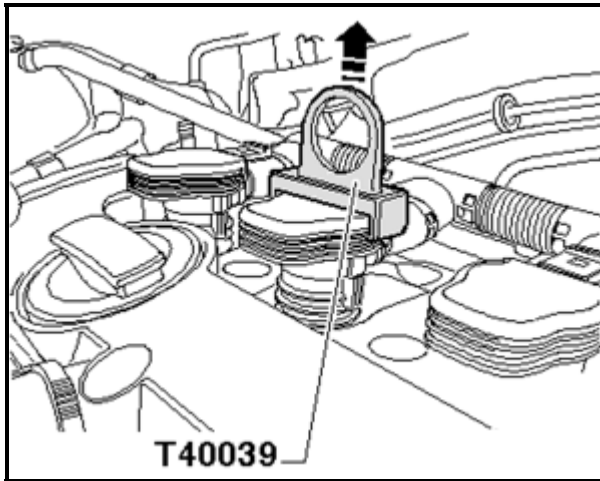
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



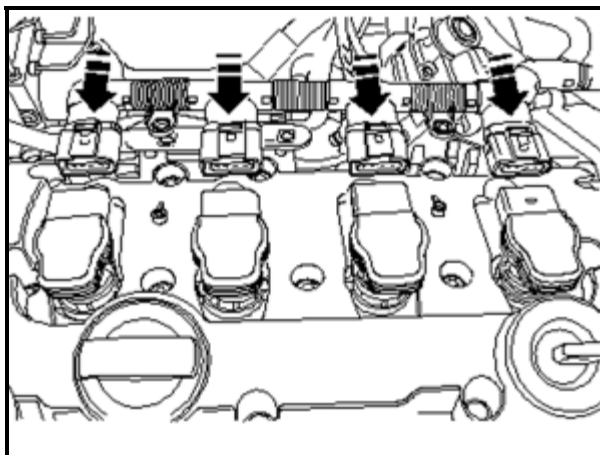
- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

**!** Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

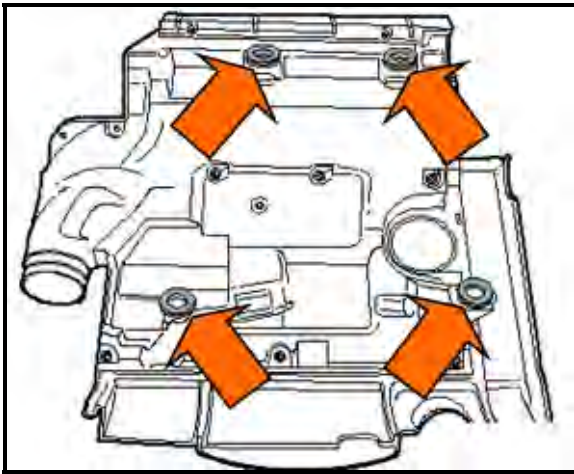
Damage may occur to engine if part number 07K 905 715E is mixed with other coils



- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

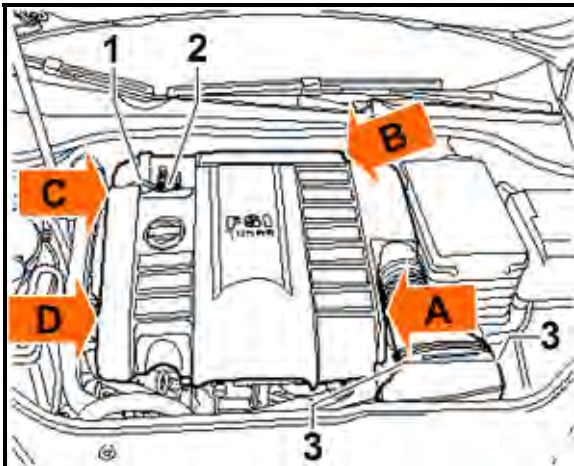
**!** Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing

- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time




⇐ Reinstall bolts -3-

⇐ Reconnect electrical connector -2-


⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
<small>CAMP 010 000</small>	

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 48



**WORK IS COMPLETE**

# **APPENDIX E**

## **New Beetle/New Beetle Convertible 2.5L**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## 2.5L Engine Inspect and/or Replace Ignition Coil



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Tip: If Campaign Completion label is present, no further work is required

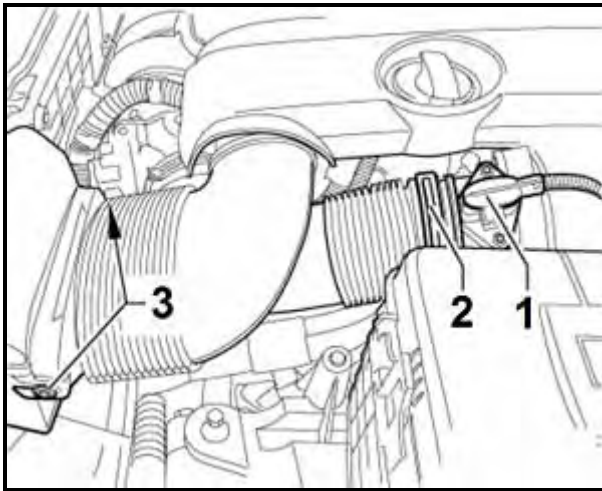


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

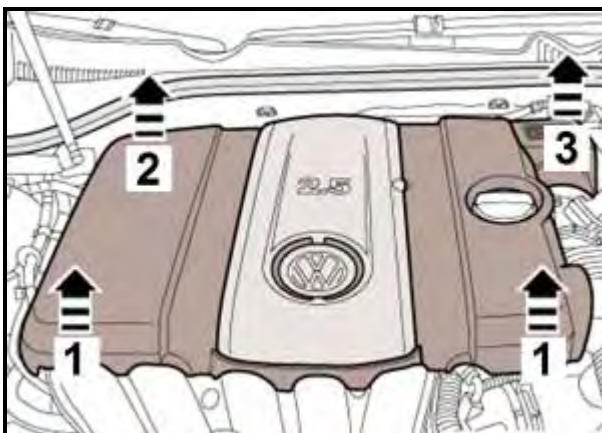


Tip: Ignition must be turned off



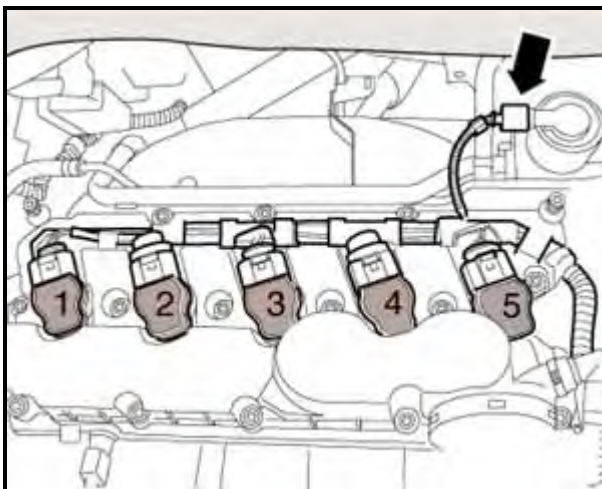
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air



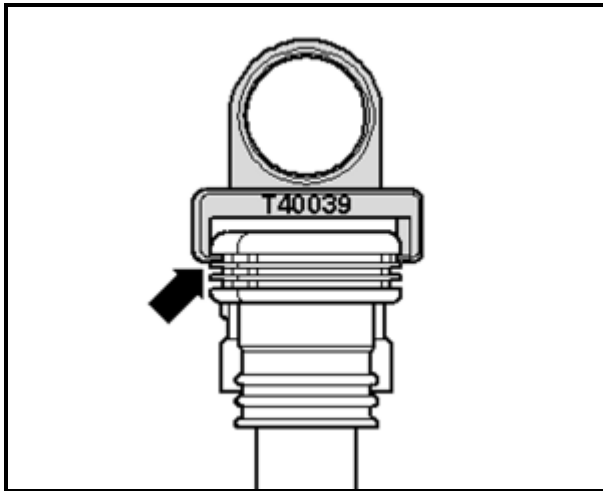
⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-

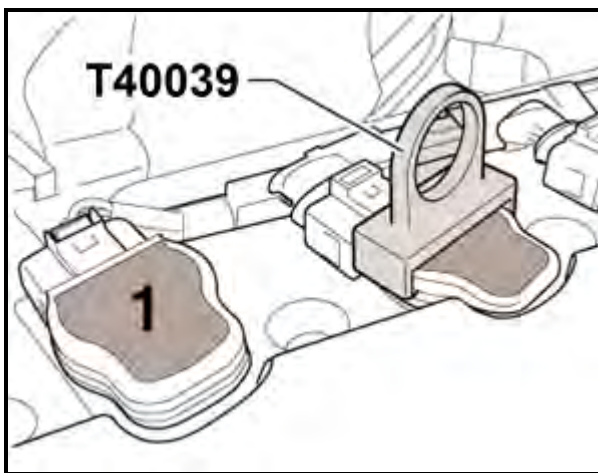




**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

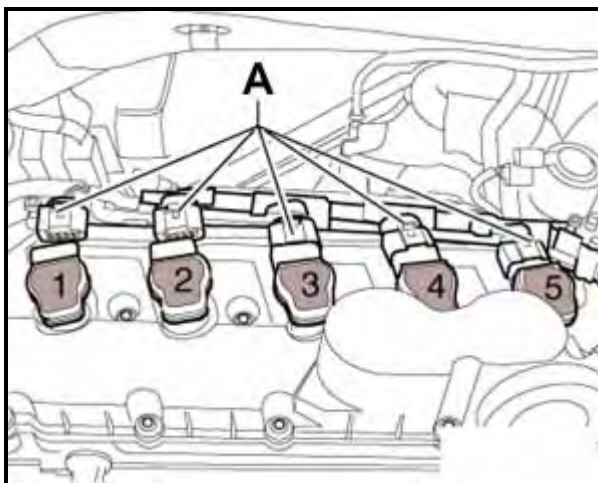
Lower ribs may be damaged if they are used



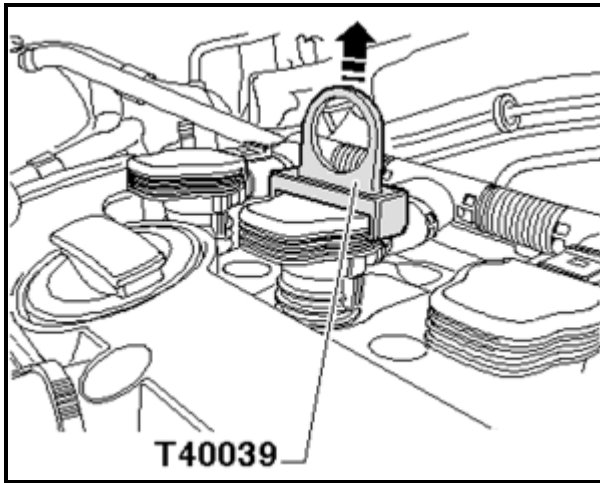
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly

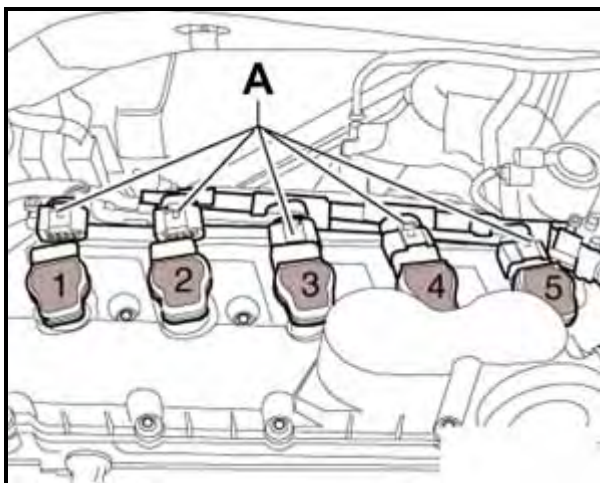


⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



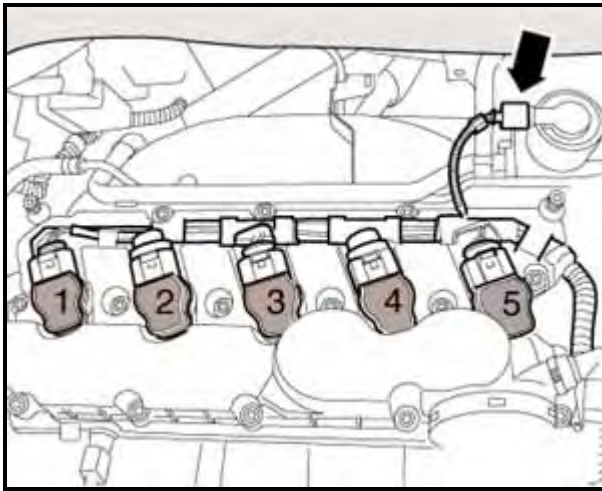
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**

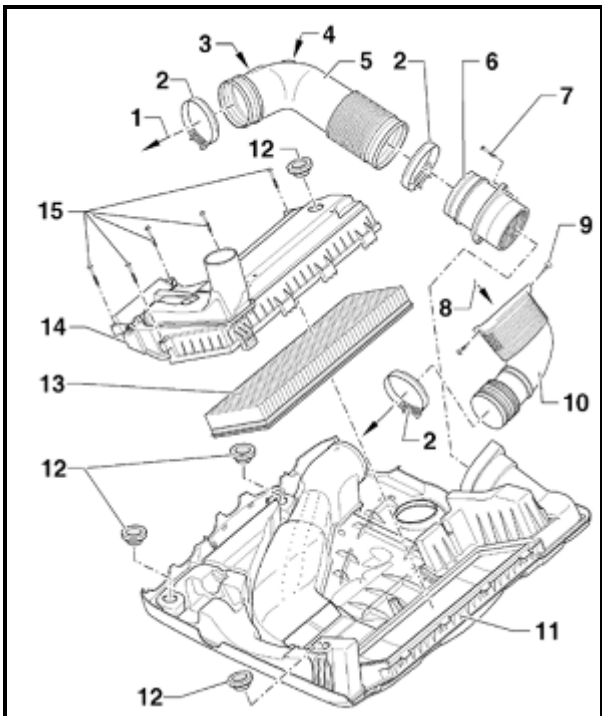


- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

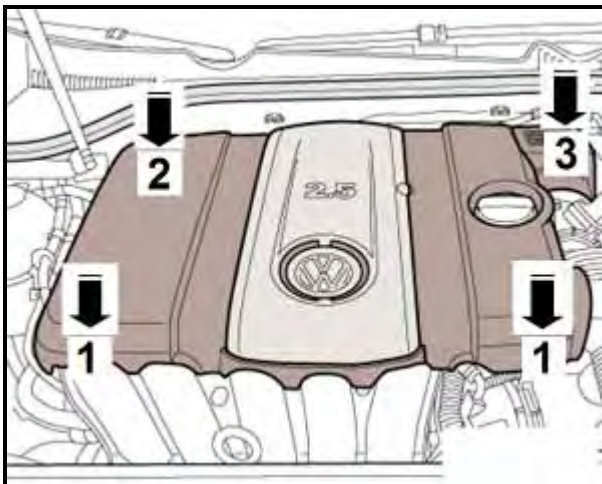
**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing



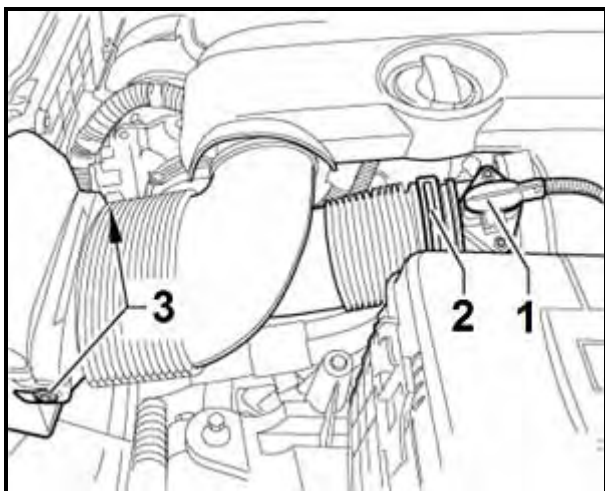
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	CAMP 010 000

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to Page 48

**WORK IS COMPLETE**

## Parts Return or Parts Disposal

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CAWP-09-12 "Coils Return Process"

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

March 2010

## Revision Summary

- **Added Phase 6 - March 2010 VIN information**
- **Added NOTE to a coil installation**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 6.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your March 2010 allocation list will be available on or about March 12, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

Due to high parts inventory at many dealerships, we will not allocate ignition coils this month. However, to help ensure that dealers who need additional parts can

easily get what they need, the existing upper order limits strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: P/N 06A 905 115D (50 pcs.), P/N 06H 905 115 (40 pcs.) and P/N 07K 905 715F (24 pcs.). Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about March 12, 2010 the next customer mailing begins.

We estimate that this mailing contains approximately 180,000 U.S. customers and approximately 20,000 Canadian customers.

We have proactively notified affected customers about this campaign. Customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as part supplies become available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI**

**OR**

### **Criterion 03 - Jetta/Jetta Wagon**

**OR**

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING COVERAGE**

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

### **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.

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY** applies to vehicles outside "Roadside Coverage"
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/IP1 SVC ACT. CAR TOWED.**



# Saga Claim Entry Procedure

# CHART 2 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

# Saga Claim Entry Procedure

# CHART 3 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 130 T.U.

OR

- Replace up to (12) ignition coils

**Repair operation:** 2820 20 99 130 T.U.

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

OR

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 130 T.U.

Quantity	Part Number	Description
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**
- **(TOWING NOT TO EXCEED \$100 (USD/CAD)**
- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

# Saga Claim Entry Procedure

# CHART 4 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 05 - GTI**

OR

### **Criterion 06 - Jetta**

OR

### **Criterion 07 - EOS**

OR

### **Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING COVERAGE 

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

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

### **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.

# Saga Claim Entry Procedure

# CHART 5 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 09 – Golf/Rabbit**

OR

### **Criterion 10 - Jetta**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to (5) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- *In Amount field submit actual TOWING cost*
  - *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

### **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.

# Saga Claim Entry Procedure

# CHART 6 of 6

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 11- New Beetle/New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to (5) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**OR**

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**Towing – See TOWING COVERAGE** 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

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**NEW**  
(UNITED STATES)

## VIN Ranges & Production Dates of Affected Vehicles

**For your convenience,  
all the VIN ranges have  
been consolidated.**

### 2001 – 2005 Passat 1.8T CRITERION 01

(Emden) WVW\_ \*\_ \_3B\_1E000027 - WVW\_D\_3B\_5E157163  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/02/2005

(Mosel) WVW\_ \*\_ \_3B\_1P001024 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 11/25/2004

### 2001 – 2006 Golf/GTI 1.8T CRITERION 02

9BW\_ \*\_ \_1J\_14005281 - 9BW\_ \*\_ \_1J\_64006432  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/27/2005

### 2001 – 2005 Jetta/Jetta Wagon 1.8T CRITERION 03

3VW\_ \*\_ \_9M\_1M000025 - 3VW\_ \*\_ \_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 1/19/2004

WVW\_ \*\_ \_1J\_1W048177 - WVW\_ \*\_ \_1J\_4W003764  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/14/2003

### 2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04

3VW\_D\_1C\_1M400115 - 3VW\_D\_1C\_3M445213  
Production Date: 7/13/2000 - 6/19/2003

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

### 2006 – 2007 GTI 2.0T FSI CRITERION 05

WVW\_V\_1K\_6W018238 - WVW\_V\_1K\_7W213170  
Production Date: 7/01/2005 - 3/07/2007

### 2006 Jetta/Jetta GLI 2.0T FSI CRITERION 06

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_6M847695  
Production Date: 12/27/2004 - 7/01/2006

### 2007 Eos 2.0T FSI CRITERION 07

WVW\_A\_1F\_7V000073 - WVW\_A\_1F\_7V040210  
Production Date: 8/25/2006 - 3/07/2007

### 2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08

WVW\_K\_3C\_6\_002737 - WVW\_K\_3C\_7\_196094  
Production Date: 3/29/2005 - 3/07/2007

### 2006 – 2007 Golf/Rabbit 2.5L CRITERION 09

WVWD\*71K\_6W08138 - WVWD\*71K\_7W213492  
(\* Vehicles with R or S in 5<sup>th</sup> position)  
Production Date: 11/25/2005 - 3/07/2007

### 2005 – 2007 Jetta 2.5L CRITERION 10

3VW\_ \*\_71K\_5M600049 - 3VW\_ \*\_71K\_7M139300  
(\* Vehicles with F or G in 5<sup>th</sup> position)  
Production Date: 9/08/2004 - 3/06/2007

**NEW** VIN Ranges & Production Dates of Affected Vehicles  
(UNITED STATES - cont'd.)

**2006 – 2007 New Beetle/New Beetle Convertible 2.5L CRITERION 11**

3VW\_ \*\_ \_1Y\_6M300047 - 3VW\_ \*\_ \_1Y\_7M411756

(\* Vehicles with F, G or W in 5<sup>th</sup> position)

Production Date: 6/28/2005 - 3/06/2007

3VW\_ \*\_ \_1C\_6M400046 - 3VW\_ \*\_ \_1C\_7M411756

(\* Vehicles with W or F in 5<sup>th</sup> position)

Production Date: 6/29/2005 - 3/06/2007

**2002 – 2004 Passat 4.0L CRITERION 13**

WVW\_ K\_3B\_2\_204918 - WVW\_ K\_3B\_4\_347994

Production Date: 11/12/2001 - 5/12/2004

**2004 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_ \_3D\_48000093 - WVW\_ \*\_ \_3D\_68006116

(\* Vehicles with H or K in 5<sup>th</sup> position)

Production Date: 4/09/2003 - 5/17/2006

**For your convenience,  
all the VIN ranges have  
been consolidated.**



(CANADA) **NEW** VIN Ranges & Production Dates of Affected Vehicles

**2001 – 2005 Passat 1.8T CRITERION 01**

WVW\_ \*\_3B\_1\_000082 - WVW\_D\_3B\_5\_174151  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 6/17/2005

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64011363  
Production Date: 8/25/2000 - 11/09/2005

**2001 – 2006 Jetta/Jetta Wagon 1.8T CRITERION 03**

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 10/20/2004  
WVW\_C\_1J\_1W056866 - WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005  
3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400038  
Production Date: 6/12/2000 - 6/17/2004

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

**2006 – 2007 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M139190  
Production Date: 12/27/2004 - 7/01/2006

**2007 Eos 2.0T FSI CRITERION 07**

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6E011801 - WVW\_K\_3C\_7\_196308  
Production Date: 5/20/2005 - 3/06/2007

**2007 Rabbit/GTI 2.5L CRITERION 09**

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

**2006 – 2007 Jetta 2.5L CRITERION 10**

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

**2006 – 2007 New Beetle Convertible 2.5L CRITERION 11**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007  
3VW\_ \*\_1C\_6M400078 - 3VW\_ \*\_1C\_7M411568  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 7/09/2005 - 3/06/2007

**2002 – 2004 Passat 4.0L CRITERION 13**

WVW\_K\_3B\_2\_299021 - WVW\_K\_3B\_4\_347760  
Production Date: 2/05/2002 - 5/13/2004

**2004 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

**For your convenience,  
all the VIN ranges have  
been consolidated.**

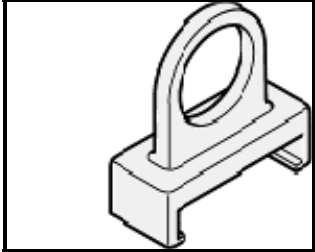
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

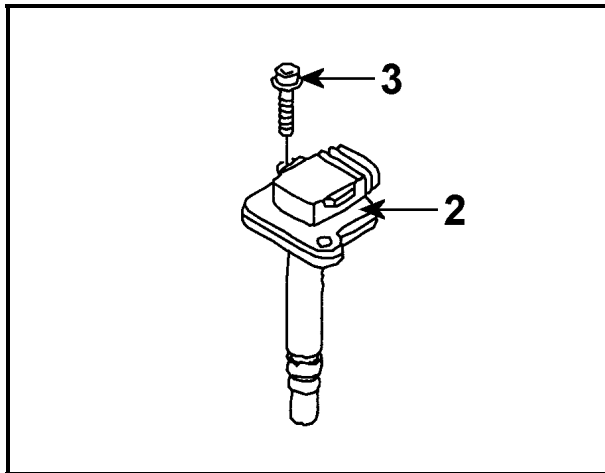
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil



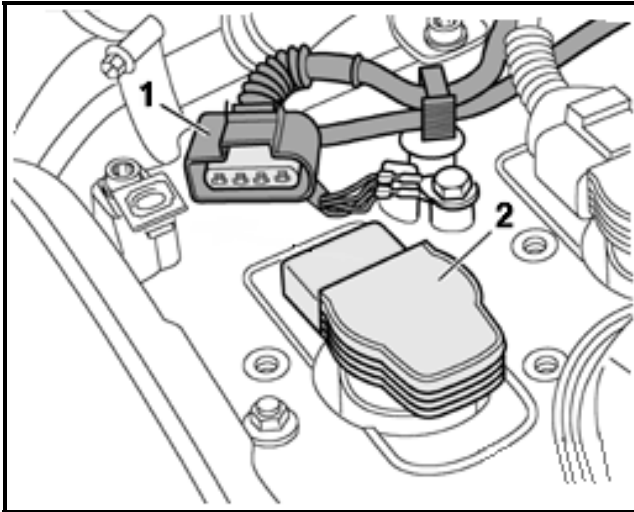
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step



- On New Beetle vehicles remove plate with turbo boost valve and move aside



Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured



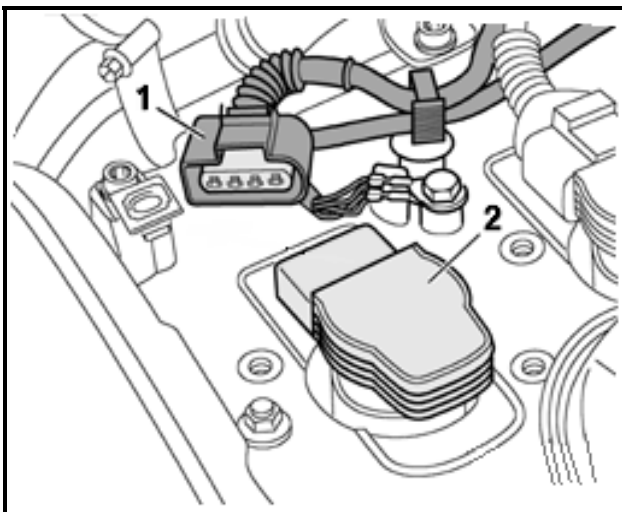
- ⇐ Inspect all ignition coils for part number(s)

- All coils with any of these part numbers do not need to be replaced:

- 06A 905 115D
- 06B 905 115R
- 06C 905 115L
- 06C 905 115M

- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils


- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- If previously removed, reinstall plate with turbo boost valve
  - If applicable, secure vacuum reservoir with bolt
  - Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)


- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

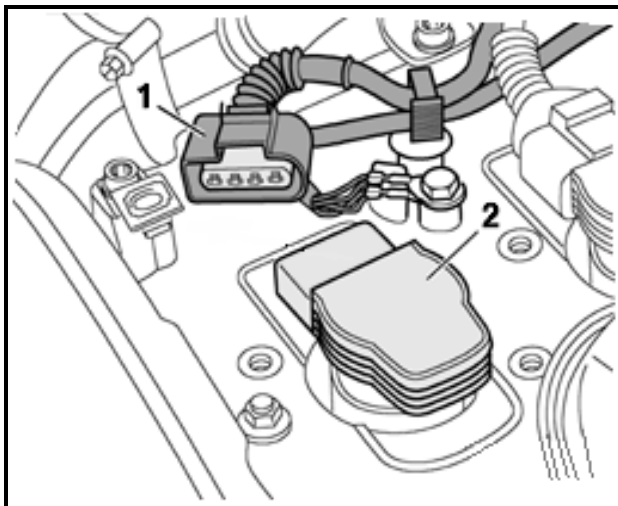
- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 Note: Do not use any object to tap ignition coil into position

Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

**NEW**



- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**



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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

#### 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

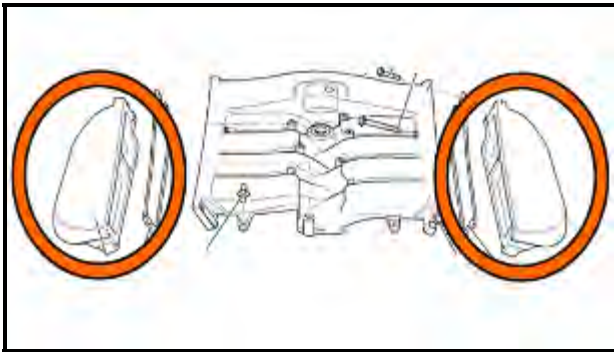


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



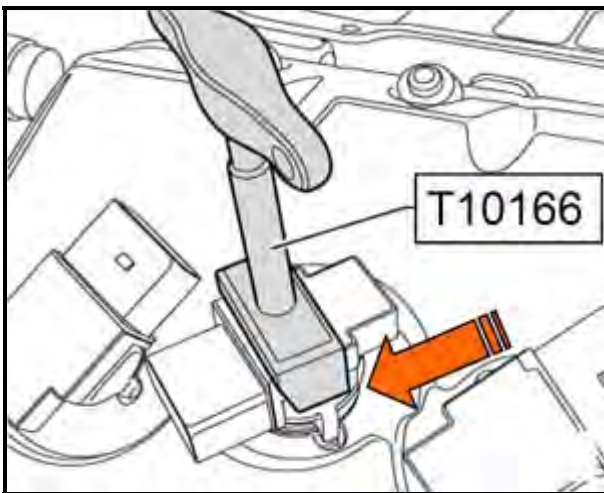
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



**NEW**


Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**




# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



Tip: If Campaign Completion label is present, no further work is required

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

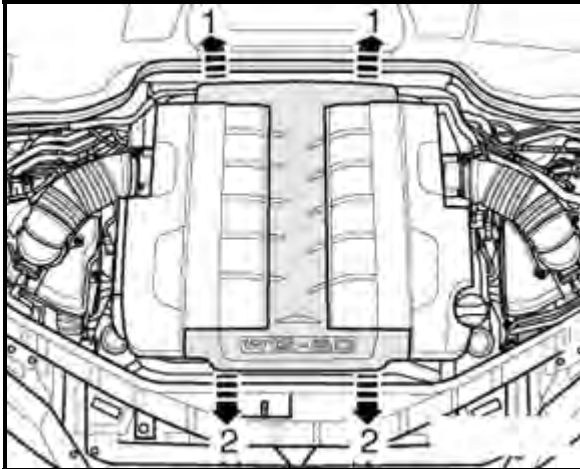


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

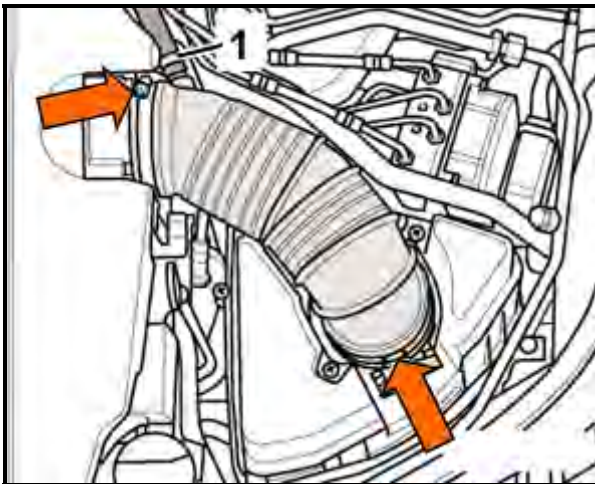


Tip: Ignition must be turned off

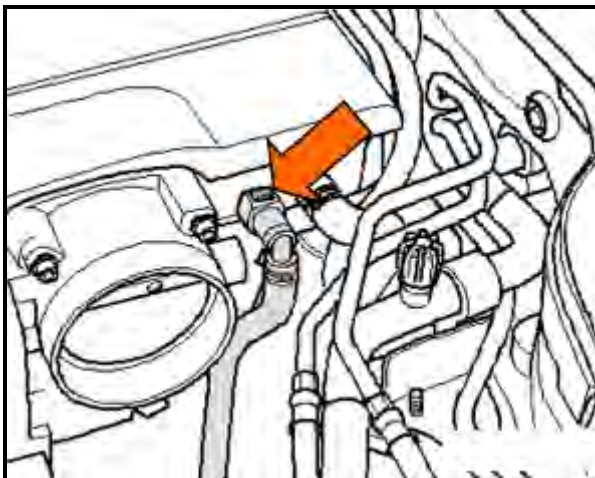


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

### Left (driver) side of engine

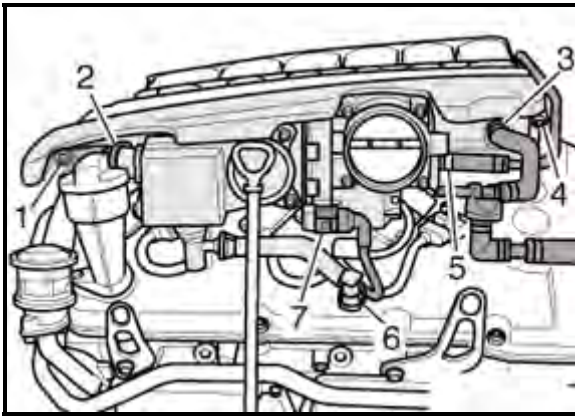


- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-





- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold






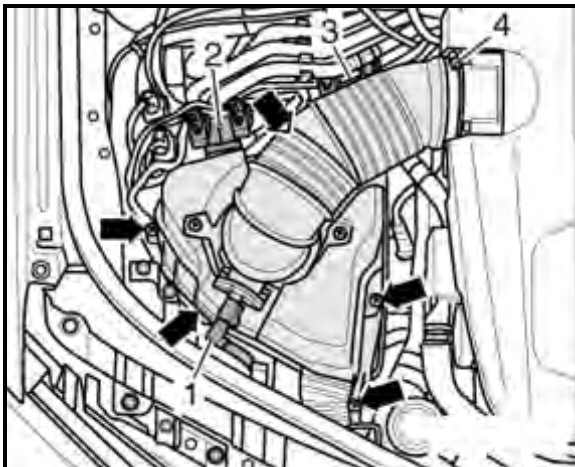
- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part

 Tip: Gaskets for intake manifold side- parts should be reused

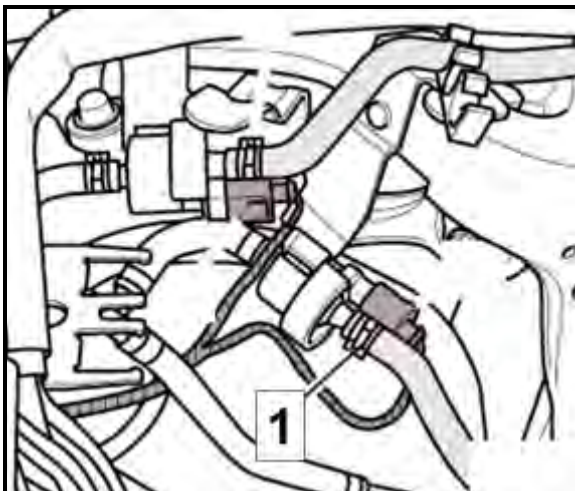
 Tip: W12 engines have different left and right intake manifold side-part gaskets

### Right (passenger) side of engine

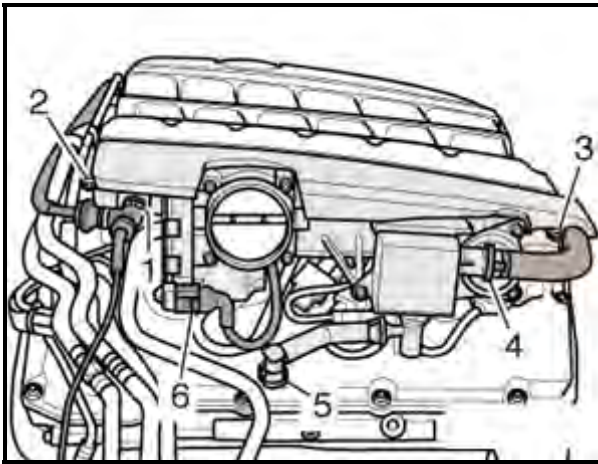
 Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



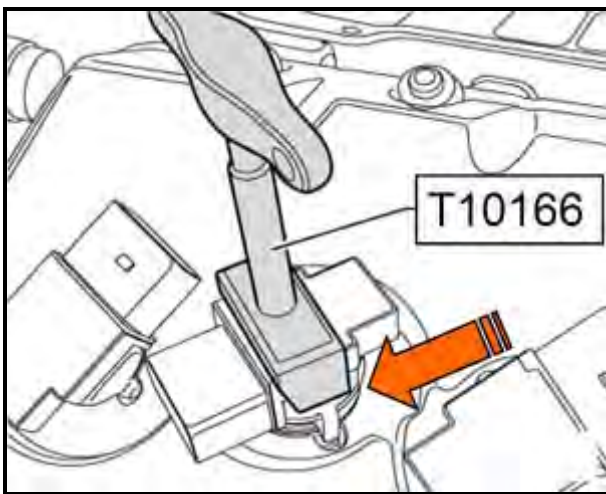
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



**NEW**

Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 though 12

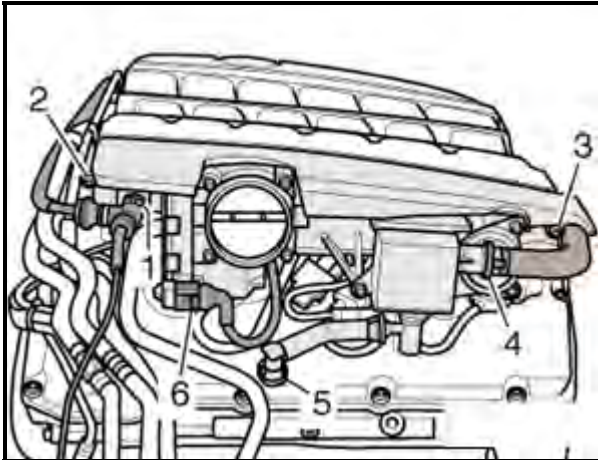
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



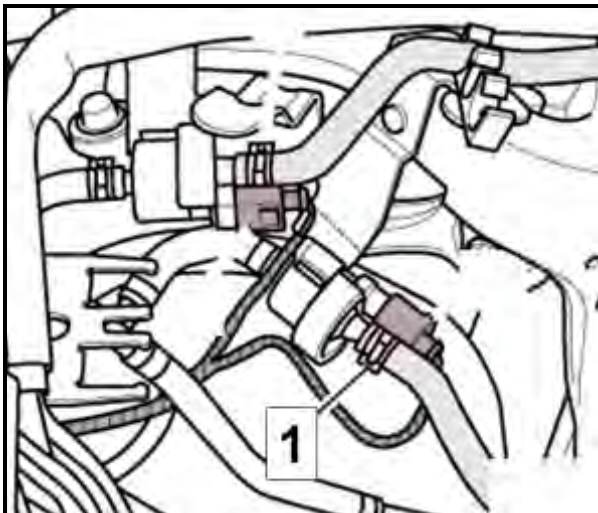
Tip: W12 engines have different left and right intake manifold side-part gaskets



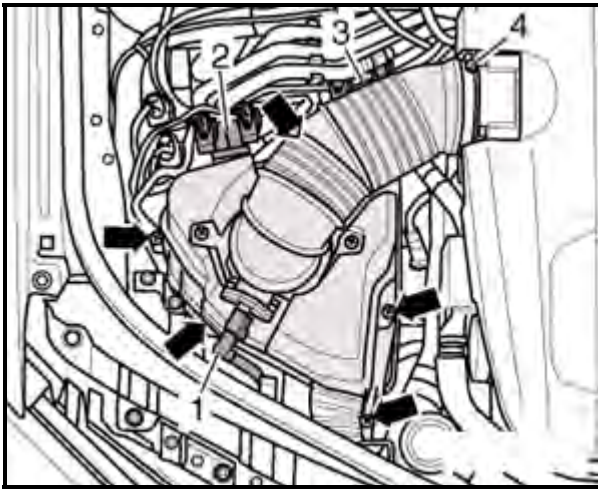
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



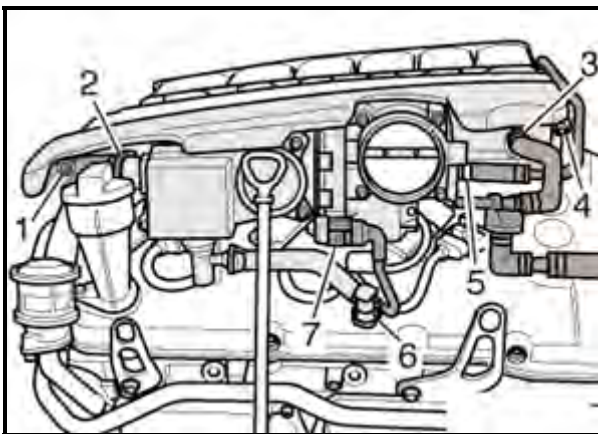
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### Left (driver) side of engine

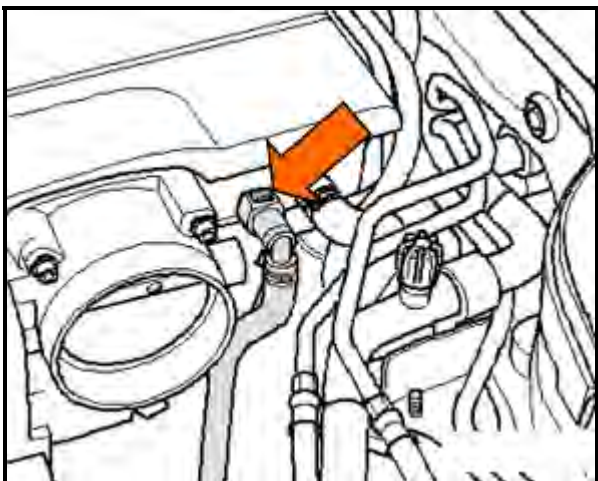
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

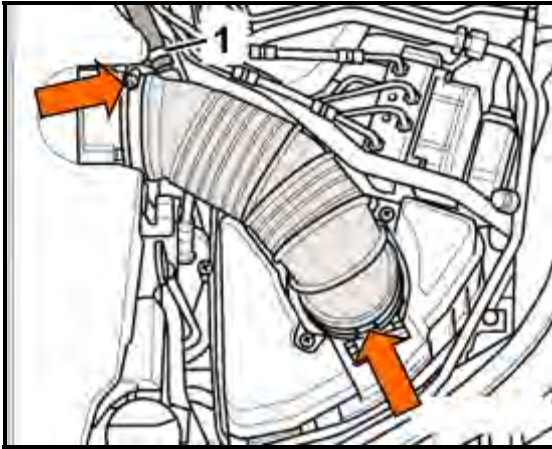


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ⇐ Reinstall left air duct hose -arrows-
- ⇐ Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX D**

## **2.0T FSI**

### **Criteria 05, 06, 07, 08**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.0T FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



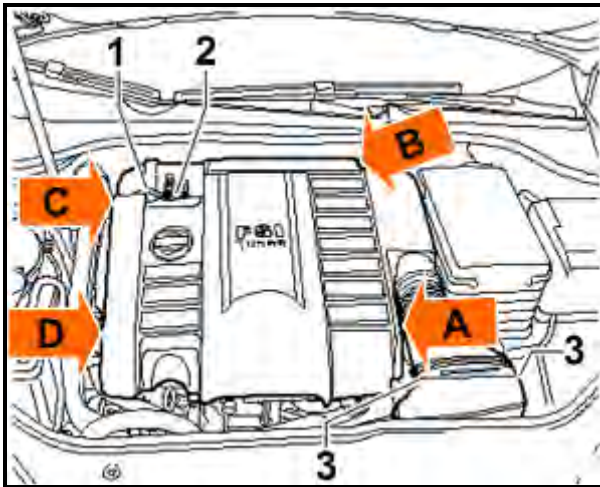
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

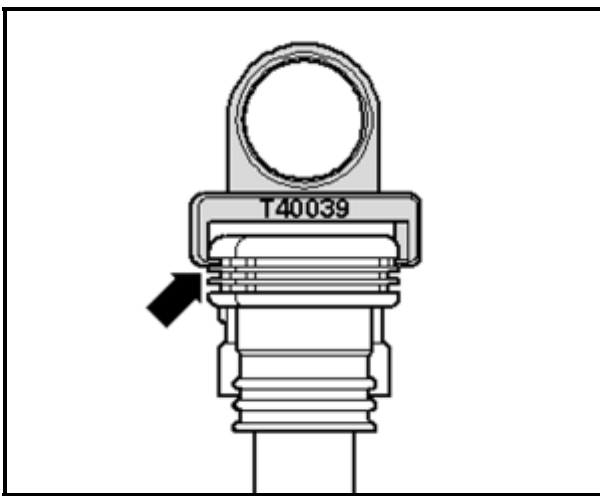


Tip: Ignition must be turned off





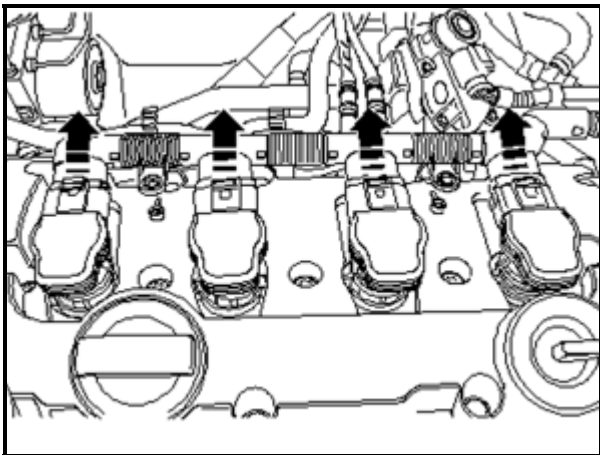
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



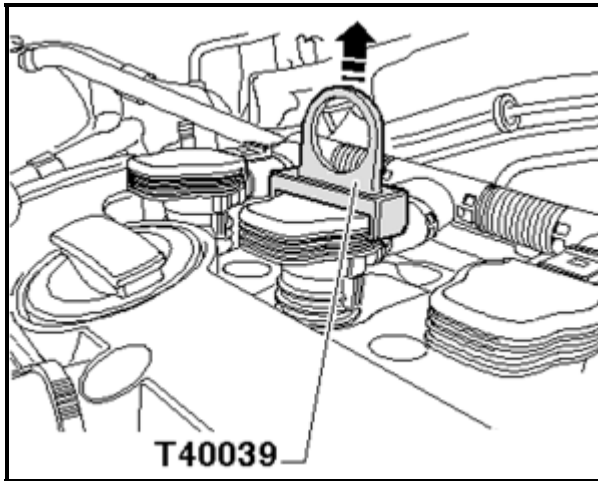
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

**!** Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

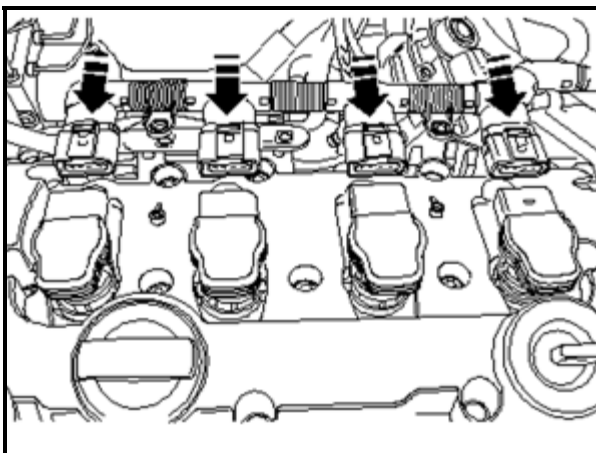
Damage may occur to engine if part number 07K 905 715E is mixed with other coils

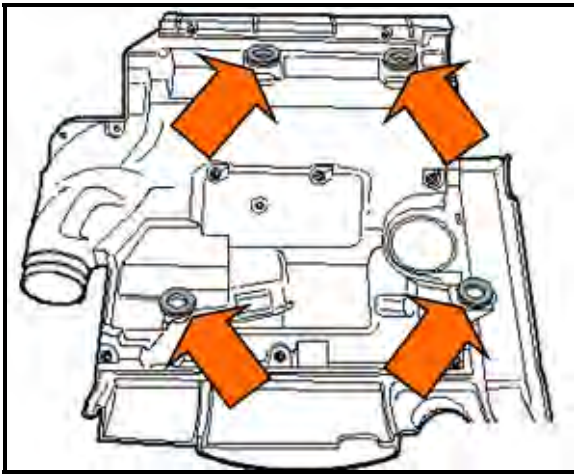
- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

**!** Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

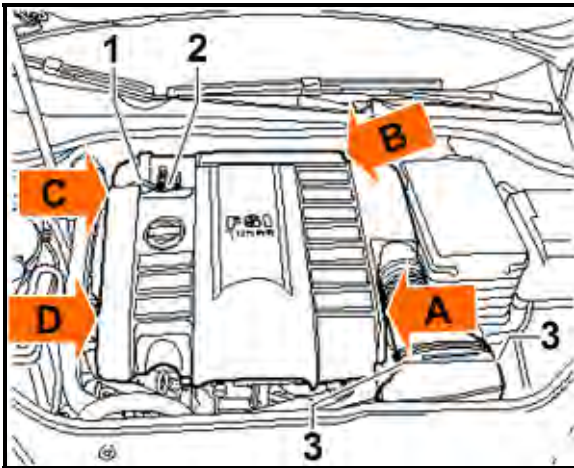
**!** Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand





- ⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing
- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time



- ⇐ Reinstall bolts -3-
- ⇐ Reconnect electrical connector -2-
- ⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
<small>CAMP 010 000</small>	

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

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

### Required Tools - 2.5L

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

### Required Part:

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

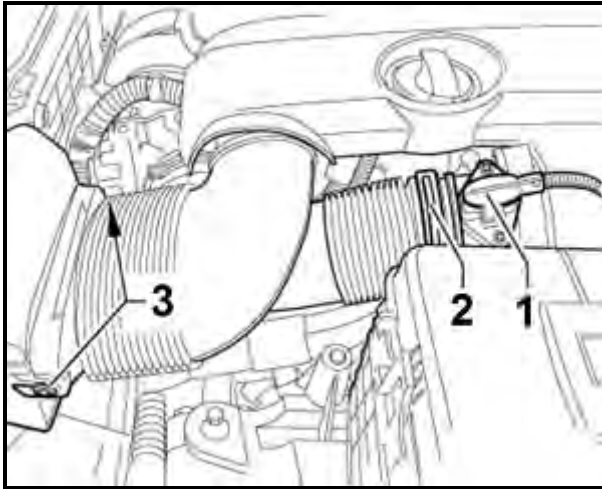


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

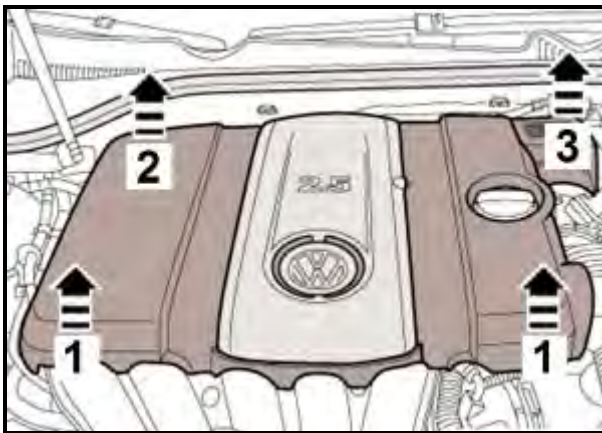


Tip: Ignition must be turned off



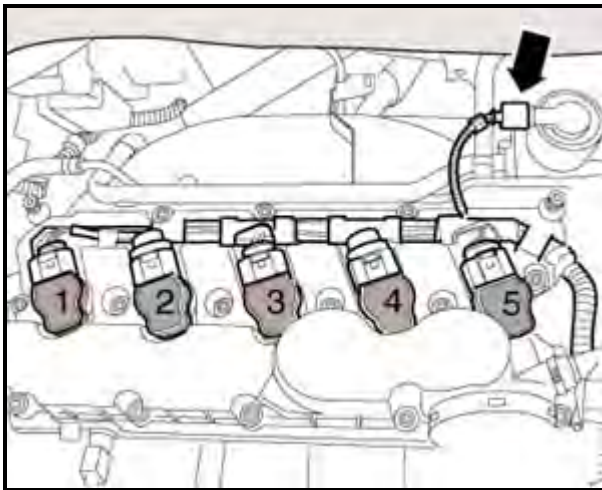
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

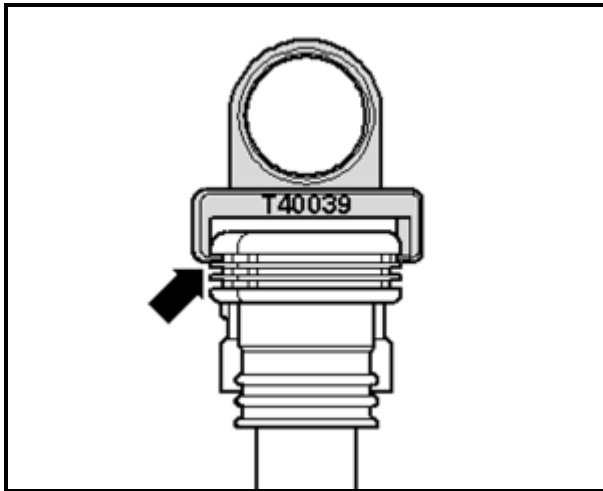


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



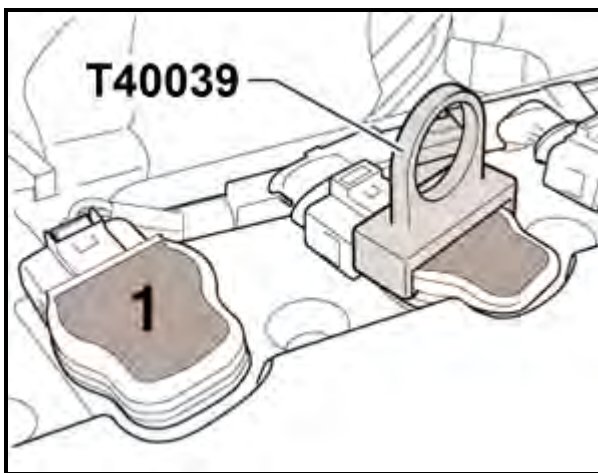
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

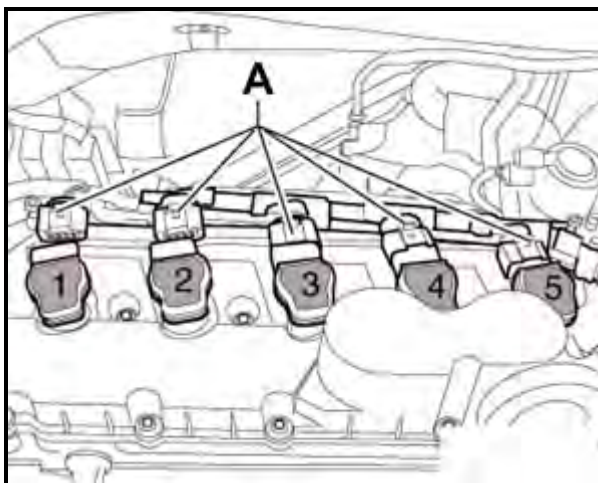
Lower ribs may be damaged if they are used



Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

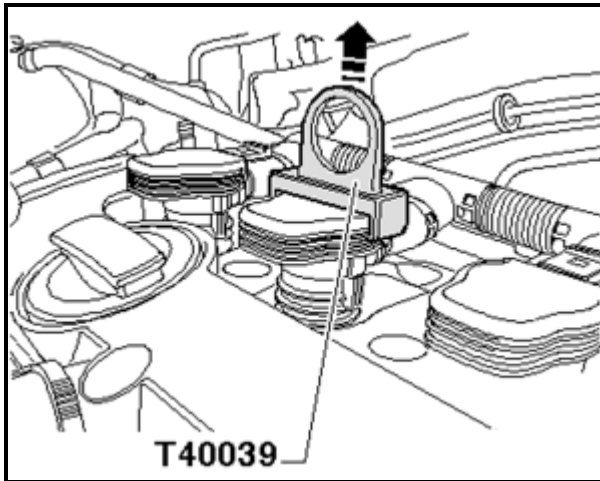
⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly



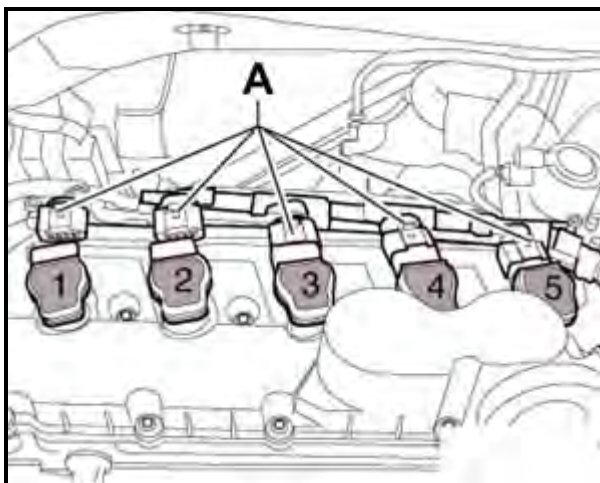
⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039





- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**

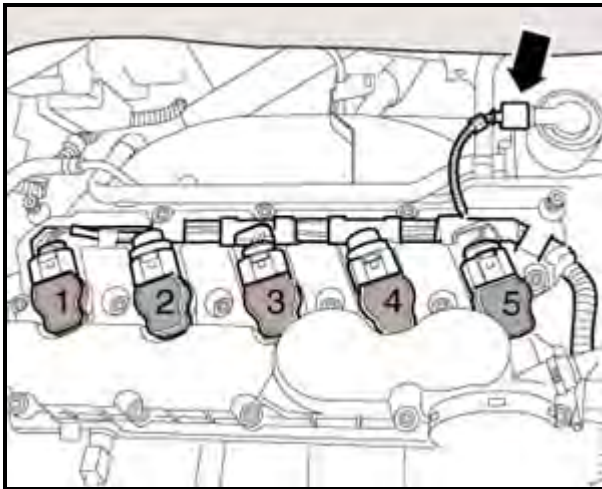


- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

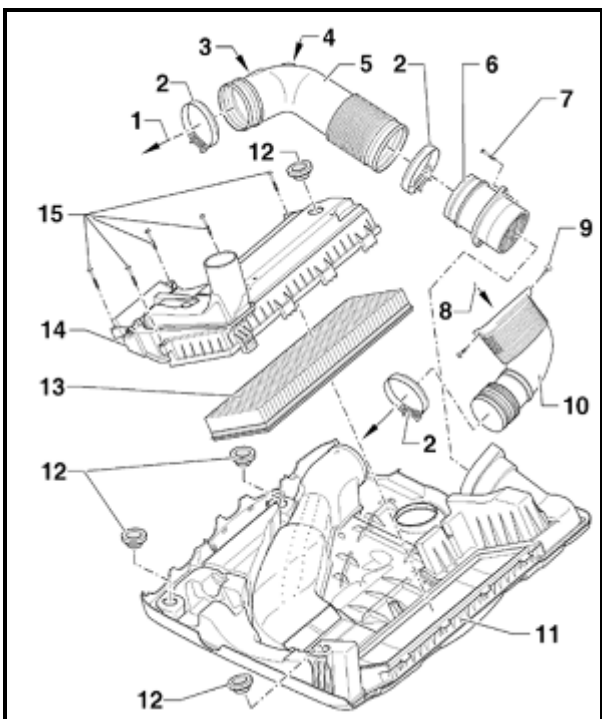
**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing

**ⓘ Note:** Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

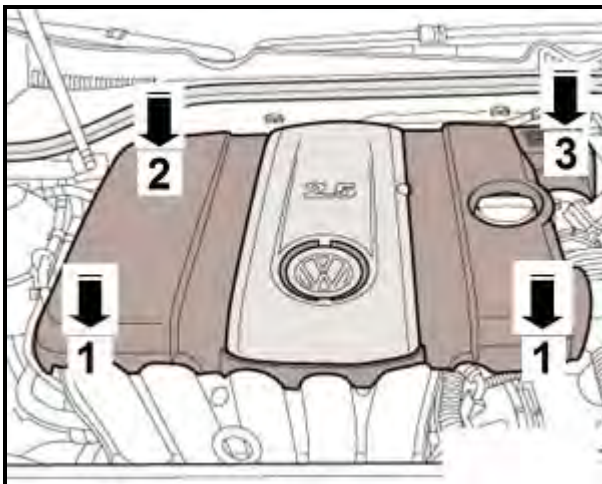
**NEW**



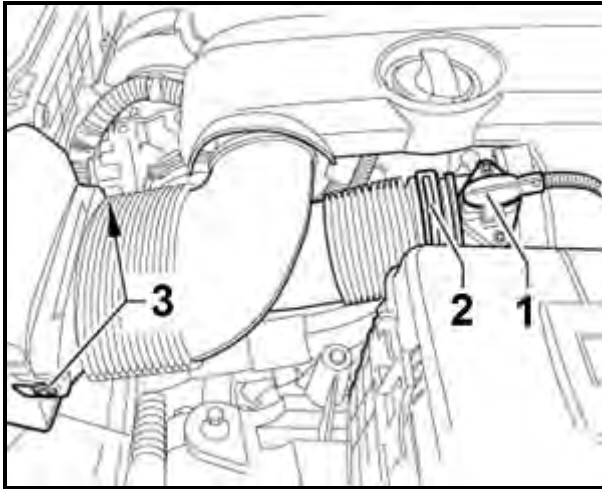
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

**Parts Return or Parts Disposal**

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal

Please include the campaign identification:

**28F3 Parts Return**

**IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**ALL WORK IS COMPLETE**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

April 2010

## Revision Summary

- **Added Phase 7 – April 2010 VIN information**
- **Added some 4.2L FSI and 4.2L (non-FSI) engines**
- **Added SAGA claim entry information and work procedures**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 7.

*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

Prior to the owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your April 2010 allocation list will be available on or about April 19, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

We will allocate parts for the 4.2L non-FSI engine, but, due to high parts inventory at many dealerships, we will not allocate ignition coils for any other engines this month. However, to help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: P/N 077 905 115AA (24 pcs.), P/N 06A 905 115D (50 pcs.), P/N 06H 905 115 (40 pcs.) and P/N 07K 905 715F (24 pcs.). Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return/Disposal

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about April 19, 2010 the next customer mailing begins.

We estimate that this mailing contains approximately 65,000 U.S. customers and approximately 3,000 Canadian customers.

We have proactively notified affected customers about this campaign. Customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as part supplies become available.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

# CHART 1 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI**

**OR**

### **Criterion 03 - Jetta/Jetta Wagon**

**OR**

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING COVERAGE**

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 2 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 90 T.U.**

OR

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 90 T.U.**

Quantity	Part Number	Description
Up to 8	07C 905 715A	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 90 T.U.**

Quantity	Part Number	Description
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- *In Amount field submit actual TOWING cost*
  - *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

### 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.



# Saga Claim Entry Procedure

# CHART 3 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                    **0183 00 99**                    **130 T.U.**  
**OR**

- Replace up to (12) ignition coils

**Repair operation:**                    **2820 20 99**                    **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                    **0150 00 99**                    **10 T.U.**

**Repair operation:**                    **2820 20 99**                    **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

***(TOWING NOT TO EXCEED \$100 (USD/CAD)***

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

# Saga Claim Entry Procedure

# CHART 4 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 05 - GTI**

OR

### **Criterion 06 - Jetta**

OR

### **Criterion 07 - EOS**

OR

### **Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

OR

- Replace up to (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING COVERAGE

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

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

### **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.

# Saga Claim Entry Procedure

# CHART 5 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 09 – Golf/Rabbit

OR

### Criterion 10 - Jetta

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 50 T.U.

OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))
- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

### 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.

# Saga Claim Entry Procedure

# CHART 6 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 11- New Beetle/New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **40 T.U.**  
**OR**

- Replace up to (5) ignition coils

**Repair operation:**                      **2820 20 99**                      **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

**OR**

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 7 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 12 - Touareg FSI **NEW**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**  
**OR**

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

### Criterion 15 - Touareg (non-FSI) **NEW**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**  
**OR**

- Replace up to eight (8) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

**Towing – See TOWING COVERAGE**

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

#### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

#### 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.

# Saga Claim Entry Procedure

CHART 8 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 16- Phaeton (non-FSI) **NEW**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.  
OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

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**UPDATED**

(UNITED STATES)

**VIN Ranges & Production Dates of Affected Vehicles**

**2001 – 2005 Passat 1.8T CRITERION 01**

(Emden) WVW\_ \*\_ \_3B\_1E000027 - WVW\_D\_3B\_5E157163  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/02/2005

(Mosel) WVW\_ \*\_ \_3B\_1P001024 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 11/25/2004

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_ \*\_ \_1J\_14005281 - 9BW\_ \*\_ \_1J\_64006432  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/27/2005

**2001 – 2005 Jetta/Jetta Wagon 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M000025 - 3VW\_ \*\_ \_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 1/19/2004

WVW\_ \*\_ \_1J\_1W048177 - WVW\_ \*\_ \_1J\_4W00376  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/14/2003

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_D\_1C\_1M400115 - 3VW\_D\_1C\_3M445213  
Production Date: 7/13/2000 - 6/19/2003

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W018238 - WVW\_V\_1K\_7W213170  
Production Date: 12/27/2004 - 3/07/2007

**2006 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M120967  
Production Date: 12/27/2004 - 2/06/2007

**2007 Eos 2.0T FSI CRITERION 07**

WVW\_A\_1F\_6V000345 - WVW\_A\_1F\_7V040210  
Production Date: 1/16/2006 - 3/07/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6\_002737 - WVW\_K\_3C\_7\_196094  
Production Date: 3/29/2005 - 3/07/2007

**2006 – 2007 Golf/Rabbit 2.5L CRITERION 09**

WVWD\*71K\_6W08138 - WVWD\*71K\_7W213492  
(\* Vehicles with R or S in 5<sup>th</sup> position)  
Production Date: 11/25/2005 - 3/07/2007

**2005 – 2007 Jetta 2.5L CRITERION 10**

3VW\_ \*\_71K\_5M600049 - 3VW\_ \*\_71K\_7M139300  
(\* Vehicles with F or G in 5<sup>th</sup> position)  
Production Date: 9/08/2004 - 3/06/2007

**2006 – 2007 New Beetle/New Beetle Convertible 2.5L CRITERION 11**

3VW\_ \*\_ \_1Y\_6M300047 - 3VW\_ \*\_ \_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

3VW\_ \*\_ \_1C\_6M400046 - 3VW\_ \*\_ \_1C\_7M515778  
(\* Vehicles with W or F in 5<sup>th</sup> position)  
Production Date: 6/29/2005 - 3/06/2007

**2002 – 2004 Passat 4.0L CRITERION 13**

WVW\_K\_3B\_2\_204918 - WVW\_K\_3B\_4\_347994  
Production Date: 11/12/2001 - 5/12/2004



**UPDATED**

**VIN Ranges & Production Dates of Affected Vehicles**

**(UNITED STATES - cont'd.)**

**2003 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_ \_3D\_38003053 - WVW\_ \*\_ \_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 3/08/2004 - 5/17/2006

**2007 Touareg 4.2L FSI CRITERION 12**

WVG\_\_\_7L\_7D013205 - WVG\_\_\_7L\_7D057122  
Production Date: 8/23/2006 - 11/13/2006

**2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15**

WVG\_\_\_7L\_4D000854 - WVG\_\_\_7L\_6D066220  
Production Date: 4/12/2003 - 4/27/2006

**2004 – 2006 Phaeton 4.2L CRITERION 16**

WVW\_\_\_3D\_48006537 - WVW\_\_\_3D\_68003231  
Production Date: 8/18/2003 - 11/28/2005

**UPDATED**  
**(CANADA)**

## VIN Ranges & Production Dates of Affected Vehicles

### 2001 – 2005 Passat 1.8T CRITERION 01

WVW\_ \*\_3B\_1\_000082 - WVW\_D\_3B\_5\_174151  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 6/17/2005

### 2001 – 2006 Golf/GTI 1.8T CRITERION 02

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64011363  
Production Date: 8/25/2000 - 11/09/2005

### 2001 – 2006 Jetta/Jetta Wagon 1.8T CRITERION 03

3VW\_ \*\_9M\_1M000336 - 3VW\_ \*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 10/20/2004  
WVW\_C\_1J\_1W056866 - WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

### 2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005  
3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400038  
Production Date: 6/12/2000 - 6/17/2004

### 2006 – 2007 GTI 2.0T FSI CRITERION 05

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

### 2006 – 2007 Jetta/Jetta GLI 2.0T FSI CRITERION 06

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M139190  
Production Date: 12/27/2004 - 7/01/2006

### 2007 Eos 2.0T FSI CRITERION 07

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

### 2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08

WVW\_K\_3C\_6E011801 - WVW\_K\_3C\_7\_196308  
Production Date: 5/20/2005 - 3/06/2007

### 2007 Rabbit/GTI 2.5L CRITERION 09

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

### 2006– 2007 Jetta 2.5L CRITERION 10

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

### 2006 – 2007 New Beetle Convertible 2.5L CRITERION 11

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

3VW\_ \*\_1C\_6M400078 - 3VW\_ \*\_1C\_7M515633  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 7/09/2005 - 3/06/2007

### 2002 – 2004 Passat 4.0L CRITERION 13

WVW\_K\_3B\_2\_299021 - WVW\_K\_3B\_4\_347760  
Production Date: 2/05/2002 - 5/13/2004

### 2004 – 2006 Phaeton 6.0L CRITERION 14

WVW\_ \*\_3D\_48006653 - WVW\_ \*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

### 2007 Touareg 4.2L FSI CRITERION 12

WVG\_\_\_7L\_7D018829 - WVG\_\_\_7L\_7D026733  
Production Date: 9/05/2006 - 11/13/2006

### 2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15

WVG\_\_\_7L\_4D002457 - WVG\_\_\_7L\_6D045131  
Production Date: 5/18/2003 - 12/08/2005

### 2004 – 2006 Phaeton 4.2L CRITERION 16

WVW\_\_\_3D\_48006537 - WVW\_\_\_3D\_68005001  
Production Date: 8/18/2003 - 3/15/2006

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

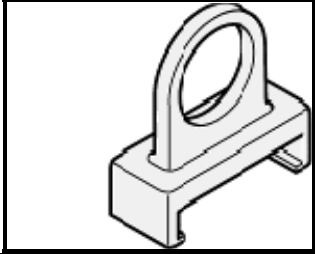
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

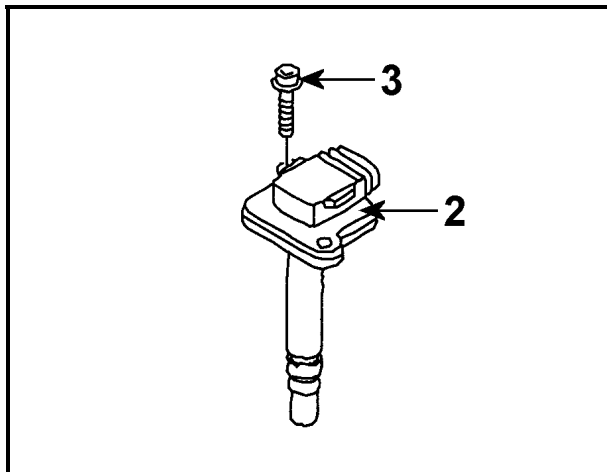
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

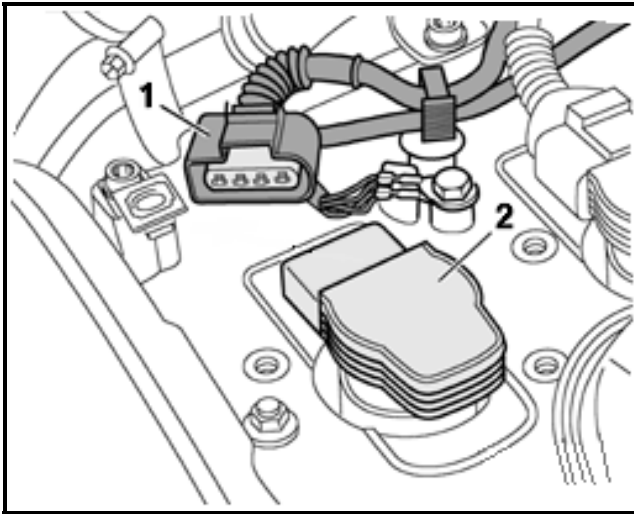
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





- On New Beetle vehicles remove plate with turbo boost valve and move aside



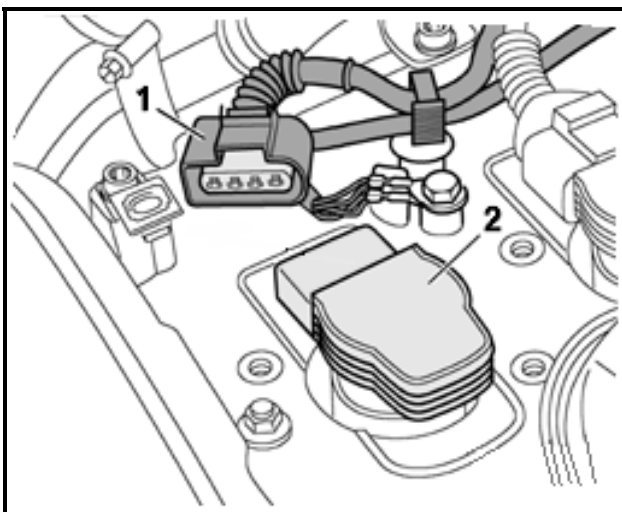
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured


- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- If previously removed, reinstall plate with turbo boost valve
  - If applicable, secure vacuum reservoir with bolt
  - Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label


 Tip: Ensure Campaign Completion label does not cover any existing label(s)

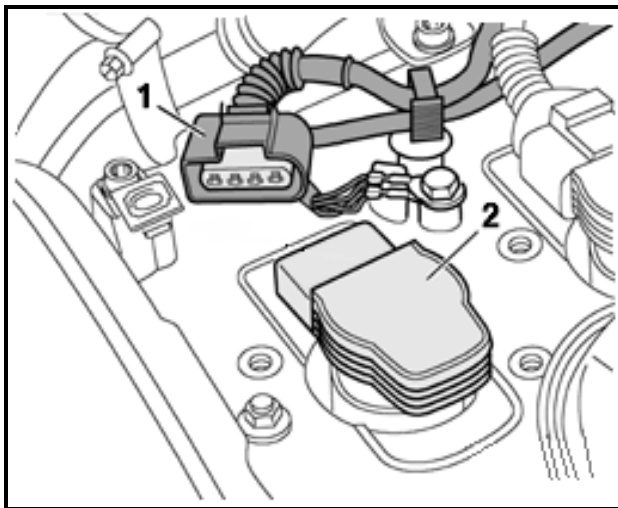
- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 Note: Do not use any object to tap ignition coil into position  
  
Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.0L	up to 8	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

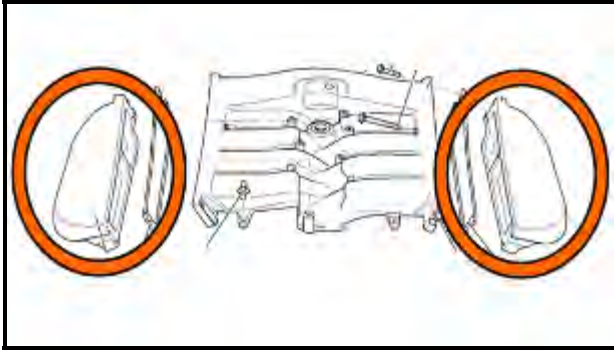


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



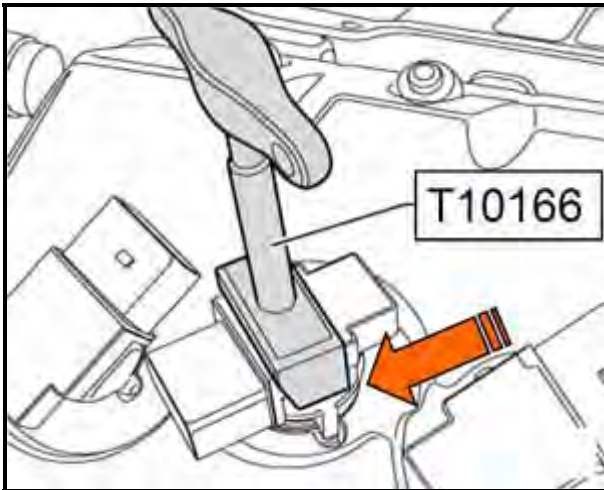
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing




Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	<b>CAMP 010 000</b>


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**




# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label

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Tip: If Campaign Completion label is present, no further work is required

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



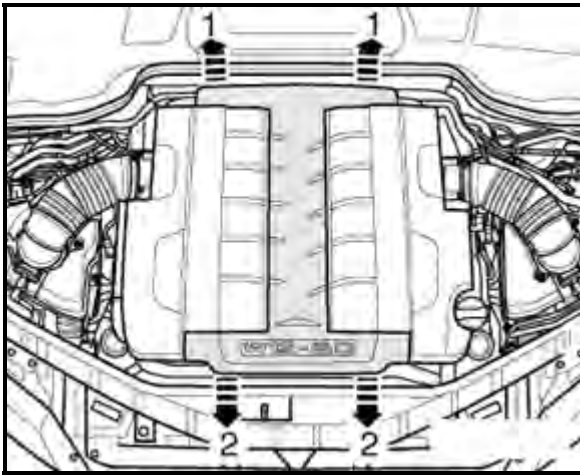
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



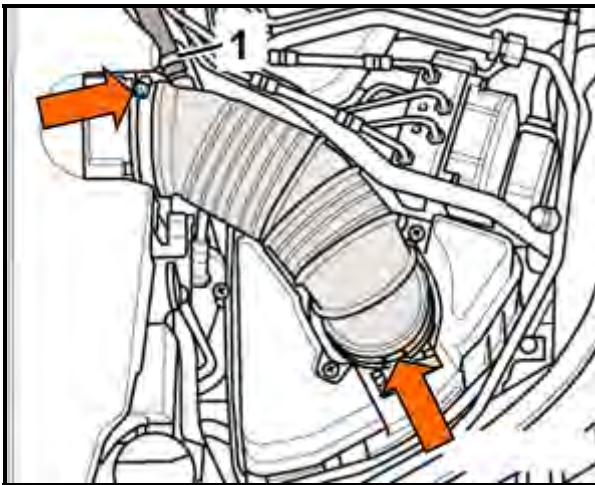
Tip: Ignition must be turned off



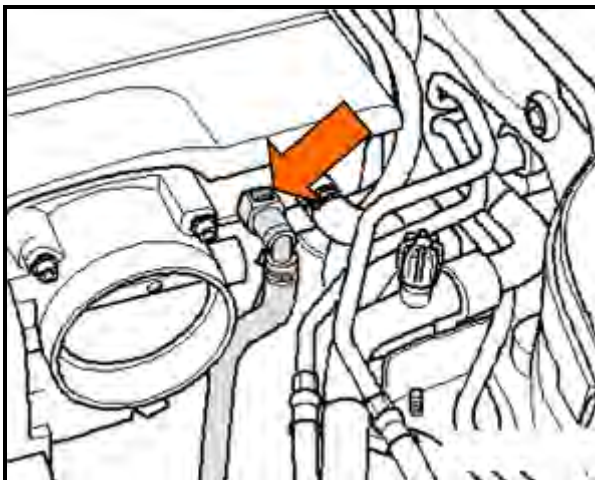


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

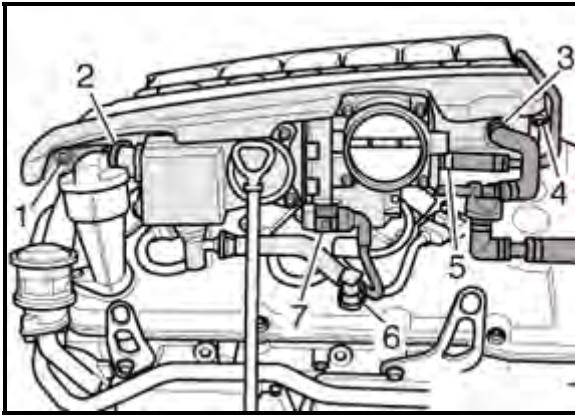
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

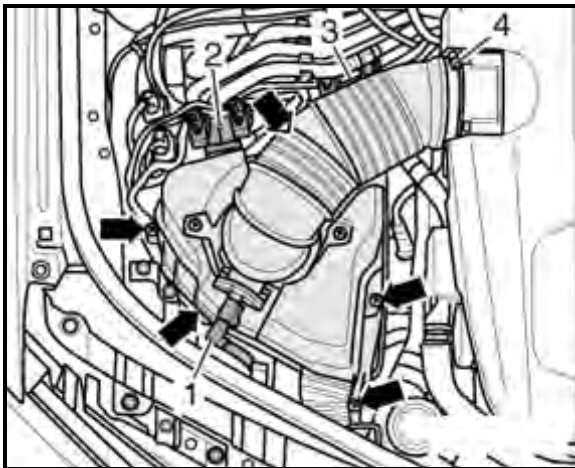


Tip: W12 engines have different left and right intake manifold side-part gaskets

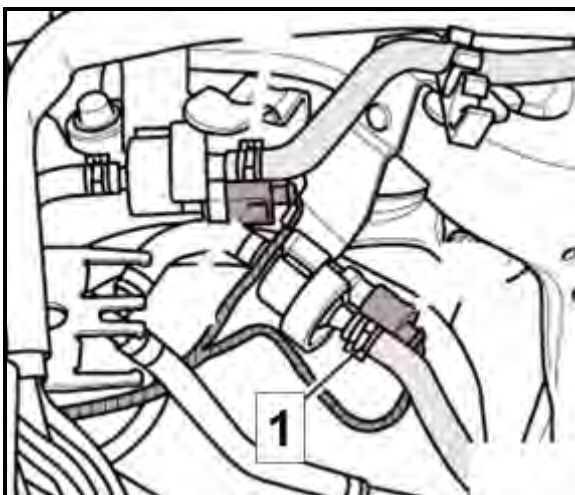
### Right (passenger) side of engine



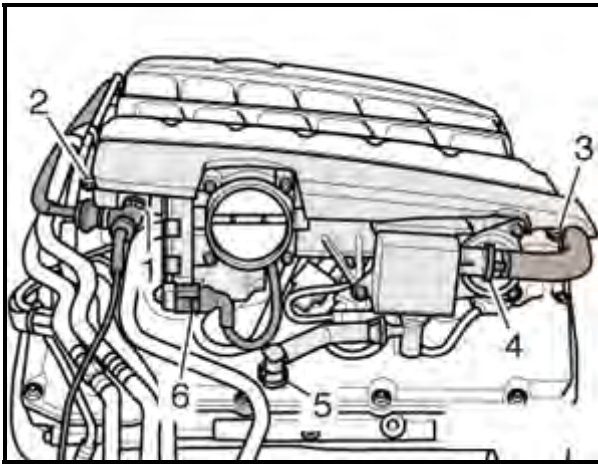
Note: During installation, reinstall all heat insulation sleeves at the same locations




- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing




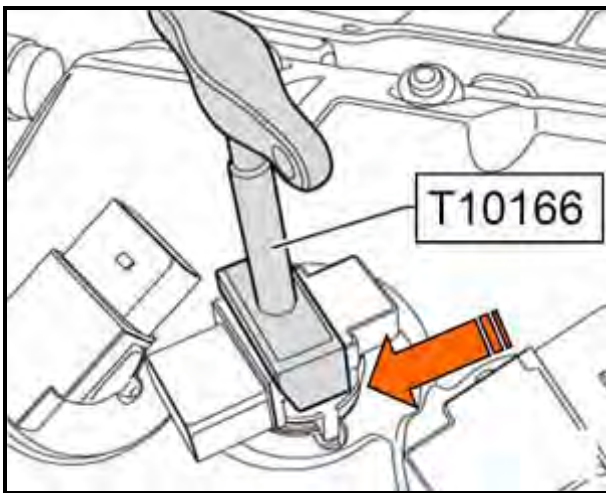
- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)




- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part


 Tip: Gaskets for intake manifold side- parts should be reused

 Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand

 Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 though 12

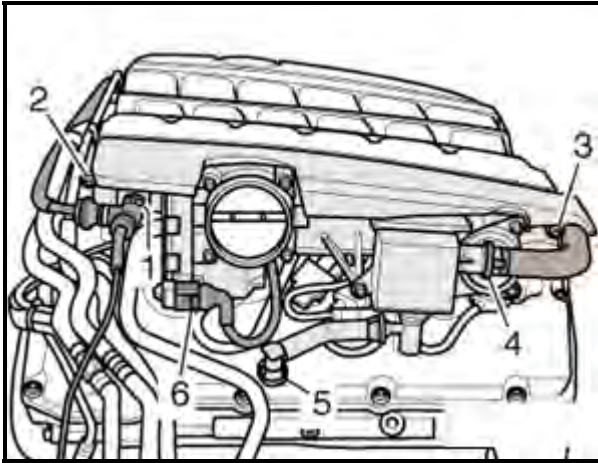
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



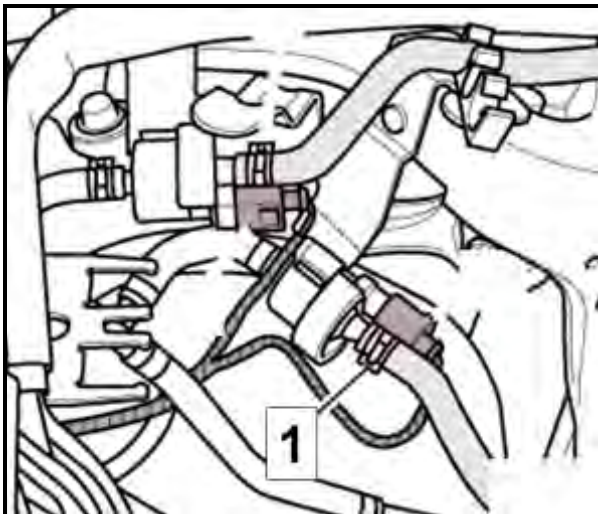
Tip: W12 engines have different left and right intake manifold side-part gaskets



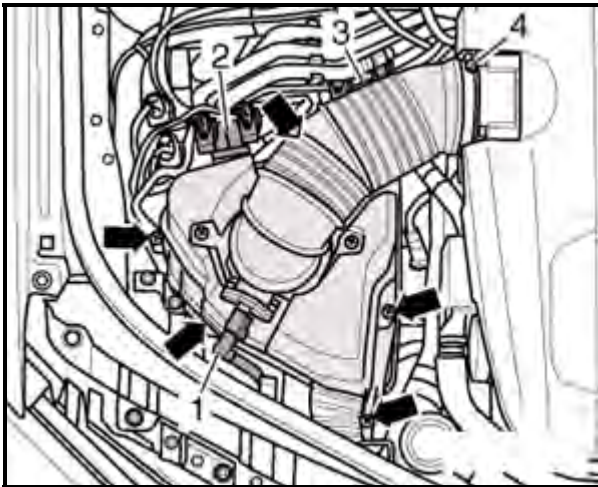
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



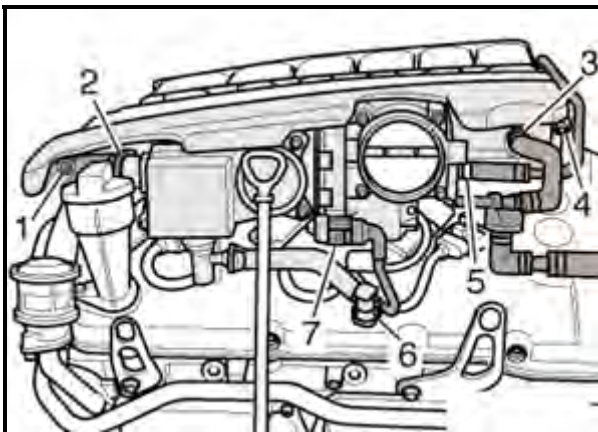
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### Left (driver) side of engine

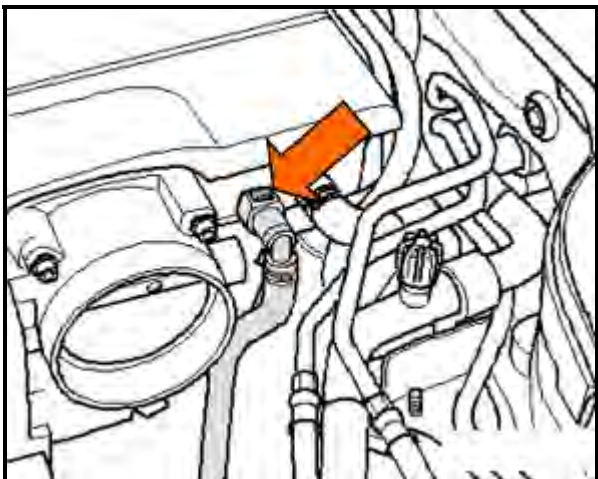
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

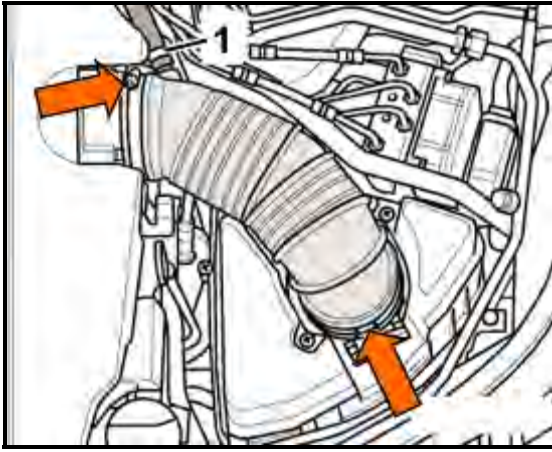


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold



- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX D**

## **2.0T FSI**

### **Criteria 05, 06, 07, 08**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label





Tip: If Campaign Completion label is present, no further work is required

## 2.0T FSI Engine

### Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

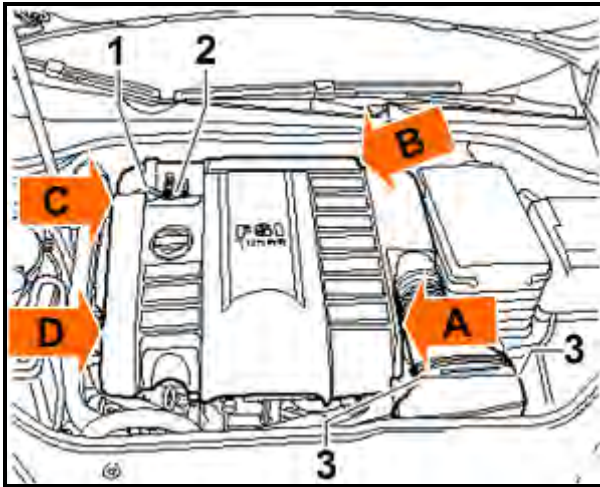


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

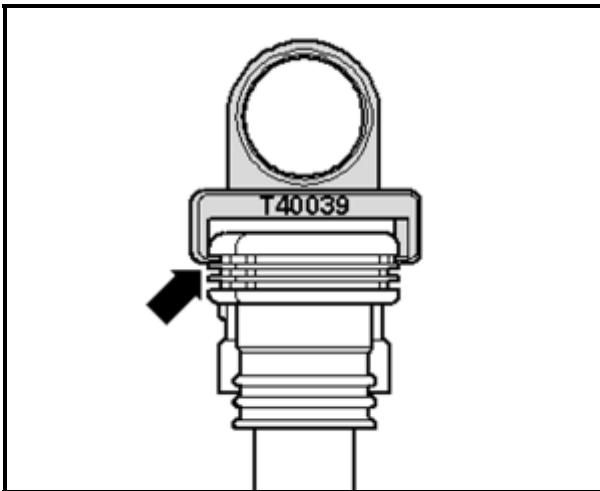
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



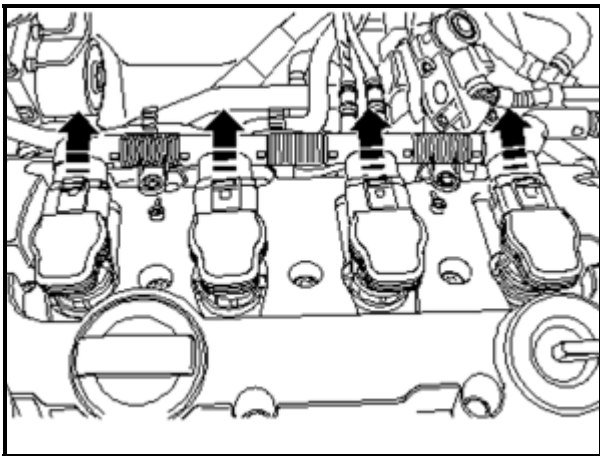
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



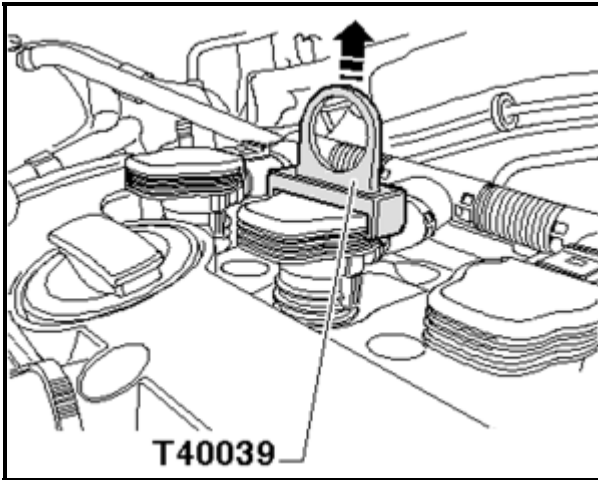
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

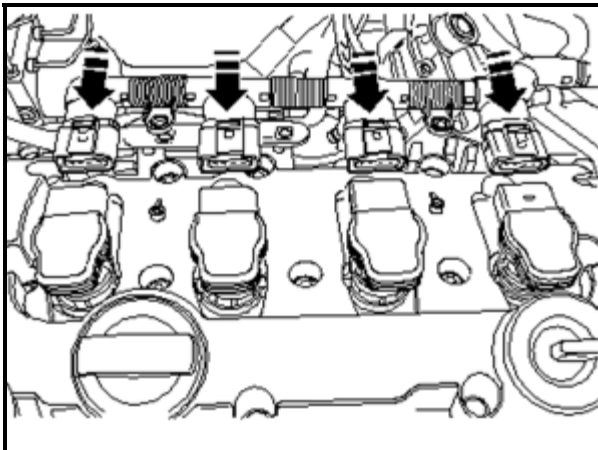
**!** Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

Damage may occur to engine if part number 07K 905 715E is mixed with other coils

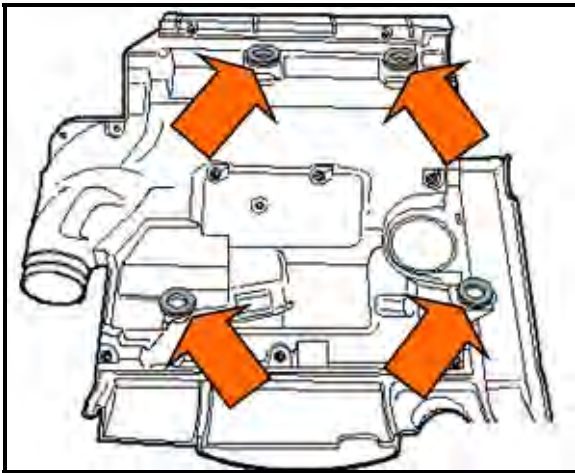
- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

**!** Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

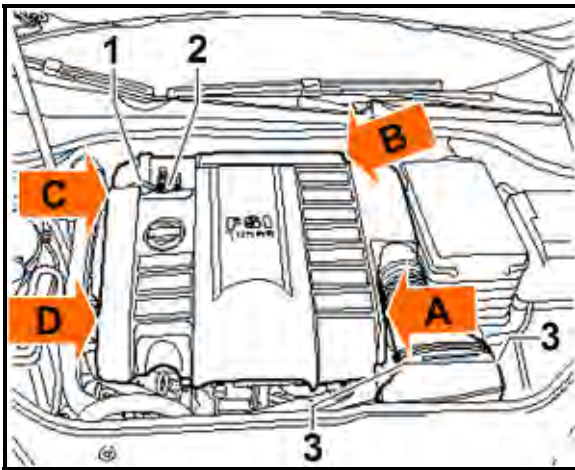
**!** Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



- ⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing
- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time



- ⇐ Reinstall bolts -3-
- ⇐ Reconnect electrical connector -2-
- ⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

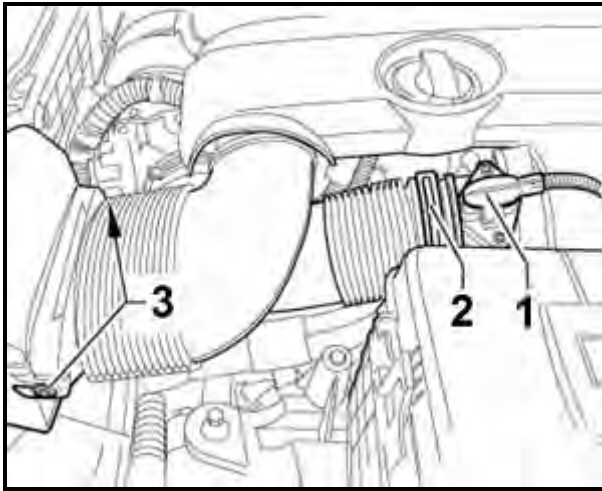


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

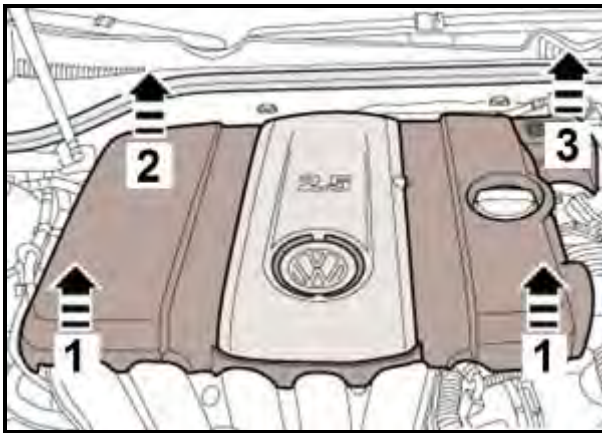


Tip: Ignition must be turned off



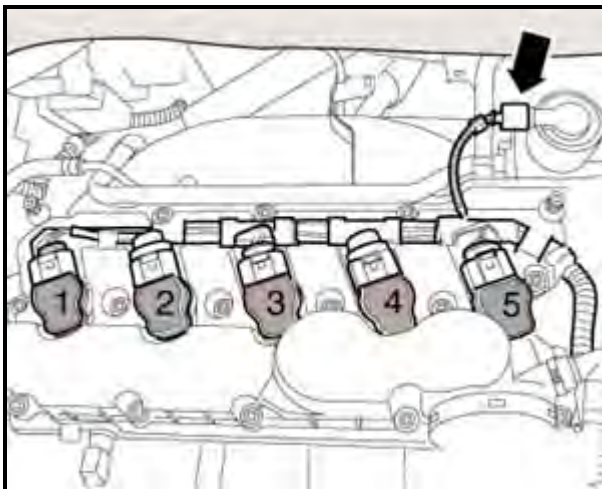
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air



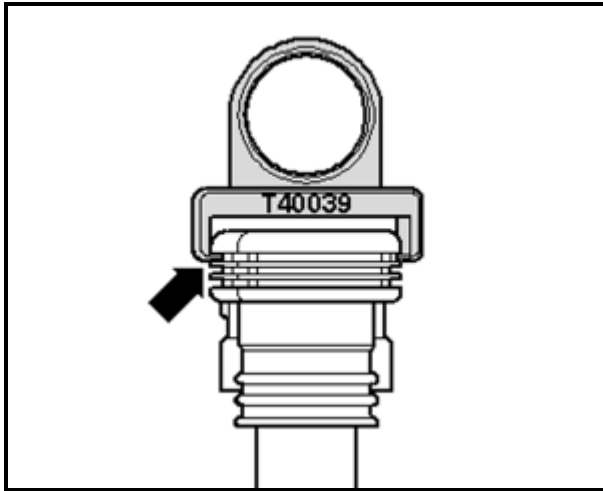
⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-

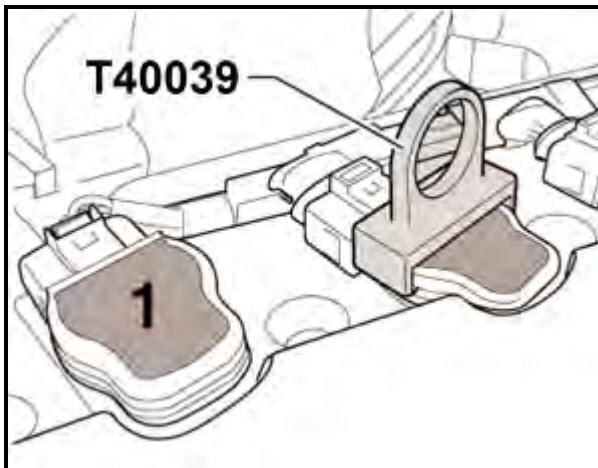




**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

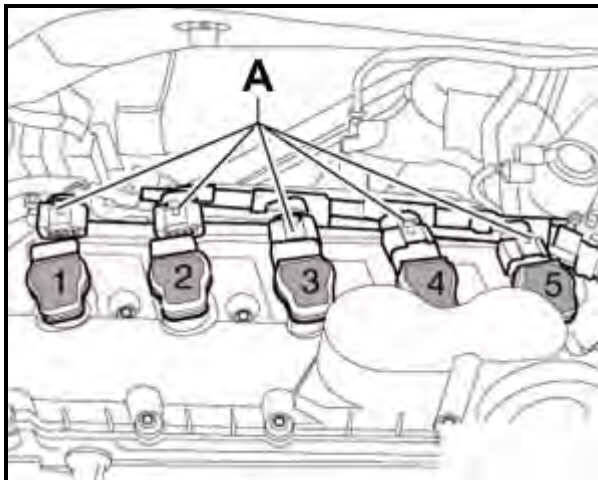
Lower ribs may be damaged if they are used



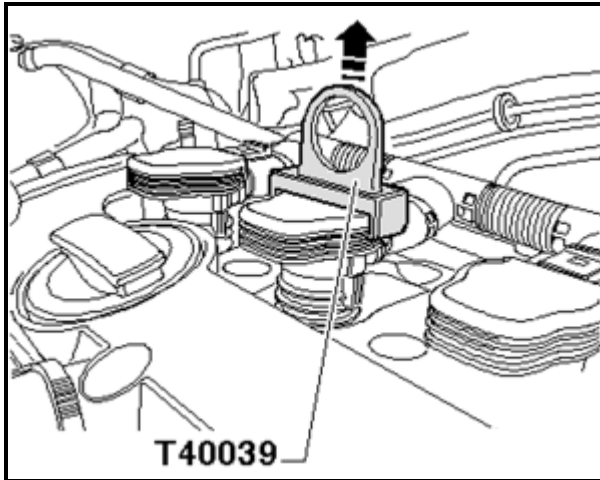
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly

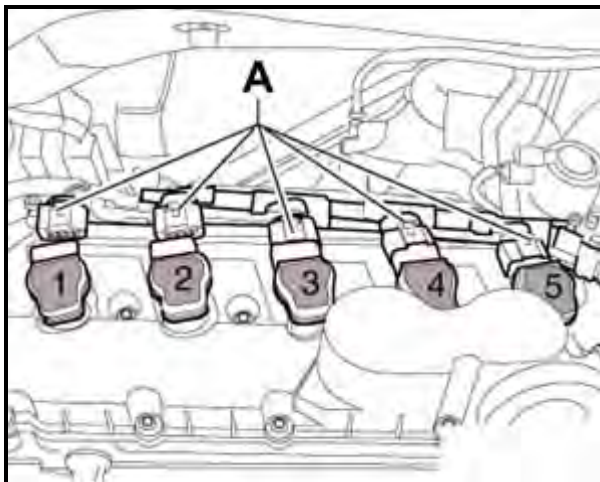


⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

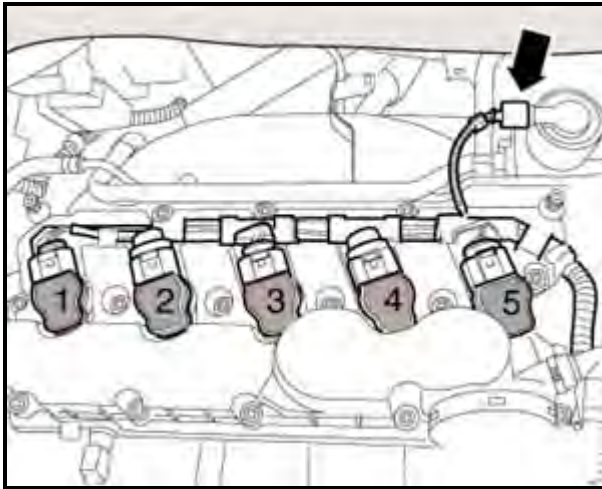
**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**



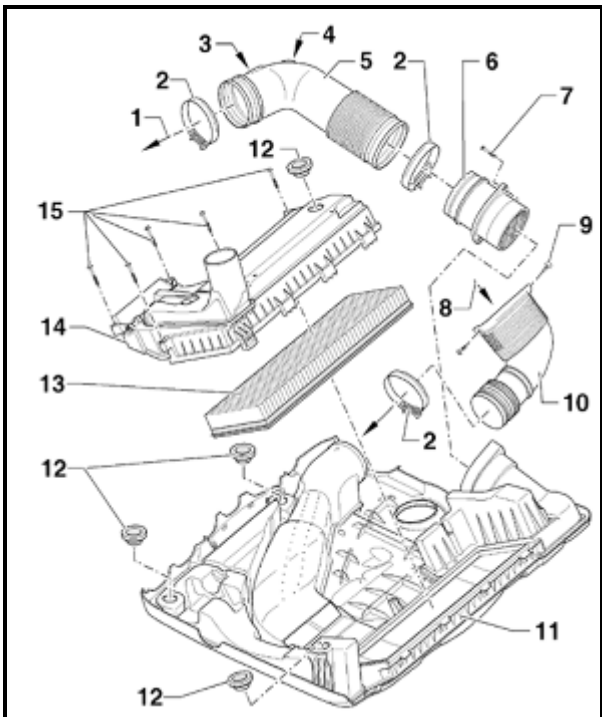
- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing

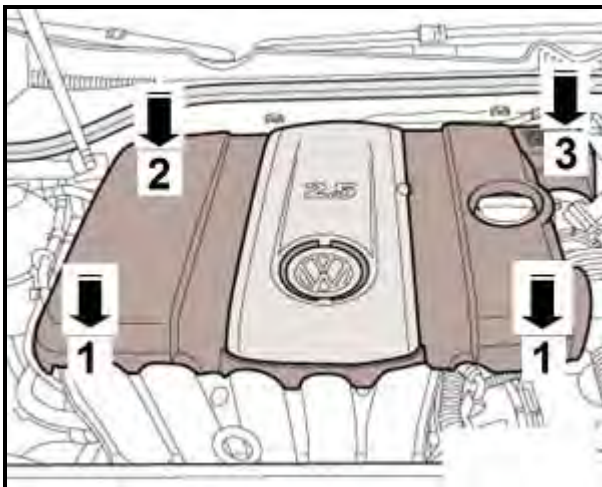
**ⓘ Note:** Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



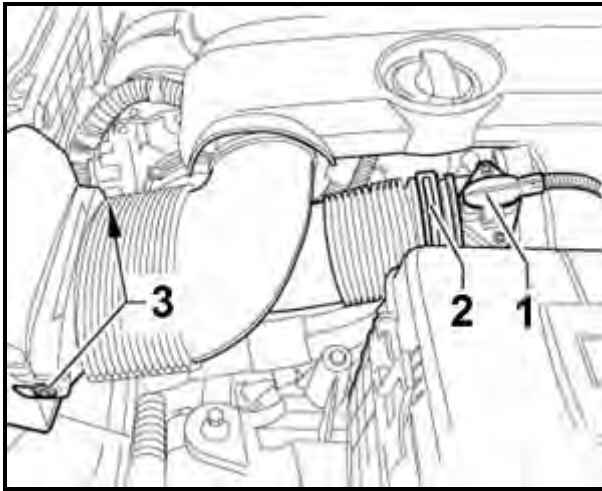
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	CAMP 010 000

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX F**

## **4.2L FSI and 4.2L (non-FSI)**

### **Criteria 12, 15, 16**

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

**Required Tools - 4.2L (non-FSI) and 4.2L FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.2L (non-FSI) (engine codes BGH, BGJ, BHX, AXQ)	up to 8	077 905 115AA	Ignition coil
4.2L FSI (engine code BAR)	up to 8	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.2L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



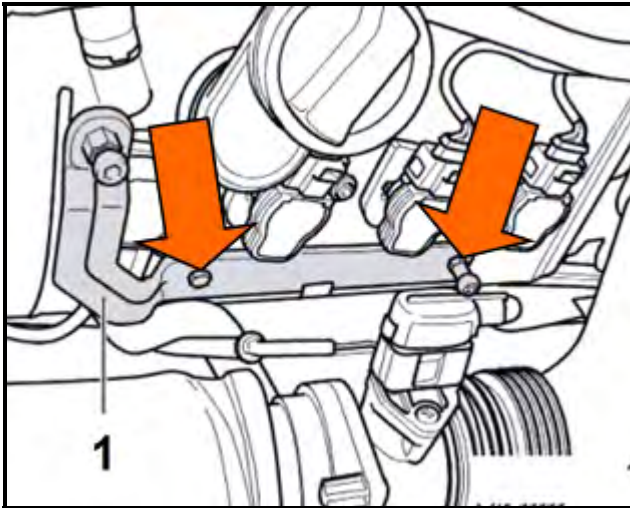
- Open hood



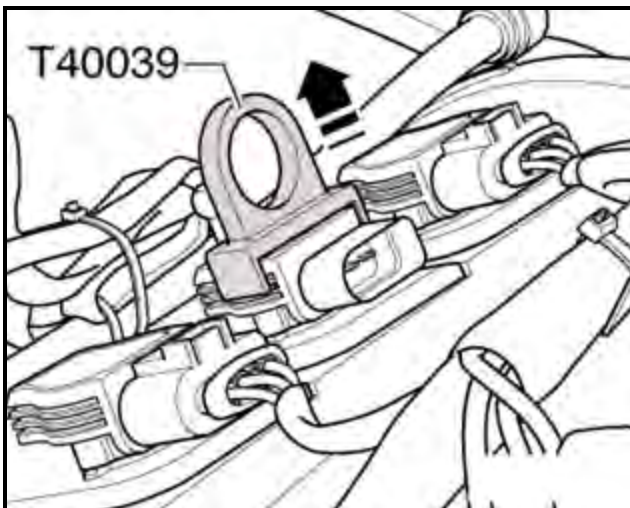
Tip: Perform procedure on both engine banks

### Touareg (non-FSI)

- ⇐ Remove engine covers -arrows-

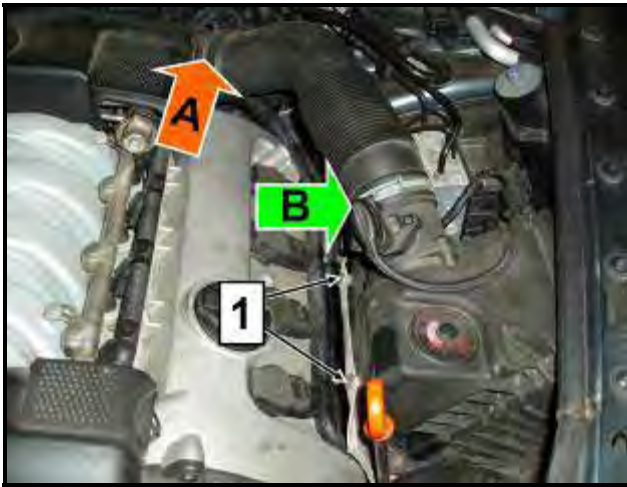


- ⇐ On driver side, remove bolts -arrows- and bracket -1-



- Disconnect electrical connectors from coils
- ⇐ Push the T40039 tool onto the ignition coil with power output stage, and pull it off in the -direction of the arrow-
- Go to Page 54 “**All Vehicles**”





## Phaeton

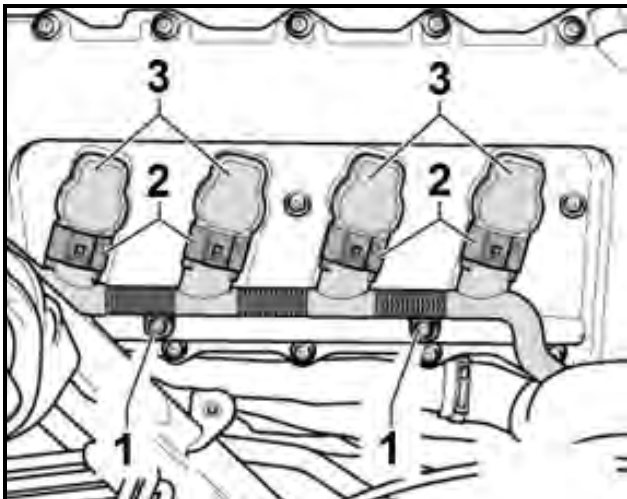


Tip: Perform procedure on both engine banks

- ⇐ Loosen clamp for air duct -arrow A-
- ⇐ Disconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Disconnect snaps -1- from air box cover



- Loosen four screws at each corner of air box cover, and remove air box cover from vehicle



## Phaeton & Touareg FSI



Tip: Perform procedure on both engine banks

- ⇐ Remove both bolts -1-
- ⇐ Push connector -2- toward ignition coil, press on catch with hand and remove connector
- Remove ignition coils

## All Vehicles

- Check part number of each ignition coil

### 4.2L (non-FSI) engines

(engine codes **BGH, BGJ, BHX, AXQ**):

- Any coil with one of these part numbers does not need to be replaced:
  - 077 905 115 Q
  - 077 905 115 S
  - 077 905 115 AA
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 077 905 115 AA

### 4.2L FSI engine (engine code **BAR**):

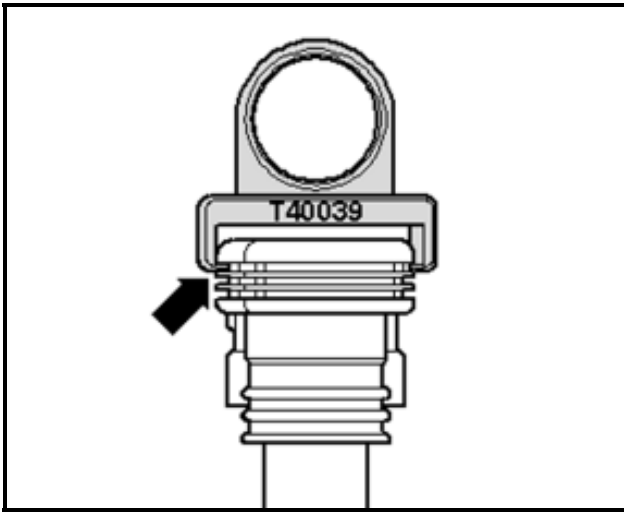
- Any coil with one of these part numbers does not need to be replaced:
  - 06F 905 115 F
  - 07K 905 715 D/E
  - 06H 905 115
  - 06D 905 115 K
  - 06E 906 115 D/E
  - 07K 905 715 F
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 07K 905 715 F



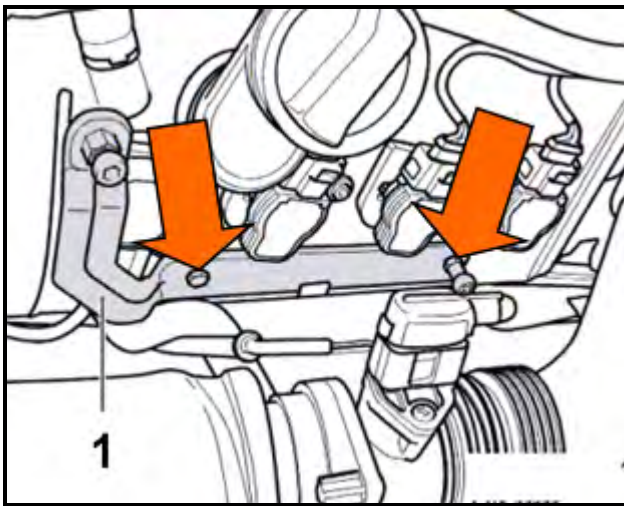
Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



⚠ Note: To remove ignition coils, place the T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage  
The lower ribs may be damaged if they are used



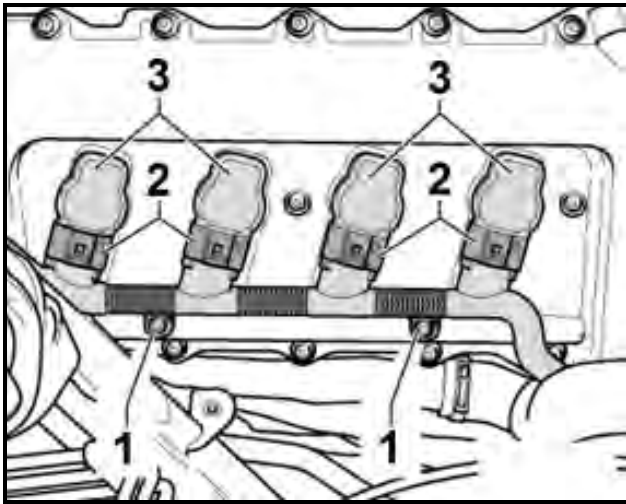
### Touareg (non-FSI)

⇐ If previously equipped on driver side, reinstall bracket -1- and bolts -arrows-



⇐ If previously equipped reinstall engine covers -arrows-

- Go to Page 57 “All Vehicles”



## Phaeton & Touareg FSI

- ⇐ Push connector -2- toward ignition coil until fully seated
- ⇐ Reinstall both bolts -1-

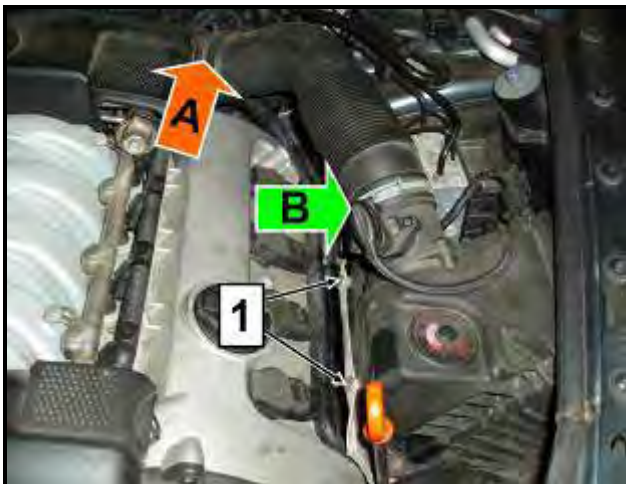


## Phaeton



Tip: Perform procedure on both engine banks

- Reinstall air box cover into vehicle and reinstall four screws at each corner of air box cover



- ⇐ Reconnect clamp for air duct -arrow A-
- ⇐ Reconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Reconnect snaps -1- onto air box cover

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

## All Vehicles

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – see below

WORK IS COMPLETE

### Parts Return or Parts Disposal

**USA DEALERS** are required to properly destroy, e.g., drill through ignition coil head or cut coil in half, etc. and dispose of removed ignition coils.

**CANADIAN DEALERS** are required to return removed ignition coils as stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process” and ship accordingly.

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, *do not* include any other items with your shipment. Unrelated items shipped with returned ignition coils *will not be acknowledged or returned.***

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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

May 2010

## Revision Summary

- **Added Phase 8 – May 2010 VIN information**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 8.

*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

Prior to the owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your Phase 8 May 2010 allocation list will be available on or about May 11, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

Due to high parts inventory at many dealerships, we will not allocate ignition coils this month. However, to help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits

strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: P/N 077 905 115AA (24 pcs.), P/N 06A 905 115D (50 pcs.), P/N 06H 905 115 (40 pcs.) and P/N 07K 905 715F (24pcs.). Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return/Disposal

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about May 11, 2010 the next customer mailing begins.

We estimate that this mailing contains approximately 114,000 customers.

We have proactively notified affected customers about this campaign. Customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as part supplies become available.

The only remaining engine groups to be notified are the 3.6L and the 3.2L VR6. We will notify these customers when sufficient parts stock becomes available, and anticipate this to occur in the fall of 2010. As a reminder, customers within these two remaining engine groups will **NOT** have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

CHART 1 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI**

**OR**

### **Criterion 03 - Jetta/Jetta Wagon/Golf**

**OR**

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING COVERAGE**

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.



# Saga Claim Entry Procedure

# CHART 2 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 13 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**  
*(TOWING NOT TO EXCEED \$100 (USD/CAD))*
- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                    **0183 00 99**                    **130 T.U.**  
**OR**

- Replace up to (12) ignition coils

**Repair operation:**                    **2820 20 99**                    **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                    **0150 00 99**                    **10 T.U.**

**Repair operation:**                    **2820 20 99**                    **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

***(TOWING NOT TO EXCEED \$100 (USD/CAD)***

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

# Saga Claim Entry Procedure

CHART 4 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 05 - GTI**

OR

### **Criterion 06 - Jetta**

OR

### **Criterion 07 - EOS**

OR

### **Criterion 08 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.

OR

- Replace up to (4) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING COVERAGE

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

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

### **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.

# Saga Claim Entry Procedure

# CHART 5 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 09 – Golf/Rabbit**

OR

### **Criterion 10 - Jetta**

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **50 T.U.**

OR

- Replace up to (5) ignition coils

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

**TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

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

### **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.

# Saga Claim Entry Procedure

CHART 6 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 11- New Beetle/New Beetle Convertible

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 40 T.U.  
OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

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

#### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- *In Amount field submit actual TOWING cost*
  - *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

#### 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.

# Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 12 - Touareg FSI

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.  
OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

### Criterion 15 - Touareg (non-FSI)

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.  
OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

#### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

(TOWING NOT TO EXCEED \$100 (USD/CAD))

- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

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

#### 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.

# Saga Claim Entry Procedure

CHART 8 of 8

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 16- Phaeton (non-FSI)

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

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**UPDATED** VIN Ranges & Production Dates of Affected Vehicles  
(UNITED STATES)

**2001 – 2005 Passat 1.8T CRITERION 01**

(Emden) WVW\_ \*\_ \_3B\_1E00027 - WVW\_D\_3B\_5E157163  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/02/2005

(Mosel) WVW\_ \*\_ \_3B\_1P001024 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 11/25/2004

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_ \*\_ \_1J\_14002740 - 9BW\_ \*\_ \_1J\_64083240  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/27/2005

**2001 – 2005 Jetta/Jetta Wagon 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M000025 - 3VW\_ \*\_ \_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 10/19/2004

WVW\_ \*\_ \_1J\_1W000065 - WVW\_ \*\_ \_1J\_5W065837  
(\* Vehicles with C, D, E or H in 5<sup>th</sup> position)  
Production Date: 6/18/2000 - 2/22/2005

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_D\_1C\_1M400061 - 3VW\_D\_1C\_5M418416  
Production Date: 3/31/2000 - 7/02/2005

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W018238 - WVW\_V\_1K\_7W213170  
Production Date: 12/27/2004 - 3/07/2007

**2006 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M120967  
Production Date: 12/27/2004 - 2/06/2007

**2007 Eos 2.0T FSI CRITERION 07**

WVW\_A\_1F\_6V000345 - WVW\_A\_1F\_7V040210  
Production Date: 1/16/2006 - 3/07/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6\_002737 - WVW\_K\_3C\_7\_196094  
Production Date: 3/29/2005 - 3/07/2007

**2006 – 2007 Golf/Rabbit 2.5L CRITERION 09**

WVWD\*71K\_6W08138 - WVWD\*71K\_7W213492  
(\* Vehicles with R or S in 5<sup>th</sup> position)  
Production Date: 11/25/2005 - 3/07/2007

**2005 – 2007 Jetta 2.5L CRITERION 10**

3VW\_ \*\_71K\_5M600049 - 3VW\_ \*\_71K\_7M139300  
(\* Vehicles with F or G in 5<sup>th</sup> position)  
Production Date: 9/08/2004 - 3/06/2007

**2006 – 2007 New Beetle/New Beetle Convertible 2.5L CRITERION 11**

3VW\_ \*\_ \_1C\_6M400042 - 3VW\_ \*\_ \_1C\_7M515778  
(\* Vehicles with W or F in 5<sup>th</sup> position)  
Production Date: 4/05/2005 - 3/06/2007

3VW\_ \*\_ \_1Y\_6M300047 - 3VW\_ \*\_ \_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

**2002 – 2004 Passat 4.0L CRITERION 13**

WVW\_K\_3B\_2\_204918 - WVW\_K\_3B\_4\_347994  
Production Date: 11/12/2001 - 5/12/2004

**UPDATED** VIN Ranges & Production Dates of Affected Vehicles  
(UNITED STATES - cont'd.)

**2003 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_ \_3D\_38003053 - WVW\_ \*\_ \_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 3/08/2004 - 5/17/2006

**2007 Touareg 4.2L FSI CRITERION 12**

WVG\_\_\_7L\_7D013205 - WVG\_\_\_7L\_7D057122  
Production Date: 8/23/2006 - 11/13/2006

**2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15**

WVG\_\_\_7L\_4D000002 - WVG\_\_\_7L\_6D066220  
Production Date: 2/18/2003 - 4/27/2006

**2004 – 2006 Phaeton 4.2L CRITERION 16**

WVW\_\_\_3D\_48006537 - WVW\_\_\_3D\_68003231  
Production Date: 8/18/2003 - 11/28/2005

**UPDATED**  
(CANADA)

## VIN Ranges & Production Dates of Affected Vehicles

### 2001 – 2005 Passat 1.8T CRITERION 01

WVW\_\*\_3B\_1\_000082 - WVW\_D\_3B\_5\_174151  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 6/17/2005

### 2001 – 2006 Golf/GTI 1.8T CRITERION 02

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64011363  
Production Date: 8/25/2000 - 11/09/2005

### 2001 – 2006 Jetta/Jetta Wagon 1.8T CRITERION 03

3VW\_\*\_9M\_1M000336 - 3VW\_\*\_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 10/20/2004  
WVW\_C\_1J\_1W056866 - WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

### 2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04

3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400039  
Production Date: 6/12/2000 - 6/17/2004  
3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

### 2006 – 2007 GTI 2.0T FSI CRITERION 05

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

### 2006 – 2007 Jetta/Jetta GLI 2.0T FSI CRITERION 06

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M139190  
Production Date: 12/27/2004 - 7/01/2006

### 2007 Eos 2.0T FSI CRITERION 07

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

### 2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08

WVW\_K\_3C\_6E011801 - WVW\_K\_3C\_7\_196308  
Production Date: 5/20/2005 - 3/06/2007

### 2007 Rabbit/GTI 2.5L CRITERION 09

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

### 2006– 2007 Jetta 2.5L CRITERION 10

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

### 2006 – 2007 New Beetle Convertible 2.5L CRITERION 11

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007  
3VW\_\*\_1C\_6M400078 - 3VW\_\*\_1C\_7M515633  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 7/09/2005 - 3/06/2007

### 2002 – 2004 Passat 4.0L CRITERION 13

WVW\_K\_3B\_2\_299021 - WVW\_K\_3B\_4\_347760  
Production Date: 2/05/2002 - 5/13/2004

### 2004 – 2006 Phaeton 6.0L CRITERION 14

WVW\_\*\_3D\_48006653 - WVW\_\*\_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

### 2007 Touareg 4.2L FSI CRITERION 12

WVG\_\_\_7L\_7D018829 - WVG\_\_\_7L\_7D026733  
Production Date: 9/05/2006 - 11/13/2006

### 2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15

WVG\_\_\_7L\_4D000029 - WVG\_\_\_7L\_6D045131  
Production Date: 4/30/2003 - 12/08/2005

### 2004 – 2006 Phaeton 4.2L CRITERION 16

WVW\_\_\_3D\_48006537 - WVW\_\_\_3D\_68005001  
Production Date: 8/18/2003 - 3/15/2006

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

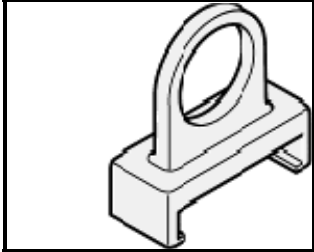
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

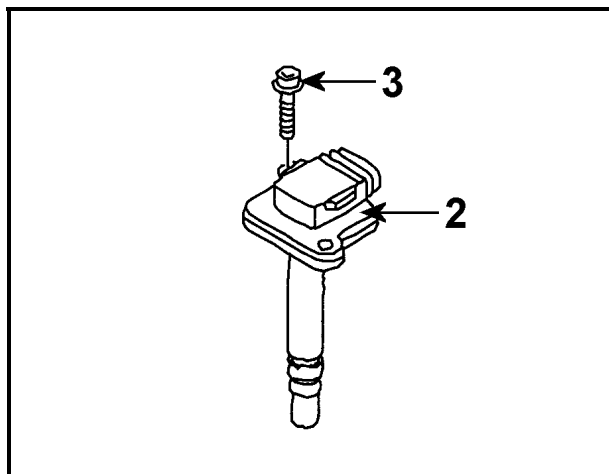
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



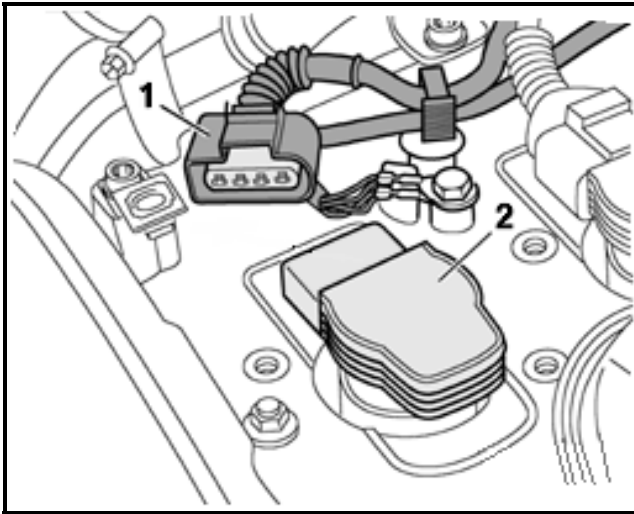
Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil
- ⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step



- On New Beetle vehicles remove plate with turbo boost valve and move aside



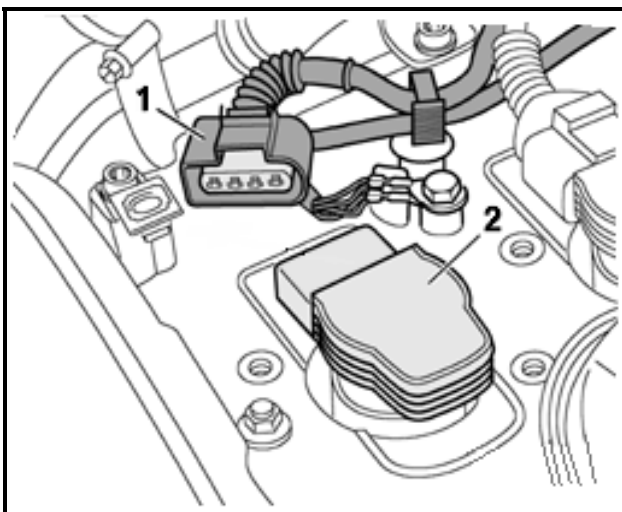
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured


- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- If previously removed, reinstall plate with turbo boost valve
  - If applicable, secure vacuum reservoir with bolt
  - Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label


 Tip: Ensure Campaign Completion label does not cover any existing label(s)

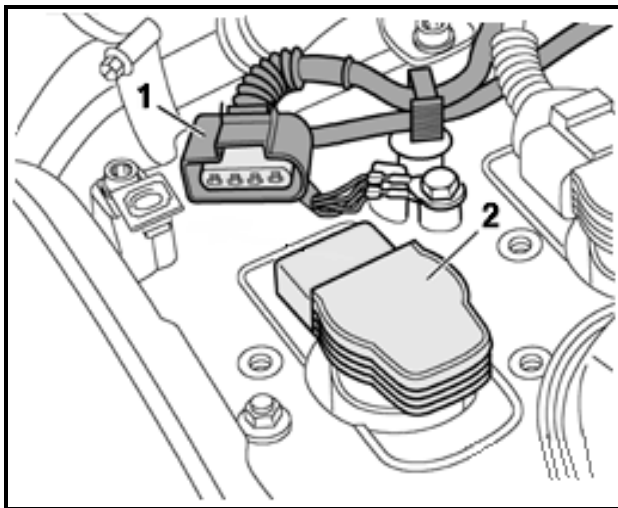
- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 Note: Do not use any object to tap ignition coil into position  
  
Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.0L	up to 8	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

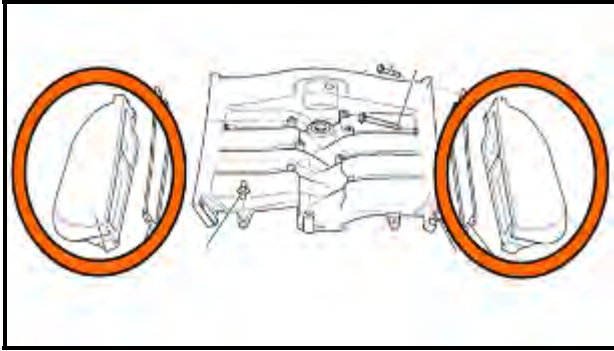


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



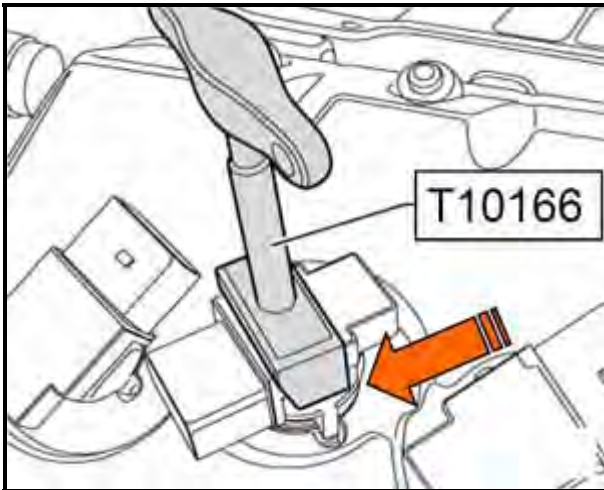
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing




Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	<b>CAMP 010 000</b>


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**




# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right">CAMP 010 000</p> </div>	Campaign Completion label

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Tip: If Campaign Completion label is present, no further work is required

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

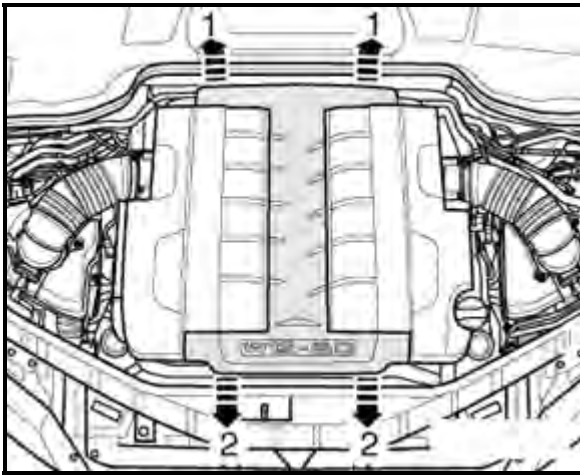


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

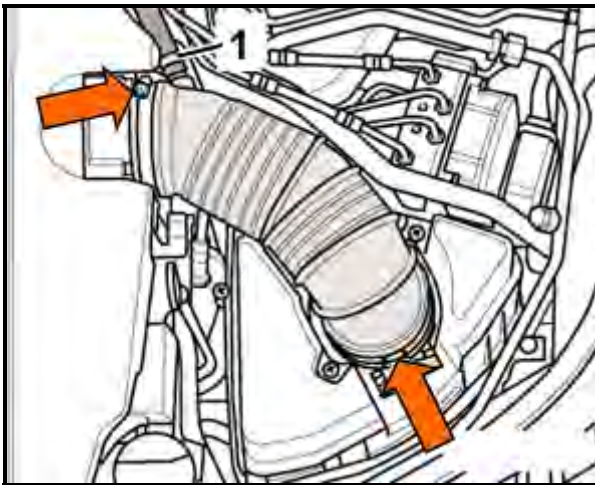


Tip: Ignition must be turned off

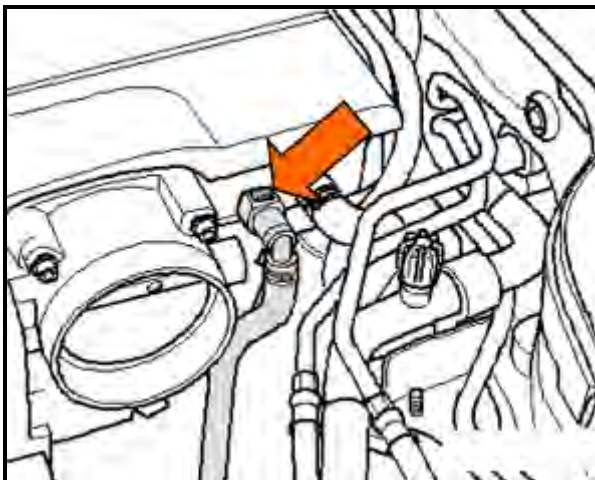


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

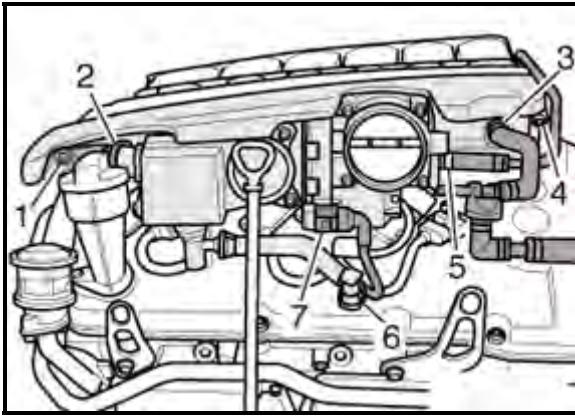
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

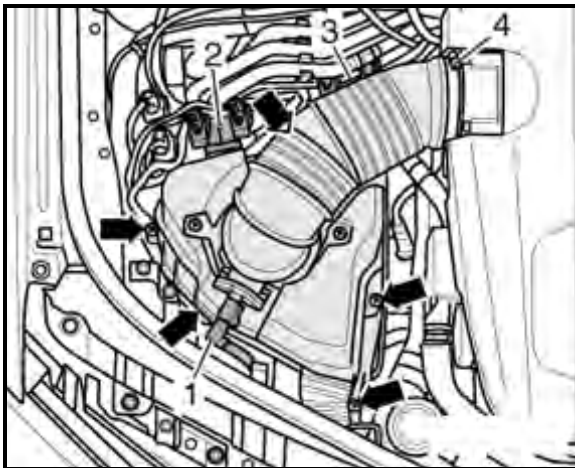


Tip: W12 engines have different left and right intake manifold side-part gaskets

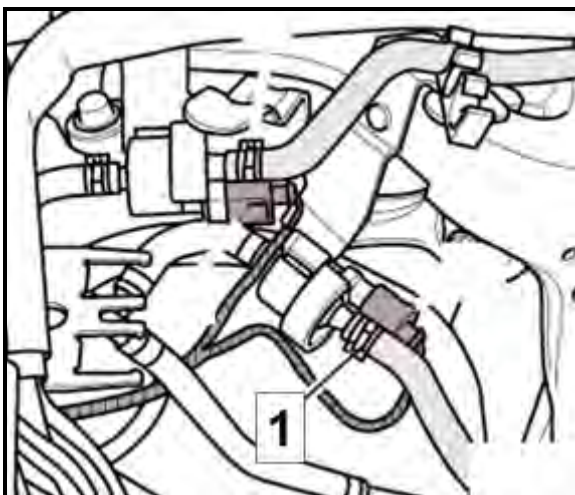
### Right (passenger) side of engine



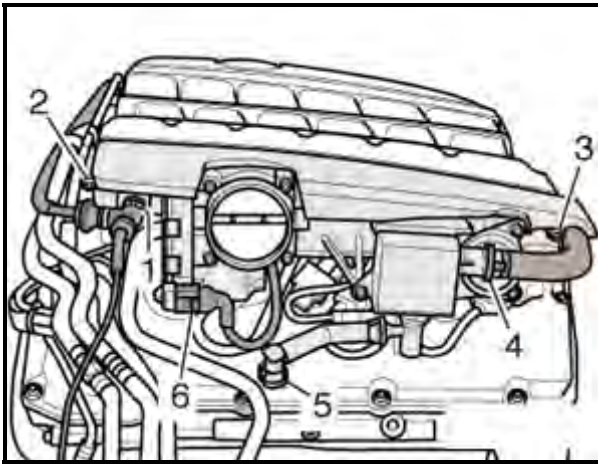
Note: During installation, reinstall all heat insulation sleeves at the same locations




- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing




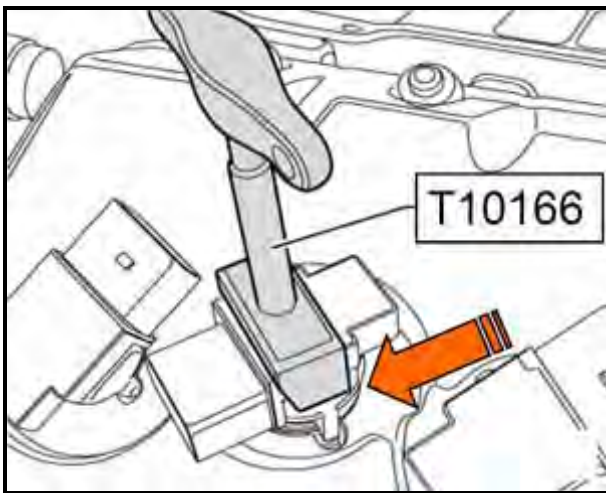
- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)




- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part


 Tip: Gaskets for intake manifold side- parts should be reused

 Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand

 Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 12

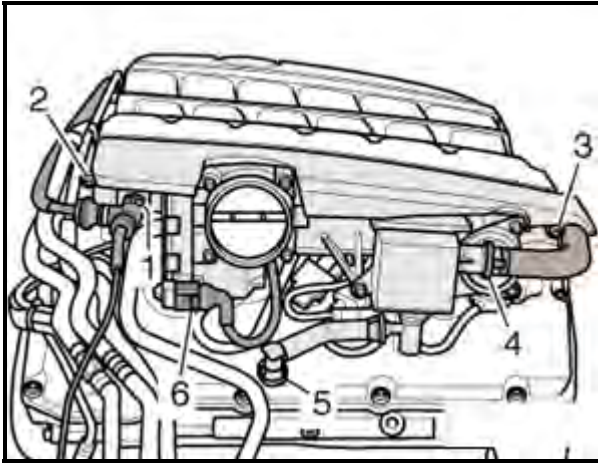
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



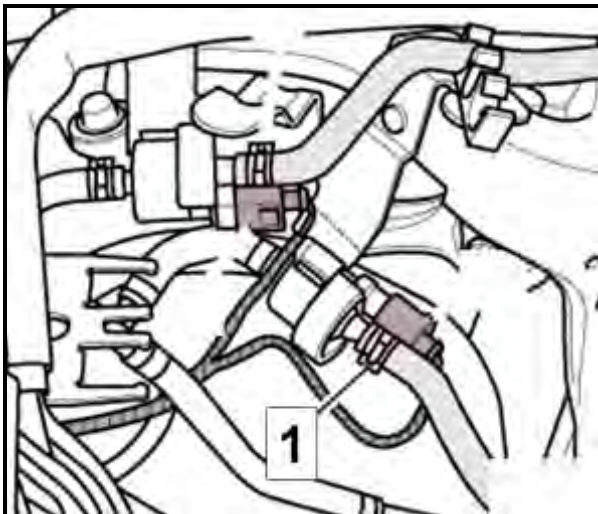
Tip: W12 engines have different left and right intake manifold side-part gaskets



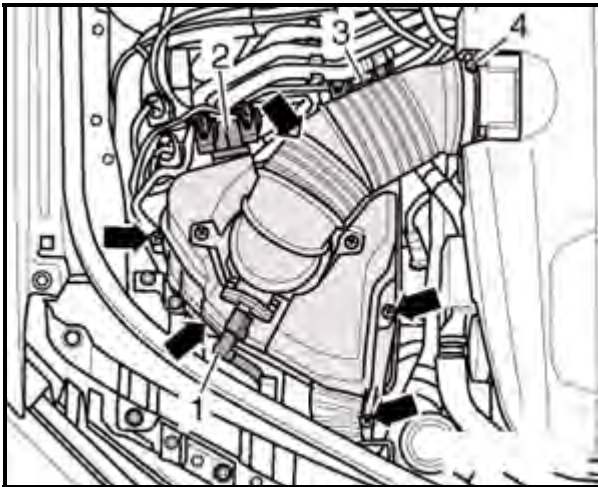
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



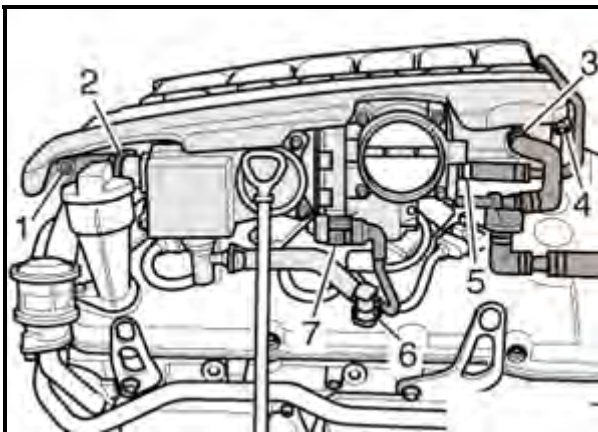
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

**Left (driver) side of engine**

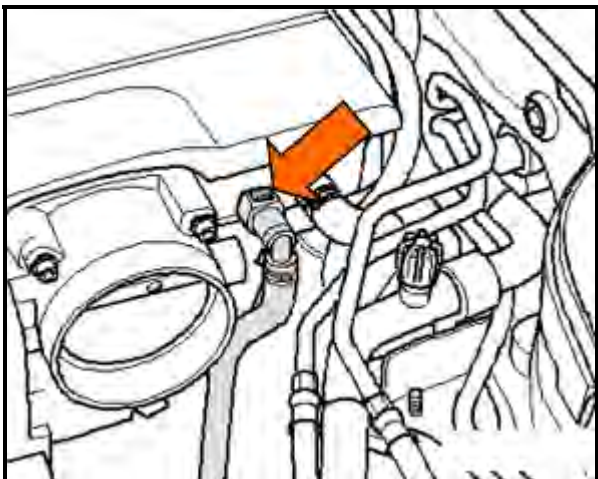
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

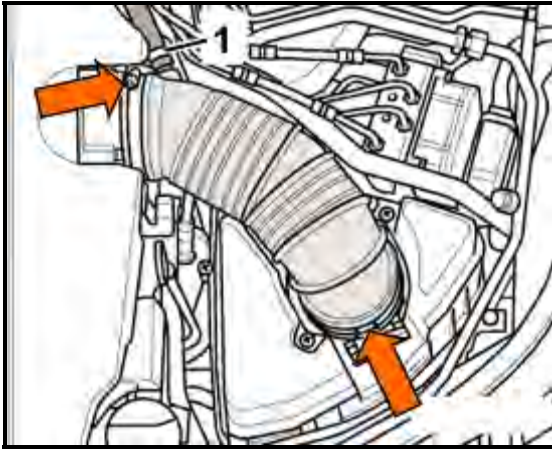


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold



- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX D**


## **2.0T FSI**

### **Criteria 05, 06, 07, 08**



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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.0T FSI Engine

### Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

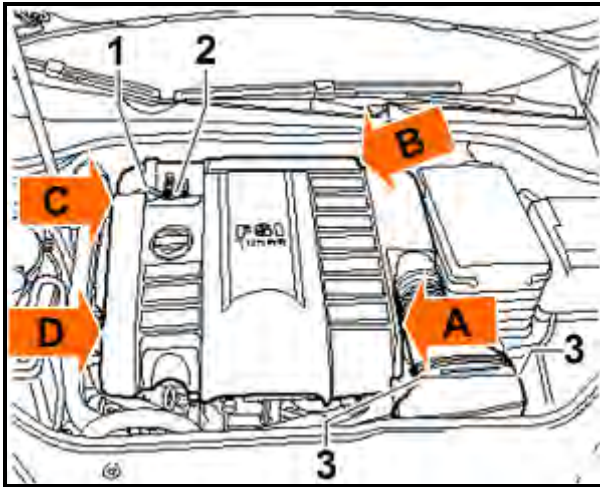


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

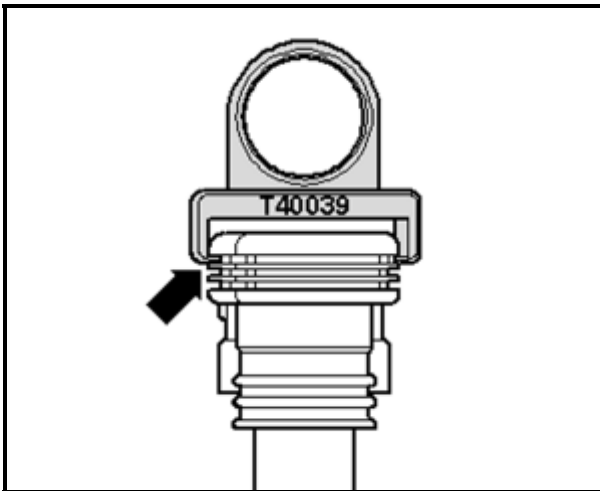
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



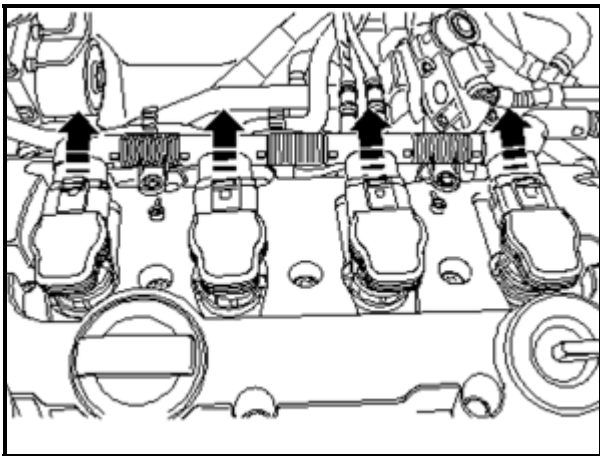
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



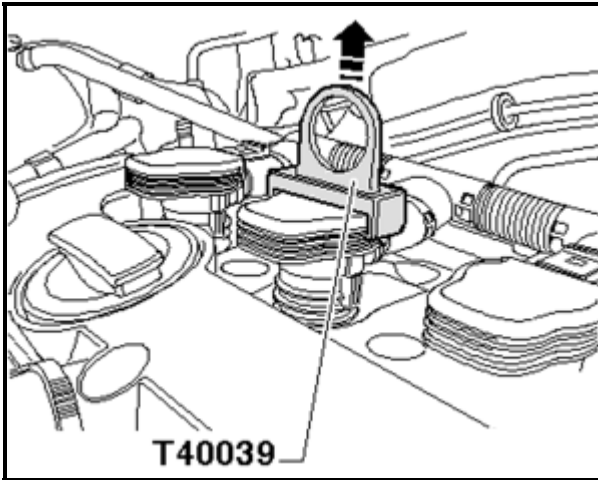
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

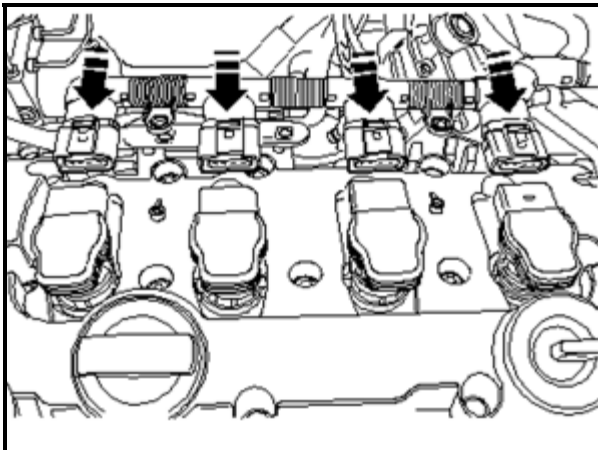
⚠ Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

Damage may occur to engine if part number 07K 905 715E is mixed with other coils

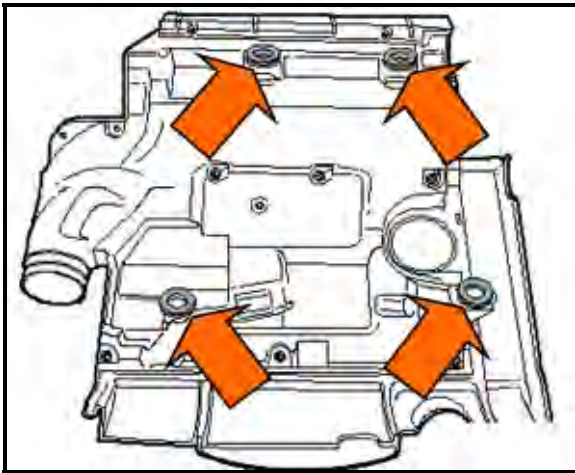
- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

⚠ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

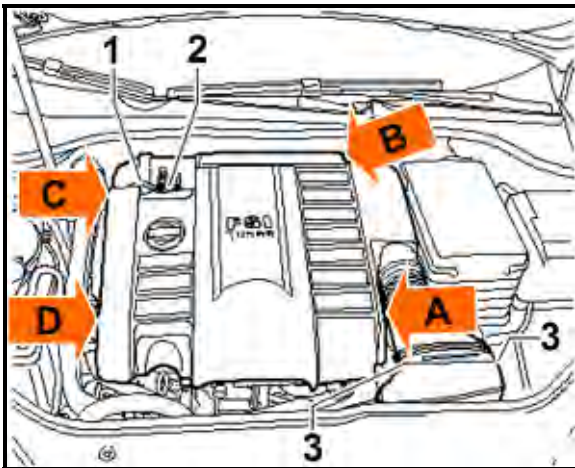
⚠ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



- ⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing
- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time



- ⇐ Reinstall bolts -3-
- ⇐ Reconnect electrical connector -2-
- ⇐ Reconnect intake tube -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



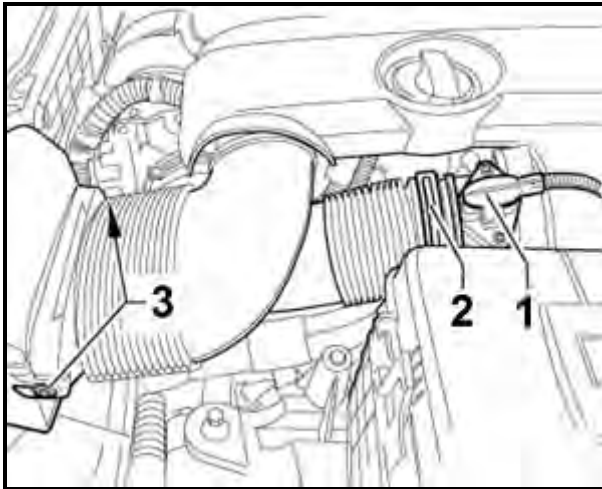
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



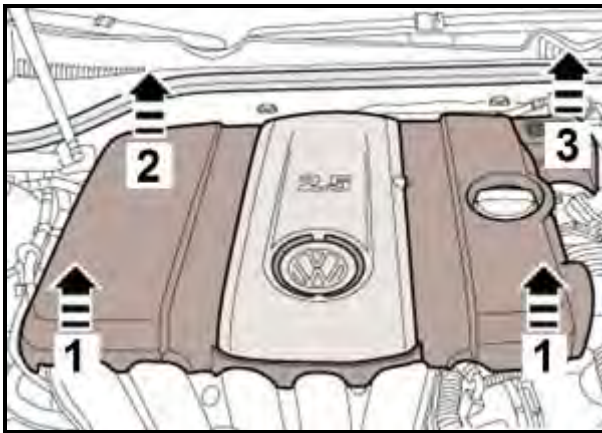
Tip: Ignition must be turned off





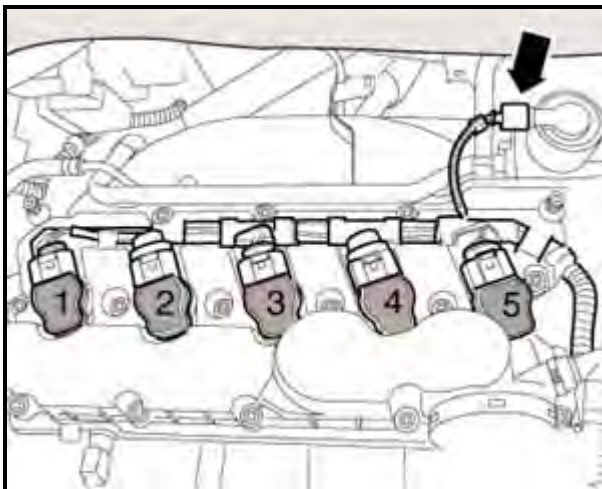
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

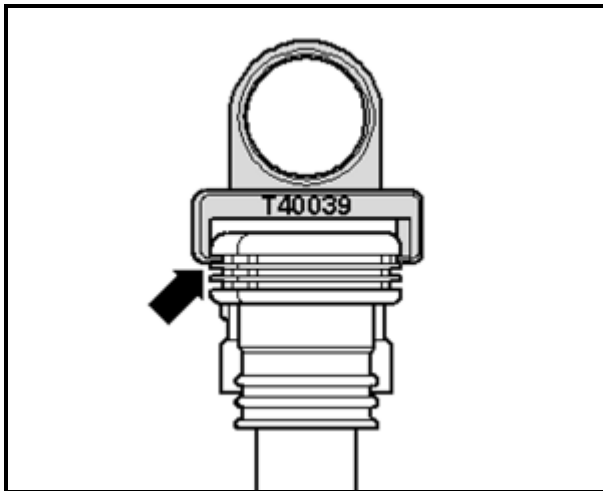


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



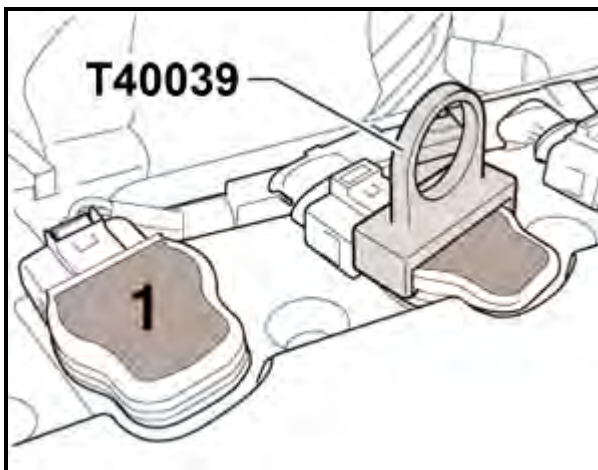
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

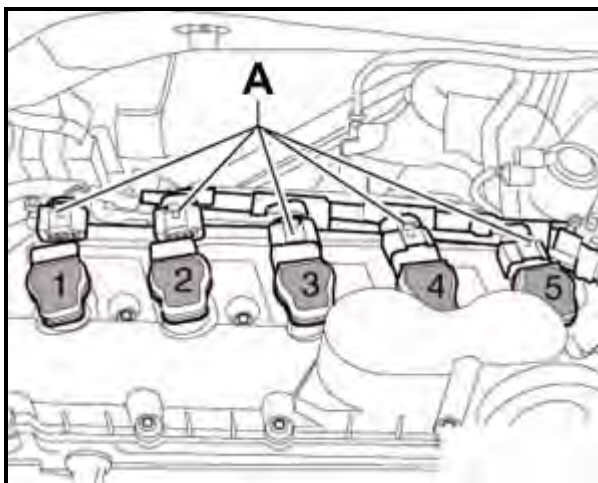
Lower ribs may be damaged if they are used



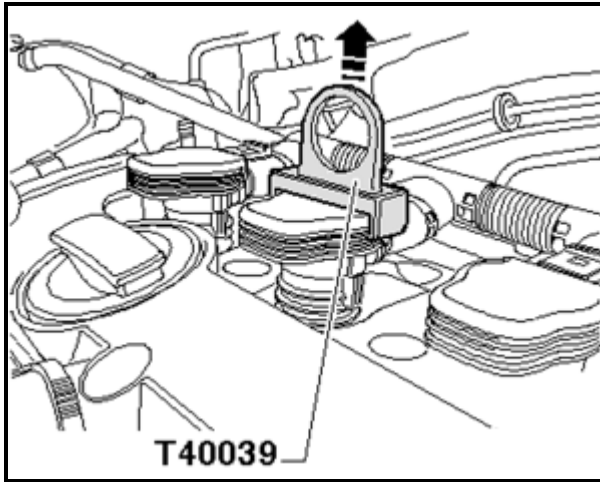
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly

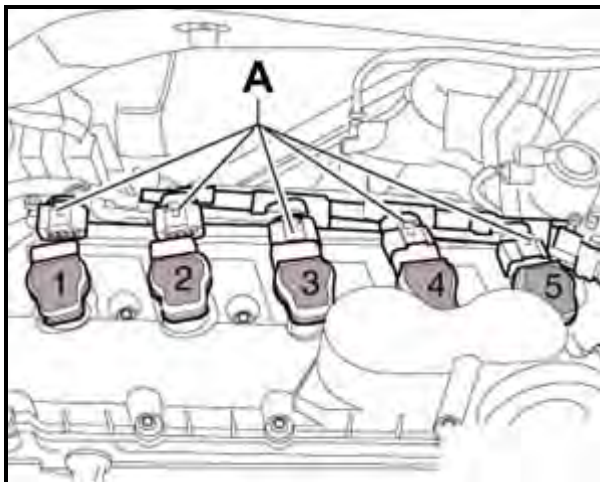


⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

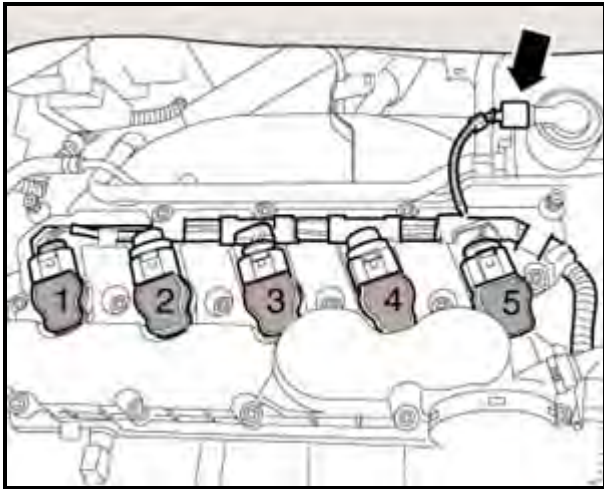
**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**



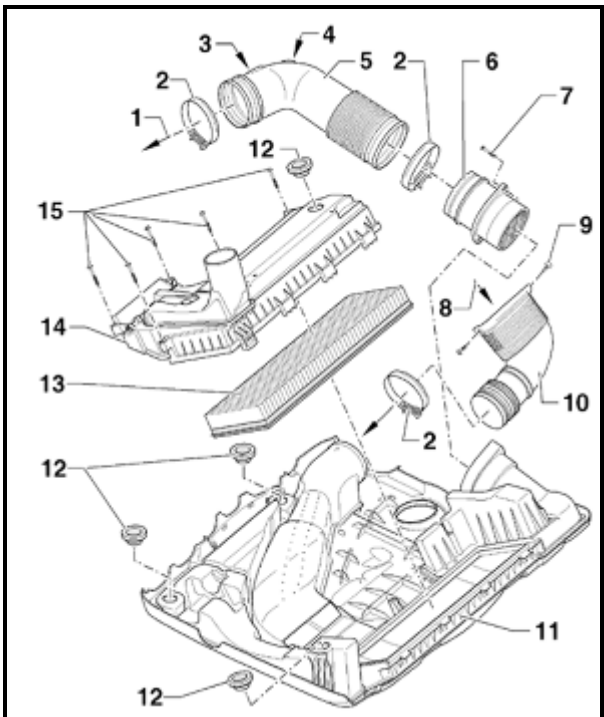
- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing

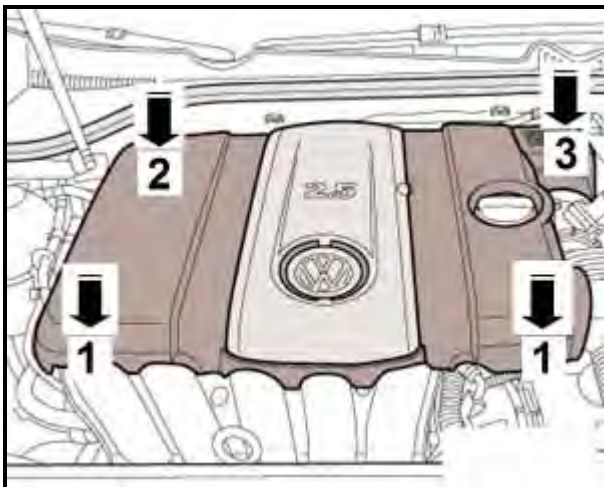
**ⓘ Note:** Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



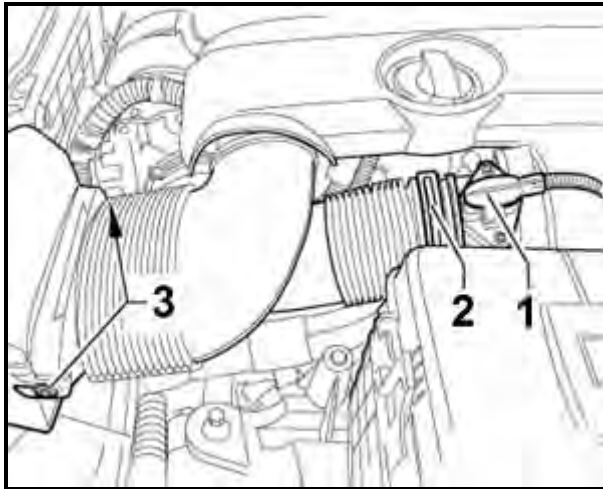
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-

⇐ Reconnect intake hose -2- and electrical connector -1-

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX F**

## **4.2L FSI and 4.2L (non-FSI)**

### **Criteria 12, 15, 16**

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

**Required Tools - 4.2L (non-FSI) and 4.2L FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.2L (non-FSI) (engine codes BGH, BGJ, BHX, AXQ)	up to 8	077 905 115AA	Ignition coil
4.2L FSI (engine code BAR)	up to 8	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.2L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off





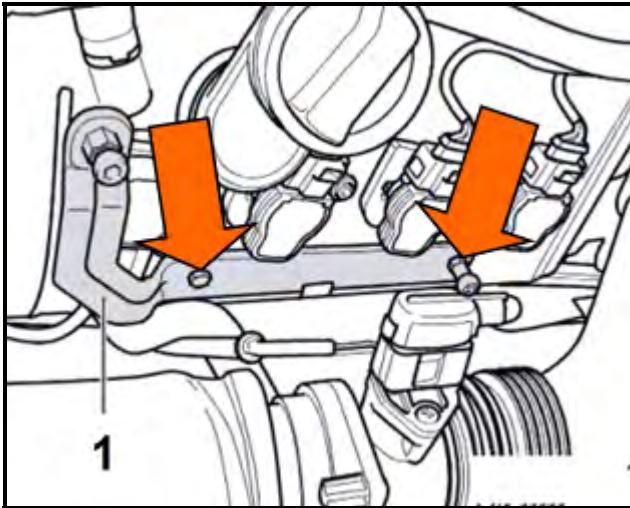
- Open hood



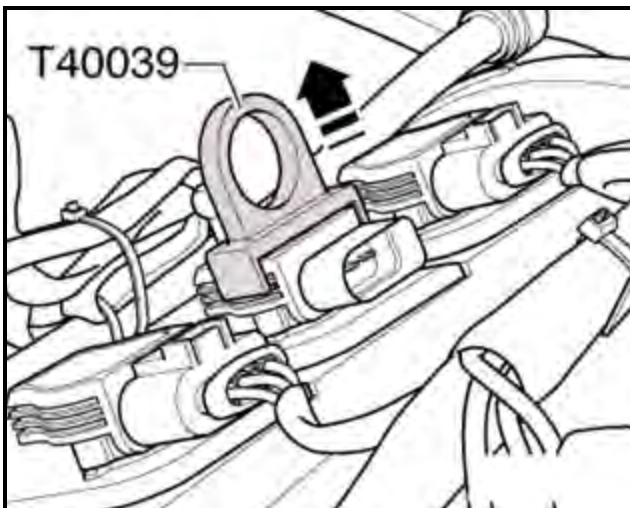
Tip: Perform procedure on both engine banks

### Touareg (non-FSI)

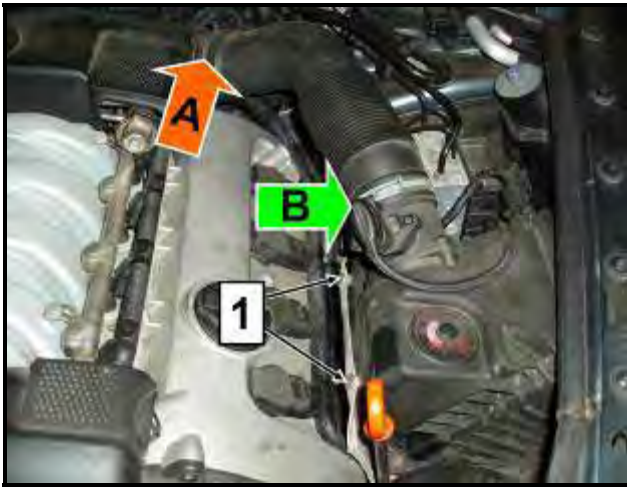
- ⇐ Remove engine covers -arrows-



- ⇐ On driver side, remove bolts -arrows- and bracket -1-



- Disconnect electrical connectors from coils
- ⇐ Push the T40039 tool onto the ignition coil with power output stage, and pull it off in the -direction of the arrow-
- Go to Page 54 “**All Vehicles**”



## Phaeton

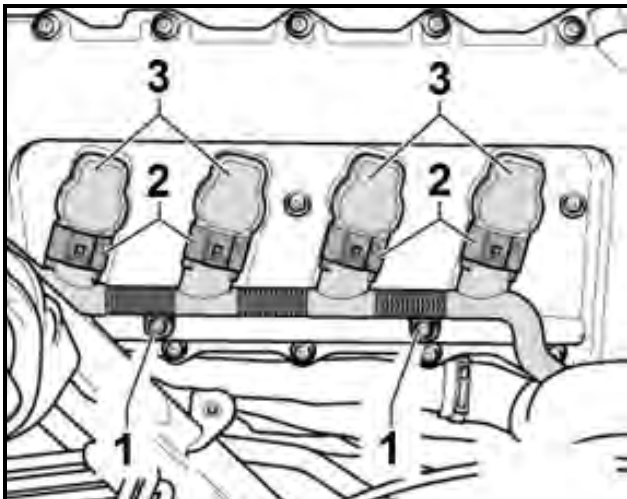


Tip: Perform procedure on both engine banks

- ⇐ Loosen clamp for air duct -arrow A-
- ⇐ Disconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Disconnect snaps -1- from air box cover



- Loosen four screws at each corner of air box cover, and remove air box cover from vehicle



## Phaeton & Touareg FSI



Tip: Perform procedure on both engine banks

- ⇐ Remove both bolts -1-
- ⇐ Push connector -2- toward ignition coil, press on catch with hand and remove connector
- Remove ignition coils

## All Vehicles

- Check part number of each ignition coil

### 4.2L (non-FSI) engines

(engine codes **BGH, BGJ, BHX, AXQ**):

- Any coil with one of these part numbers does not need to be replaced:
  - 077 905 115 Q
  - 077 905 115 S
  - 077 905 115 AA
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 077 905 115 AA

### 4.2L FSI engine (engine code **BAR**):

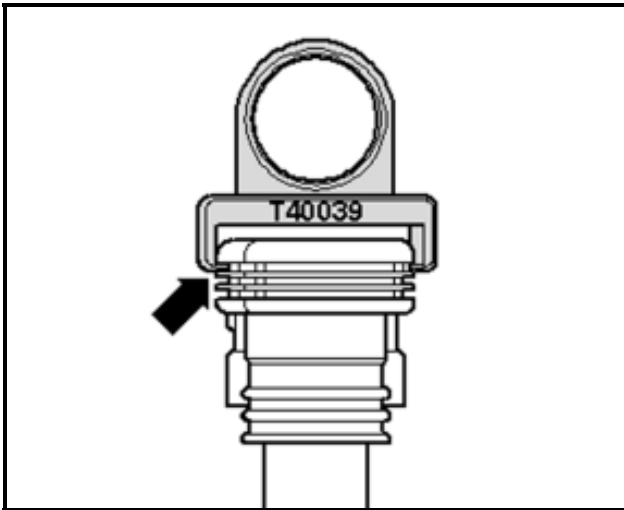
- Any coil with one of these part numbers does not need to be replaced:
  - 06F 905 115 F
  - 07K 905 715 D/E
  - 06H 905 115
  - 06D 905 115 K
  - 06E 906 115 D/E
  - 07K 905 715 F
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 07K 905 715 F



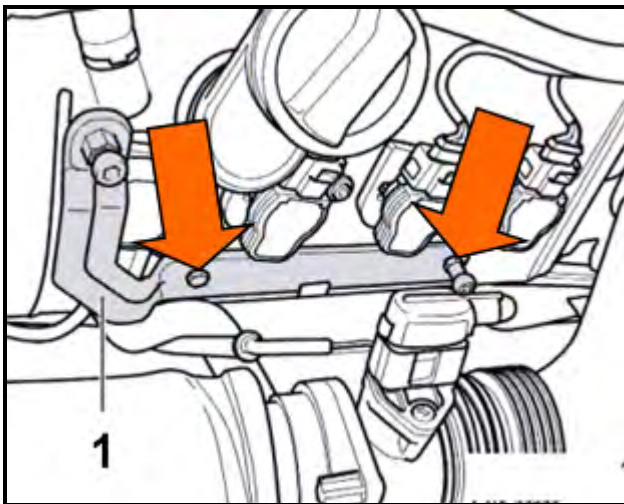
Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



⚠ Note: To remove ignition coils, place the T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage  
The lower ribs may be damaged if they are used



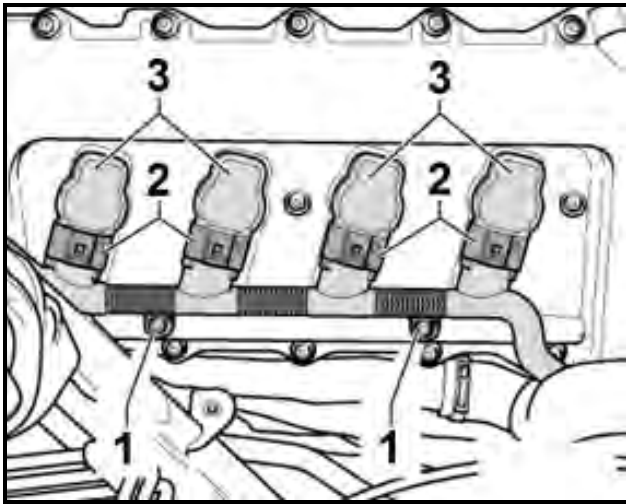
### Touareg (non-FSI)

⇐ If previously equipped on driver side, reinstall bracket -1- and bolts -arrows-



⇐ If previously equipped reinstall engine covers -arrows-

- Go to Page 57 “All Vehicles”



## Phaeton & Touareg FSI

- ⇐ Push connector -2- toward ignition coil until fully seated
- ⇐ Reinstall both bolts -1-

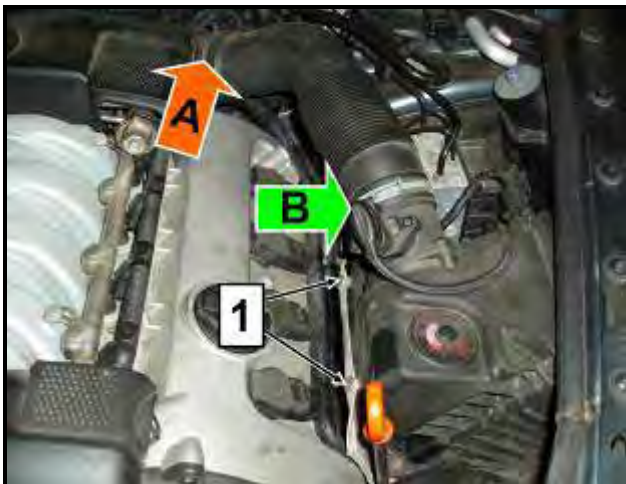


## Phaeton



Tip: Perform procedure on both engine banks

- Reinstall air box cover into vehicle and reinstall four screws at each corner of air box cover



- ⇐ Reconnect clamp for air duct -arrow A-
- ⇐ Reconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Reconnect snaps -1- onto air box cover

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

## All Vehicles

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – see below

WORK IS COMPLETE

### Parts Return or Parts Disposal

**USA DEALERS** are required to properly destroy, e.g., drill through ignition coil head or cut coil in half, etc. and dispose of removed ignition coils.

**CANADIAN DEALERS** are required to return removed ignition coils as stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process” and ship accordingly.

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, *do not* include any other items with your shipment. Unrelated items shipped with returned ignition coils *will not be acknowledged or returned.***

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.



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

July 2010

## Revision Summary

- **Added Phase 9 – July 2010 VIN information**

## Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

## Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

## Ignition Coil Technical Bulletin Information

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

## VIN Ranges & Production Dates

See newly added information for Phase 9.

*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

Prior to the owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your Phase 9 July 2010 allocation list will be available on or about July 14, 2010.** For each mailing, a new electronic allocation list will be posted. A list will not be posted for dealers who have no affected vehicles.

## Parts Information and Allocation

Due to high parts inventory at many dealerships, we will not allocate ignition coils this month. However, to help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits

strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows:

P/N 077 905 115AA (24 pcs.), P/N 06A 905 115D (50 pcs.), P/N 06H 905 115 (40 pcs.) and P/N 07K 905 715F (24pcs.). Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

## Parts Return/Disposal

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

## Owner Notification Mailing

On or about July 14, 2010 the next customer mailing begins.

We estimate that this mailing contains approximately 15,000 U.S. customers and approximately 1,300 Canadian customers.

We have proactively notified affected customers about this campaign. Customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will continue to be grouped by engine type, model and model year as part supplies become available.

The only remaining engine group to be notified is the 3.2L VR6. We will notify these customers when sufficient parts stock becomes available, and anticipate this to occur in the fall of 2010. As a reminder, customers within this remaining engine group will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criterion ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.



# Saga Claim Entry Procedure

CHART 1 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI**

**OR**

### **Criterion 03 - Jetta/Jetta Wagon/Golf**

**OR**

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING COVERAGE**

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 2 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 13 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation:**                    **0183 00 99**                    **90 T.U.**  
**OR**

- Replace up to eight (8) ignition coils

**Repair operation:**                    **2820 20 99**                    **90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                    **0150 00 99**                    **10 T.U.**

**Repair operation:**                    **2820 20 99**                    **90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**  
*(TOWING NOT TO EXCEED \$100 (USD/CAD))*
- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **130 T.U.**  
**OR**

- Replace up to (12) ignition coils

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**
- **(TOWING NOT TO EXCEED \$100 (USD/CAD)**
- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

# Saga Claim Entry Procedure

CHART 4 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 05 - GTI

OR

### Criterion 06 - Jetta

OR

### Criterion 07 - EOS

OR

### Criterion 08 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 50 T.U.

OR

- Replace up to (4) ignition coils

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING COVERAGE

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

*(TOWING NOT TO EXCEED \$100 (USD/CAD)*

- *In Amount field submit actual TOWING cost*
- *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

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

### 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.

# Saga Claim Entry Procedure

CHART 5 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 09 – Golf/Rabbit

OR

### Criterion 10 - Jetta

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 50 T.U.

OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))
- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

### 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.

# Saga Claim Entry Procedure

CHART 6 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 11- New Beetle/New Beetle Convertible

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 40 T.U.  
OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

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

#### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
  - Claim Type: 1SP
  - Damage Code: 0040
  - Outside Labor Operation: TWNG1000
  - Check Tow-in box
  - Service No. 2820
- (TOWING NOT TO EXCEED \$100 (USD/CAD))*
- *In Amount field submit actual TOWING cost*
  - *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

#### 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.

# Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 12 - Touareg FSI

- Check ignition coils; NO replacement required  
**Repair operation: 0183 00 99 50 T.U.**  
**OR**
- Replace up to eight (8) ignition coils  
**Repair operation: 2820 20 99 50 T.U.**  

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07K 905 715F	Ignition coil

**OR**
- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)  
**Repair operation: 0150 00 99 10 T.U.**  
**Repair operation: 2820 20 99 50 T.U.**  

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07K 905 715F	Ignition coil

### Criterion 15 - Touareg (non-FSI)

- Check ignition coils; NO replacement required  
**Repair operation: 0183 00 99 50 T.U.**  
**OR**
- Replace up to eight (8) ignition coils  
**Repair operation: 2820 20 99 50 T.U.**  

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	077 905 115AA	Ignition coil

**OR**
- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)  
**Repair operation: 0150 00 99 10 T.U.**  
**Repair operation: 2820 20 99 50 T.U.**  

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

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

**TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

**(TOWING NOT TO EXCEED \$100 (USD/CAD))**

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

# Saga Claim Entry Procedure

CHART 8 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 16- Phaeton (non-FSI)

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.



## Saga Claim Entry Procedure

CHART 9 of 9

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Appendix G – 3.6L FSI

**NEW**

(Select the applicable Criteria Code displayed in ElsaWeb)

#### **Criterion 20 – Passat/Passat Wagon**

OR

#### **Criterion 21 - Touareg**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.

OR

- Replace up to six (6) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715A	Ignition coil

OR

- Replace up to six (6) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715A	Ignition coil

Towing – See TOWING COVERAGE

#### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

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

#### **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.

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# **UPDATED** VIN Ranges & Production Dates of Affected Vehicles

## **(UNITED STATES)**

### **2001 – 2005 Passat/Passat Wagon 1.8T CRITERION 01**

(Emden) WVW\_ \*\_ \_3B\_1E00027 - WVW\_D\_3B\_5E157163  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/02/2005

(Mosel) WVW\_ \*\_ \_3B\_1P001024 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 11/25/2004

### **2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_ \*\_ \_1J\_14002740 - 9BW\_ \*\_ \_1J\_64083240  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/27/2005

### **2001 – 2005 Jetta/Jetta Wagon/Golf 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M00025 - 3VW\_ \*\_ \_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 10/19/2004

WVW\_ \*\_ \_1J\_1W000065 - WVW\_ \*\_ \_1J\_5W065837  
(\* Vehicles with C, D, E or H in 5<sup>th</sup> position)  
Production Date: 6/18/2000 - 2/22/2005

### **2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_D\_1C\_1M400061 - 3VW\_D\_1C\_5M418416  
Production Date: 3/31/2000 - 7/02/2005

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

### **2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W018238 - WVW\_V\_1K\_7W213170  
Production Date: 12/27/2004 - 3/07/2007

### **2006 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M120967  
Production Date: 12/27/2004 - 2/06/2007

### **2007 Eos 2.0T FSI CRITERION 07**

WVW\_A\_1F\_6V000345 - WVW\_A\_1F\_7V040210  
Production Date: 1/16/2006 - 3/07/2007

### **2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6\_002737 - WVW\_K\_3C\_7\_196094  
Production Date: 3/29/2005 - 3/07/2007

### **2006 – 2007 Golf/Rabbit 2.5L CRITERION 09**

WVWD\*\_71K\_6W08138 - WVWD\*\_71K\_7W213492  
(\* Vehicles with R or S in 5<sup>th</sup> position)  
Production Date: 11/25/2005 - 3/07/2007

### **2005 – 2007 Jetta 2.5L CRITERION 10**

3VW\_ \*\_71K\_5M600049 - 3VW\_ \*\_71K\_7M139300  
(\* Vehicles with F or G in 5<sup>th</sup> position)  
Production Date: 9/08/2004 - 3/06/2007

### **2006 – 2007 New Beetle/New Beetle Convertible 2.5L CRITERION 11**

3VW\_ \*\_ \_1C\_6M400042 - 3VW\_ \*\_ \_1C\_7M515778  
(\* Vehicles with W or F in 5<sup>th</sup> position)  
Production Date: 4/05/2005 - 3/06/2007

3VW\_ \*\_ \_1Y\_6M300047 - 3VW\_ \*\_ \_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

**UPDATED** VIN Ranges & Production Dates of Affected Vehicles

(UNITED STATES - cont'd.)

**2007 Touareg 4.2L FSI CRITERION 12**

WVG\_ \_ \_ 7L\_7D013205 - WVG\_ \_ \_ 7L\_7D057122  
Production Date: 8/23/2006 - 11/13/2006

**2002 – 2004 Passat/Passat Wagon 4.0L CRITERION 13**

WVW\_K\_3B\_2\_204918 - WVW\_K\_3B\_4\_347994  
Production Date: 11/12/2001 - 5/12/2004

**2003 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \* \_3D\_38003053 - WVW\_ \* \_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 3/08/2004 - 5/17/2006

**2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15**

WVG\_ \_ \_ 7L\_4D000002 - WVG\_ \_ \_ 7L\_6D066220  
Production Date: 8/28/2003 - 4/27/2006

**2004 – 2006 Phaeton 4.2L (non-FSI) CRITERION 16**

WVW\_ \_ \_ 3D\_48006537 - WVW\_ \_ \_ 3D\_68003231  
Production Date: 8/18/2003 - 11/28/2005

**2006 – 2007 Passat/Passat Wagon 3.6L FSI CRITERION 20**

WVW\_U\_3C\_6E020265 - WVW\_U\_3C\_7E101749  
Production Date: 4/20/2005 - 10/31/2006

WVW\_U\_3C\_6P023798 - WVW\_U\_3C\_7P082196  
Production Date: 9/2/2005 - 10/28/2006

**2007 Touareg 3.6L FSI CRITERION 21**

WVG\_E\_7L\_7D000035 - WVG\_E\_7L\_7D053498  
Production Date: 5/4/2006 - 10/31/2006

**UPDATED** VIN Ranges & Production Dates of Affected Vehicles

(CANADA)

**2001 – 2005 Passat 1.8T CRITERION 01**

WVW\_ \*\_ \_3B\_1\_000082 - WVW\_D\_3B\_5\_174151  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 6/17/2005

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64011363  
Production Date: 8/25/2000 - 11/09/2005

**2001 – 2006 Jetta/Jetta Wagon 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M000336 - 3VW\_ \*\_ \_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 10/20/2004

WVW\_C\_1J\_1W056866 - WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400039  
Production Date: 6/12/2000 - 6/17/2004

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

**2006 – 2007 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M139190  
Production Date: 12/27/2004 - 7/01/2006

**2007 Eos 2.0T FSI CRITERION 07**

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6E011801 - WVW\_K\_3C\_7\_196308  
Production Date: 5/20/2005 - 3/06/2007

**2007 Rabbit/GTI 2.5L CRITERION 09**

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

**2006– 2007 Jetta 2.5L CRITERION 10**

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

**2006 – 2007 New Beetle Convertible 2.5L CRITERION 11**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

3VW\_ \*\_ \_1C\_6M400078 - 3VW\_ \*\_ \_1C\_7M515633  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 7/09/2005 - 3/06/2007

**UPDATED** VIN Ranges & Production Dates of Affected Vehicles

(CANADA)

**2007 Touareg 4.2L FSI CRITERION 12**

WVG\_ \_ \_7L\_7D018829 - WVG\_ \_ \_7L\_7D026733  
Production Date: 9/05/2006 - 11/13/2006

**2002 – 2003 Passat/Passat Wagon 4.0L CRITERION 13**

WVW\_K\_3B\_2\_299021 - WVW\_K\_3B\_4\_347760  
Production Date: 2/05/2002 - 5/13/2004

**2004 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_ \_3D\_48006653 - WVW\_ \*\_ \_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

**2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15**

WVG\_ \_ \_7L\_4D000029 - WVG\_ \_ \_7L\_6D045131  
Production Date: 4/30/2003 - 12/08/2005

**2004 – 2006 Phaeton 4.2L (non-FSI) CRITERION 16**

WVW\_ \_ \_3D\_48006537 - WVW\_ \_ \_3D\_68005001  
Production Date: 8/18/2003 - 3/15/2006

**2006 – 2007 Passat/Passat Wagon 3.6L FSI CRITERION 20**

WVW\_U\_3C\_6E034819 - WVW\_U\_3C\_7E094624  
Production Date: 9/24/2005 - 10/19/2006

WVW\_U\_3C\_6P019806 - WVW\_U\_3C\_7P064302  
Production Date: 8/5/2005 - 9/27/2006

**2007 Touareg 3.6L FSI CRITERION 21**

WVG\_E\_7L\_7D000044 - WVG\_E\_7L\_7D023175  
Production Date: 1/31/2006 - 9/25/2006

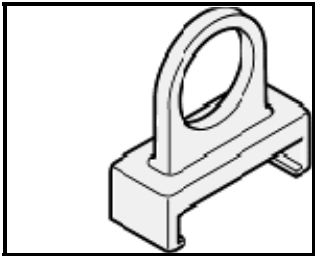
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

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

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label





Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil

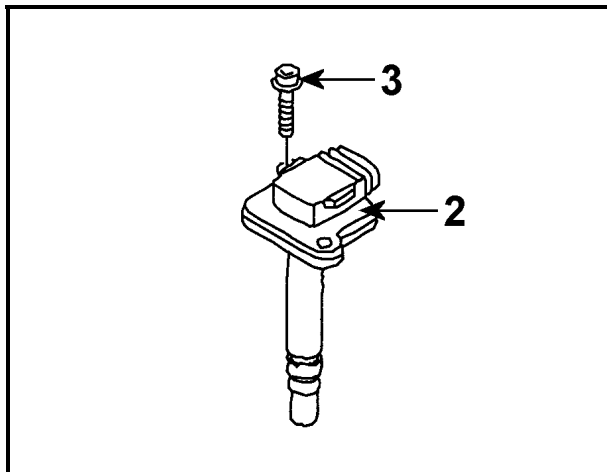
⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**

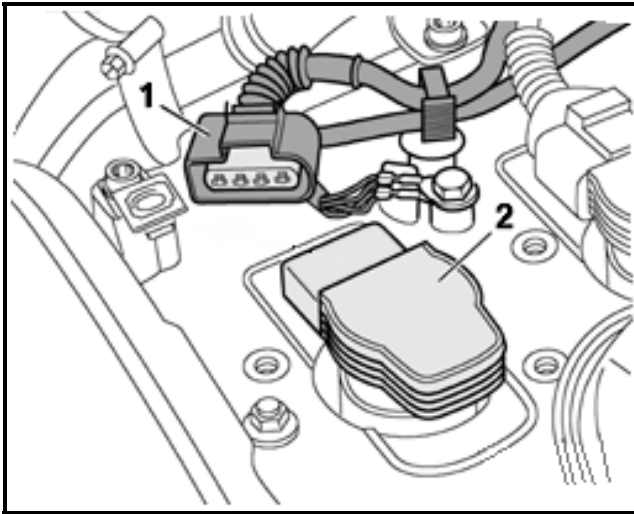
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step





- On New Beetle vehicles remove plate with turbo boost valve and move aside



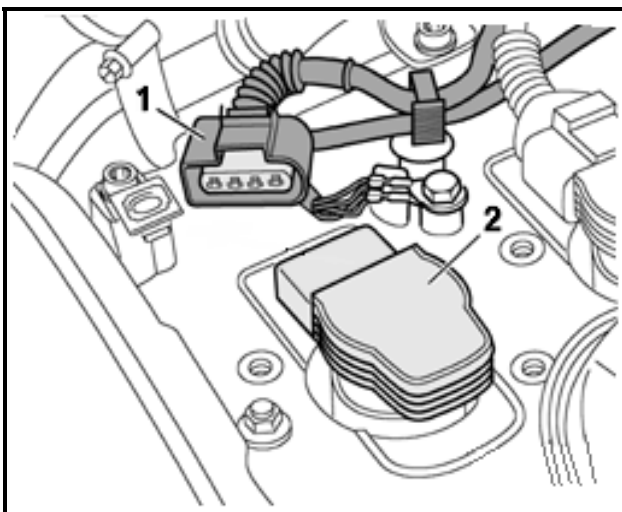
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured


- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- If previously removed, reinstall plate with turbo boost valve
  - If applicable, secure vacuum reservoir with bolt
  - Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label


 Tip: Ensure Campaign Completion label does not cover any existing label(s)

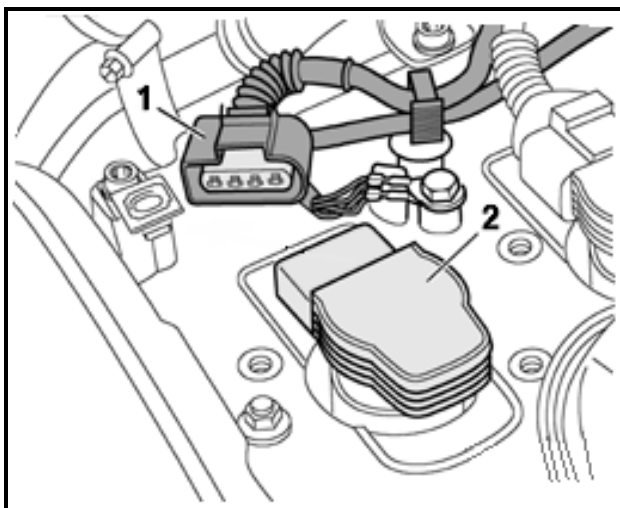
- Close hood – WORK IS COMPLETE

### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 Note: Do not use any object to tap ignition coil into position  
  
Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**

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

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

#### 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

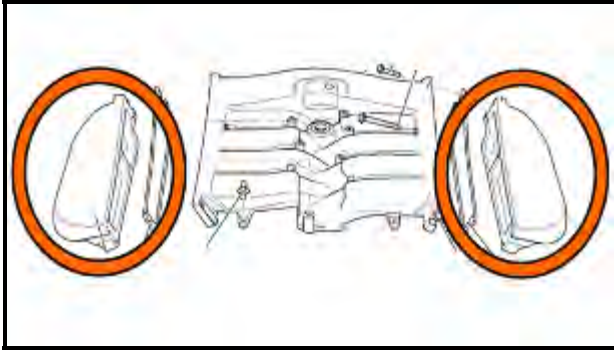


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



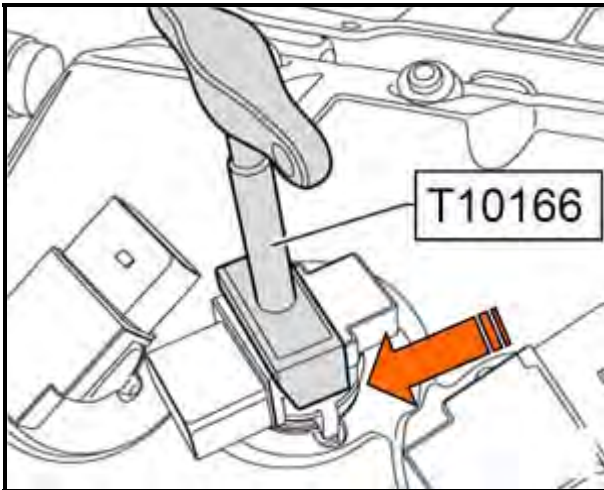
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil




<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**





# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

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

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 6.0L	<u>Qty</u> up to 12	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

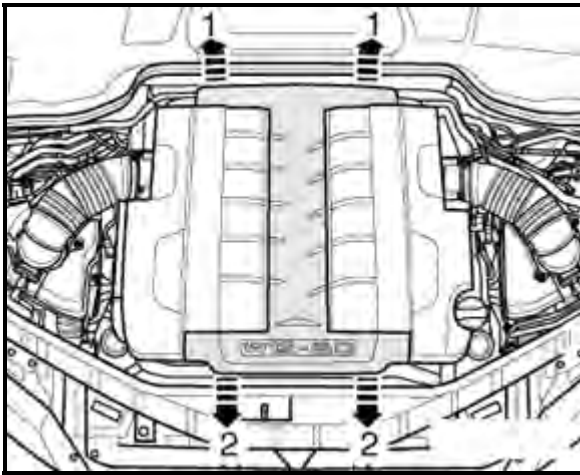


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

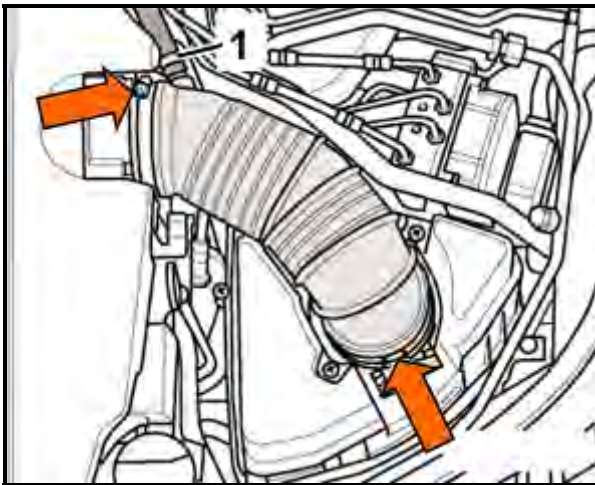


Tip: Ignition must be turned off

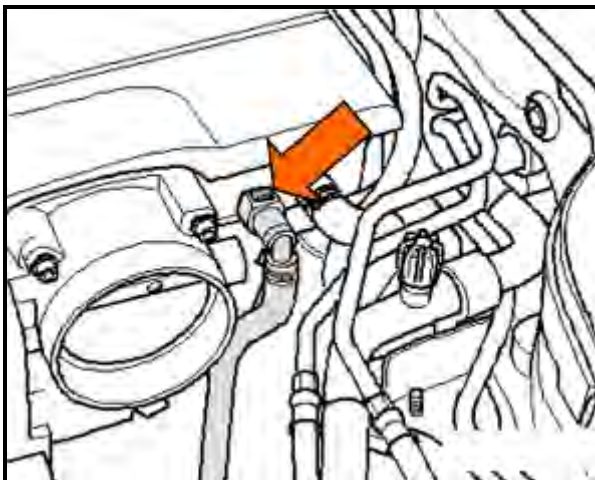


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

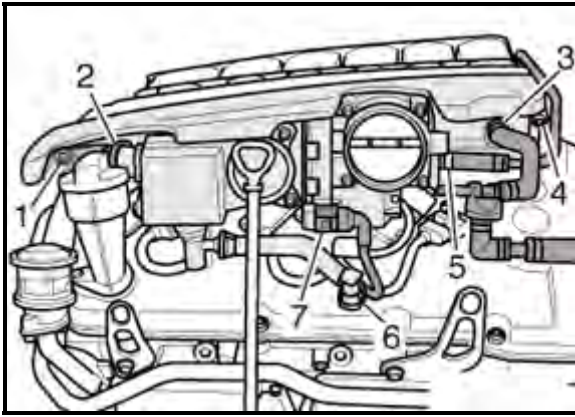
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

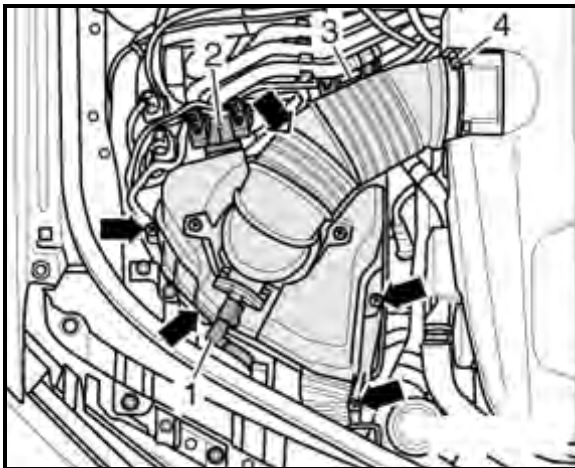


Tip: W12 engines have different left and right intake manifold side-part gaskets

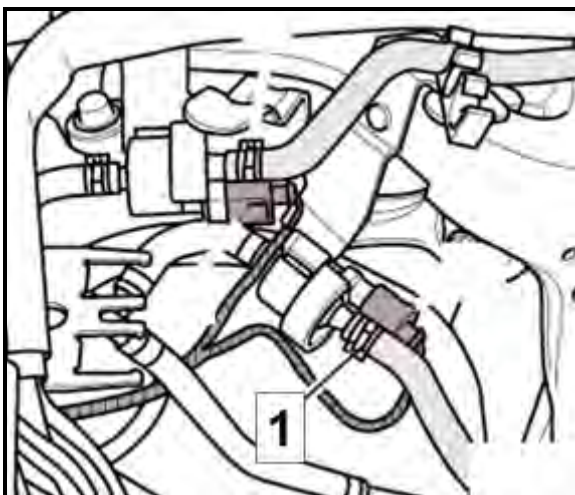
### Right (passenger) side of engine



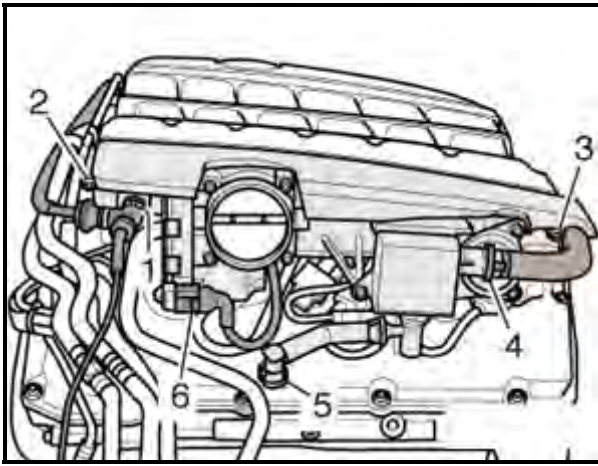
Note: During installation, reinstall all heat insulation sleeves at the same locations



- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



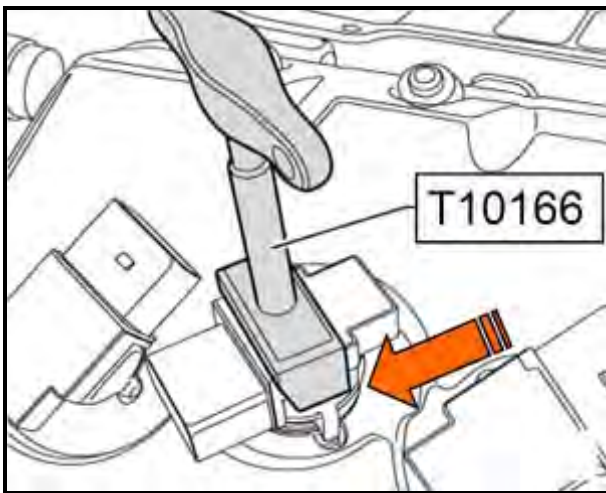
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 12

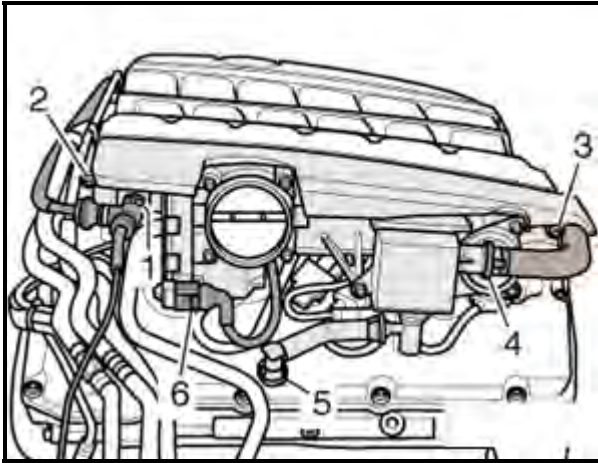
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



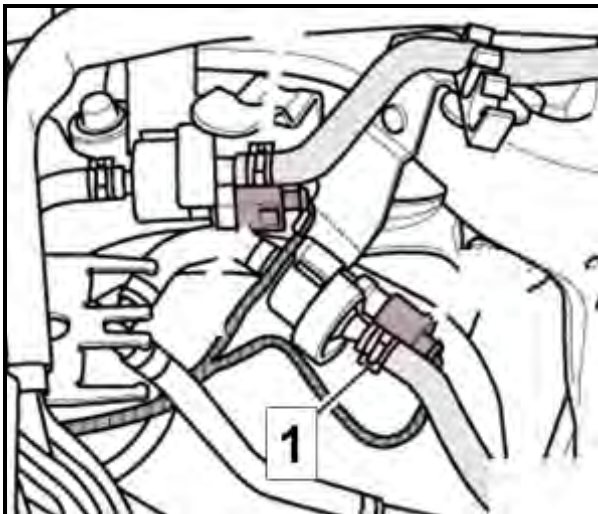
Tip: W12 engines have different left and right intake manifold side-part gaskets



- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)

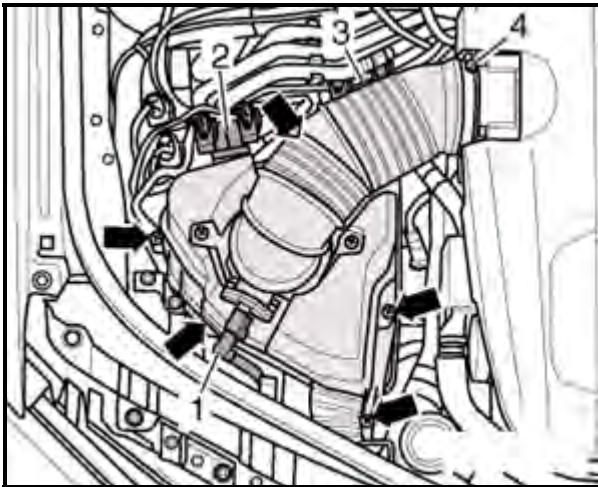


Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)





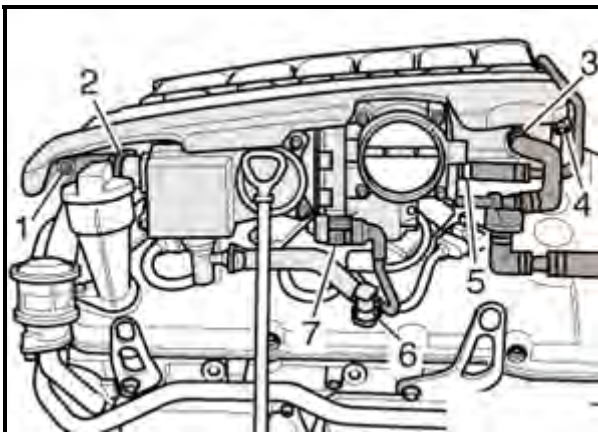
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

### Left (driver) side of engine

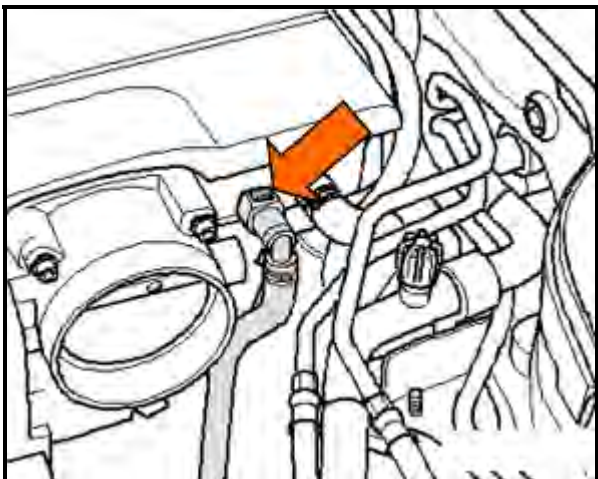
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

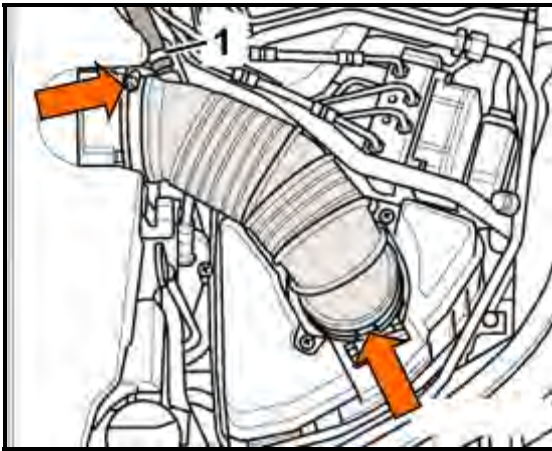


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm




- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold




- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX D**

## **2.0T FSI**

### **Criteria 05, 06, 07, 08**

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

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.0T FSI Engine

### Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

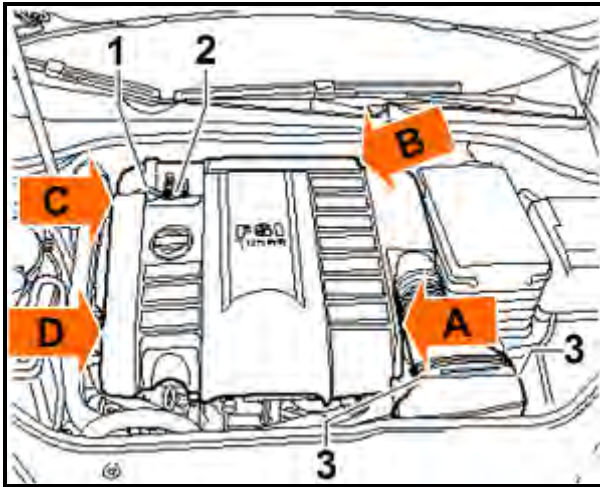


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

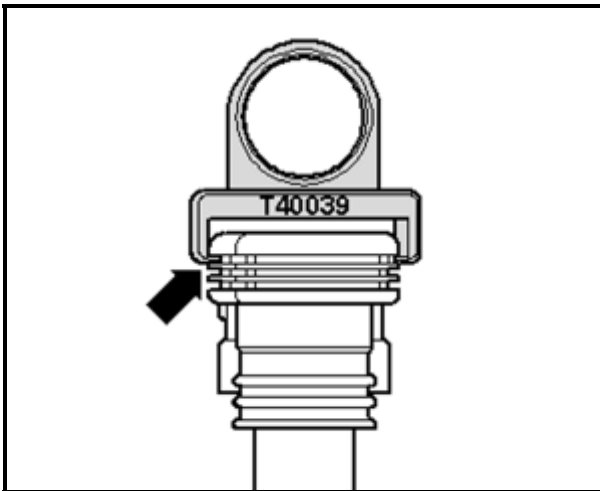
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



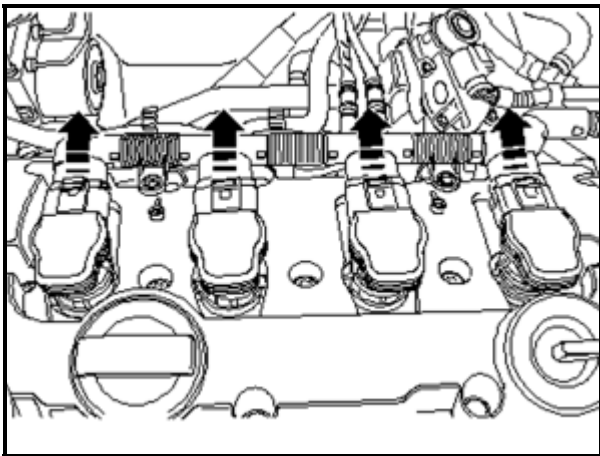
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



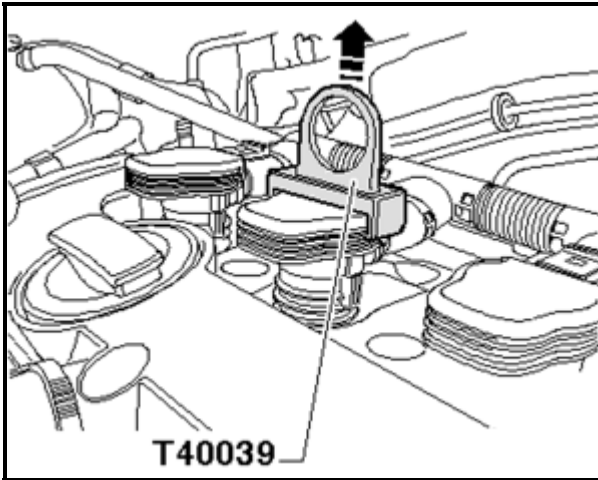
**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils



- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

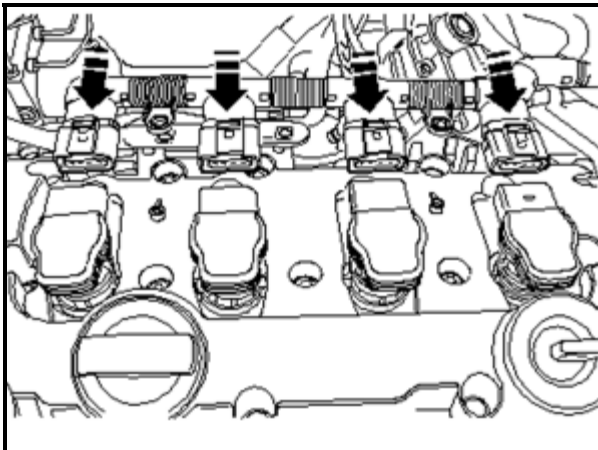
⚠ Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

Damage may occur to engine if part number 07K 905 715E is mixed with other coils

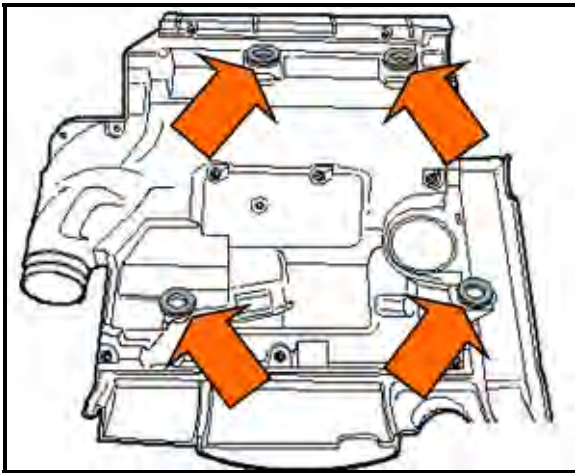
- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

⚠ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

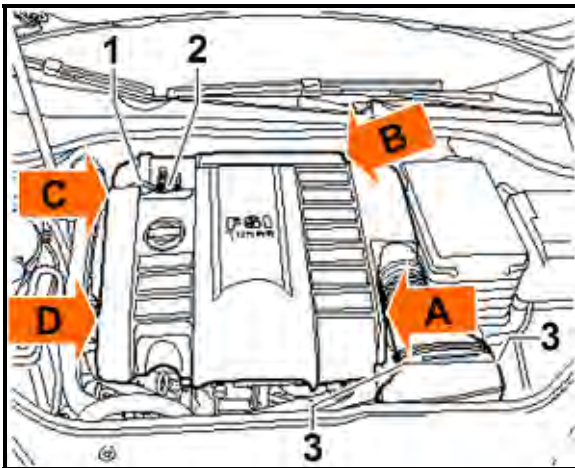
⚠ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



- ⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing
- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time



- ⇐ Reinstall bolts -3-
- ⇐ Reconnect electrical connector -2-
- ⇐ Reconnect intake tube -1-

**Campaign Completion**

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**





# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

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

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

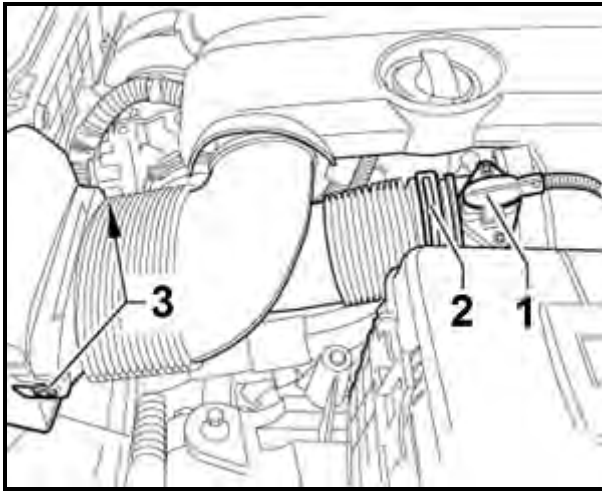


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

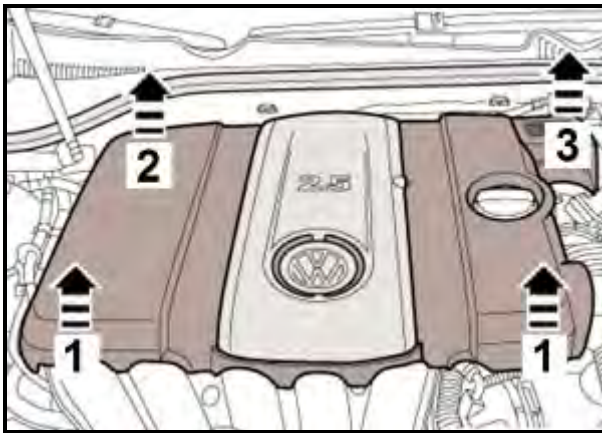


Tip: Ignition must be turned off



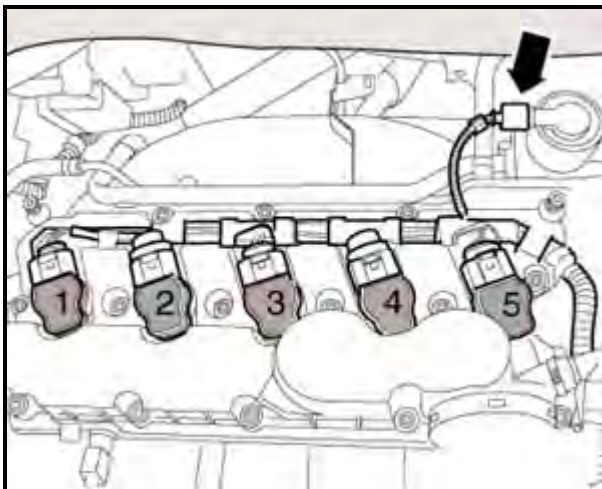
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

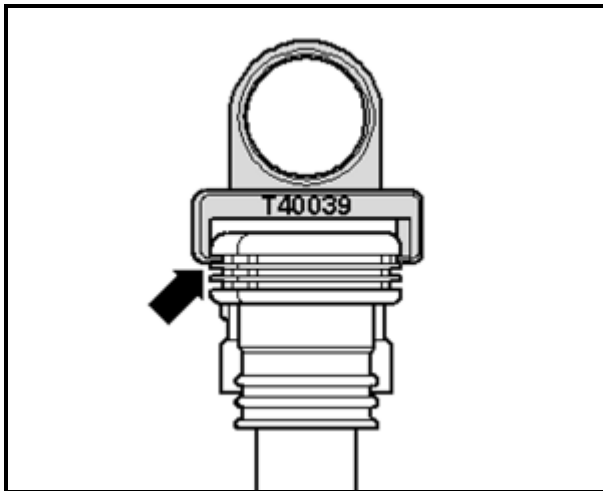


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



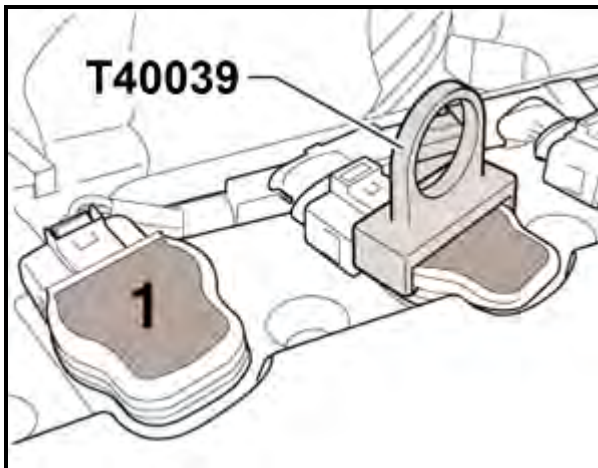
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

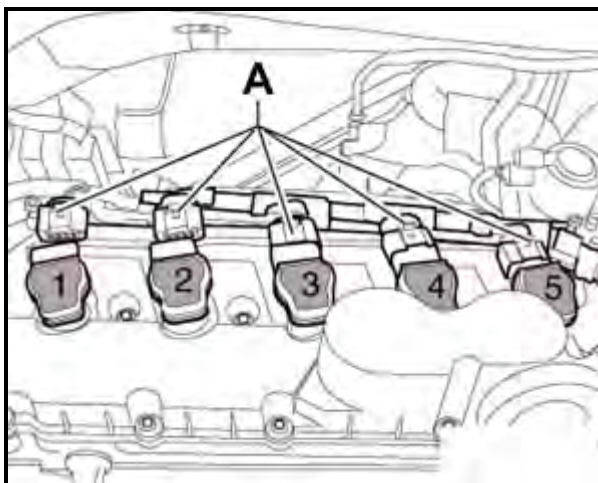
Lower ribs may be damaged if they are used



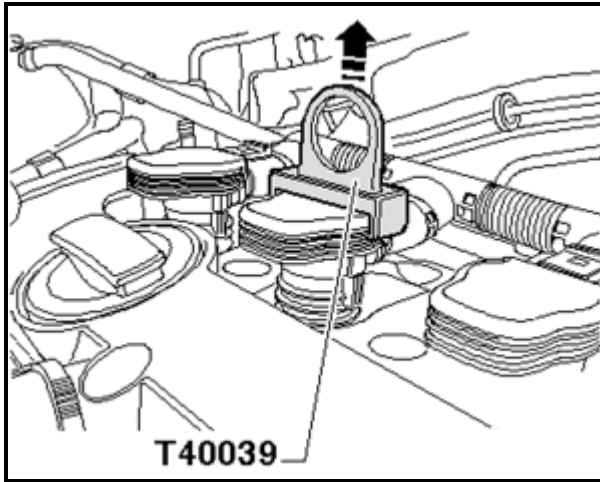
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly

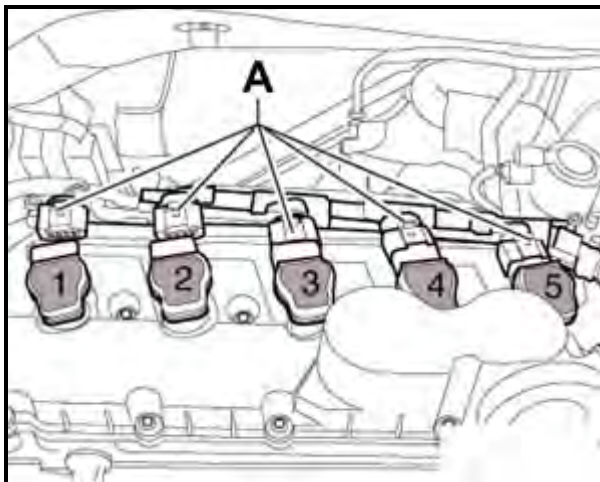


⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

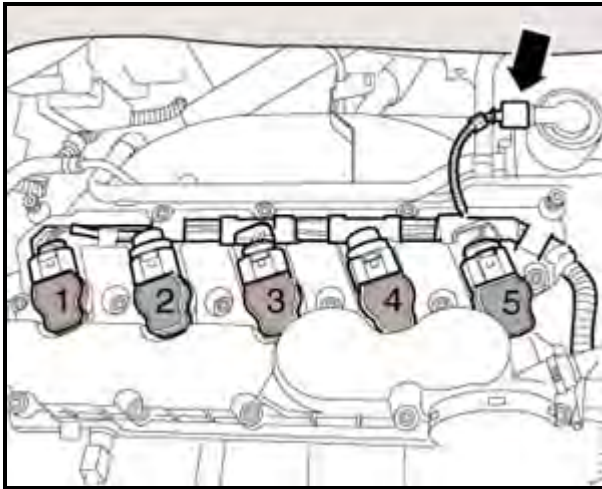
**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**



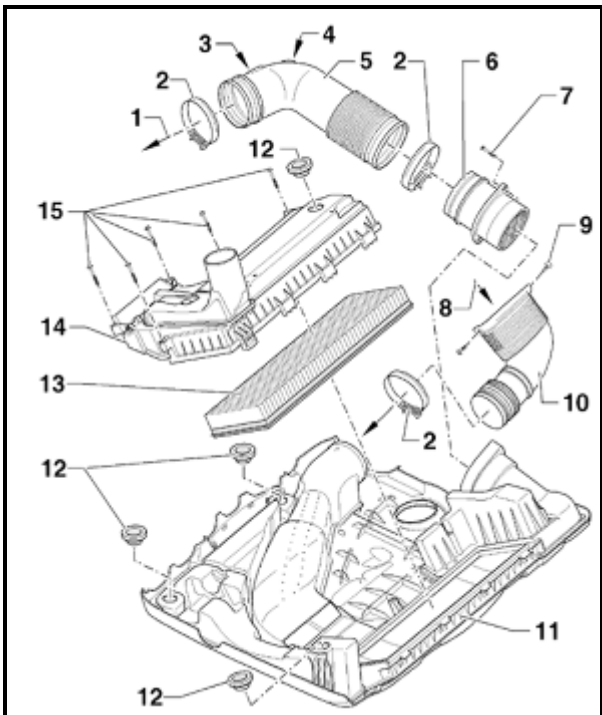
- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing

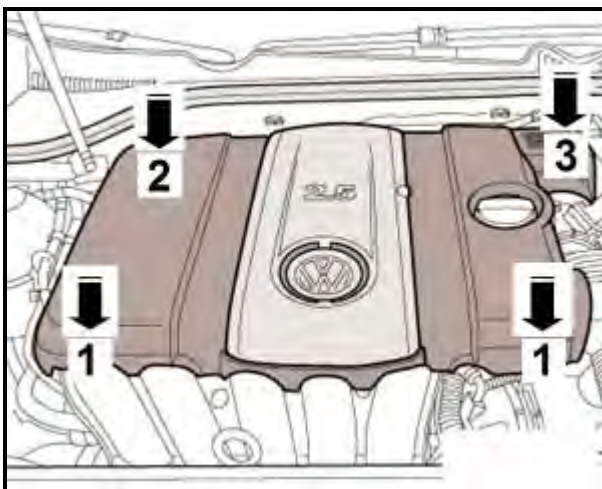
**ⓘ Note:** Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



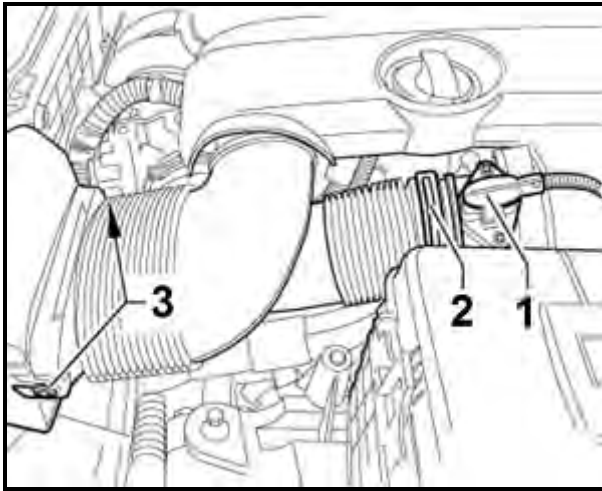
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine



- Position engine cover correctly in the mounts and press in by hand



- ⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-
- ⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**





# **APPENDIX F**

## **4.2L FSI and 4.2L (non-FSI)**

### **Criteria 12, 15, 16**

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

**Required Tools - 4.2L (non-FSI) and 4.2L FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.2L (non-FSI) (engine codes BGH, BGJ, BHX, AXQ)	up to 8	077 905 115AA	Ignition coil
4.2L FSI (engine code BAR)	up to 8	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.2L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



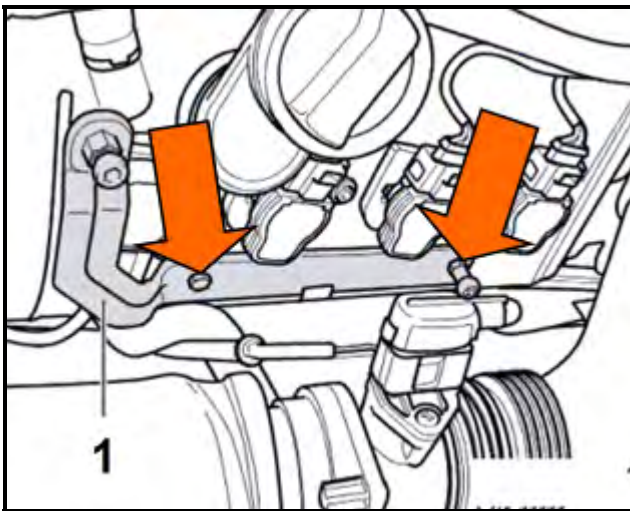
- Open hood



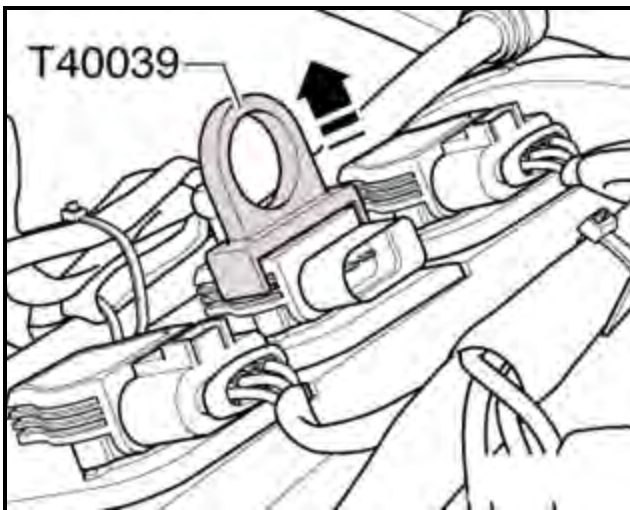
Tip: Perform procedure on both engine banks

### Touareg (non-FSI)

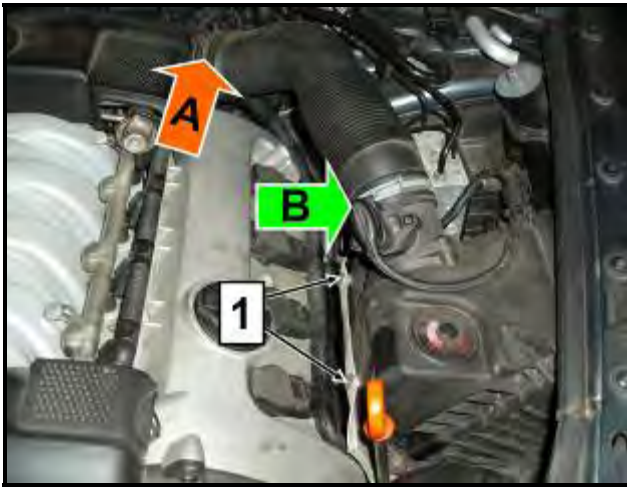
- ⇐ Remove engine covers -arrows-



- ⇐ On driver side, remove bolts -arrows- and bracket -1-



- Disconnect electrical connectors from coils
- ⇐ Push the T40039 tool onto the ignition coil with power output stage, and pull it off in the -direction of the arrow-
- Go to Page 54 “**All Vehicles**”



## Phaeton

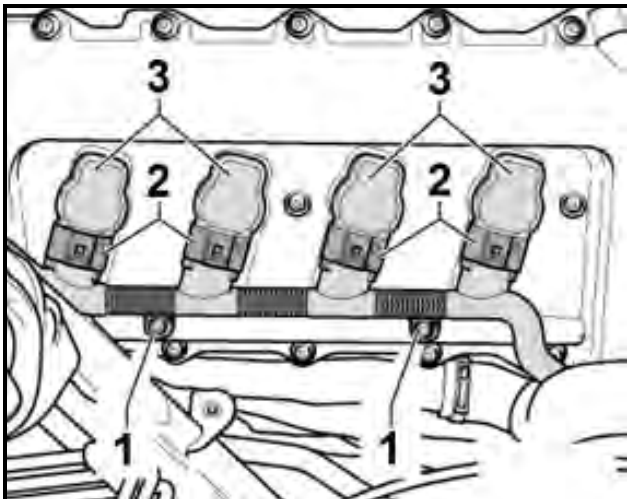


Tip: Perform procedure on both engine banks

- ⇐ Loosen clamp for air duct -arrow A-
- ⇐ Disconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Disconnect snaps -1- from air box cover



- Loosen four screws at each corner of air box cover, and remove air box cover from vehicle



## Phaeton & Touareg FSI



Tip: Perform procedure on both engine banks

- ⇐ Remove both bolts -1-
- ⇐ Push connector -2- toward ignition coil, press on catch with hand and remove connector
- Remove ignition coils

## All Vehicles

- Check part number of each ignition coil

### 4.2L (non-FSI) engines

(engine codes **BGH, BGJ, BHX, AXQ**):

- Any coil with one of these part numbers does not need to be replaced:
  - 077 905 115 Q
  - 077 905 115 S
  - 077 905 115 AA
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 077 905 115 AA

### 4.2L FSI engine (engine code **BAR**):

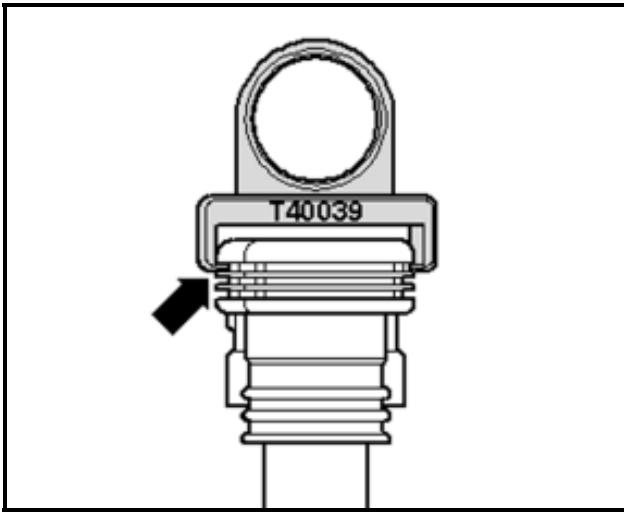
- Any coil with one of these part numbers does not need to be replaced:
  - 06F 905 115 F
  - 07K 905 715 D/E
  - 06H 905 115
  - 06D 905 115 K
  - 06E 906 115 D/E
  - 07K 905 715 F
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 07K 905 715 F



Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

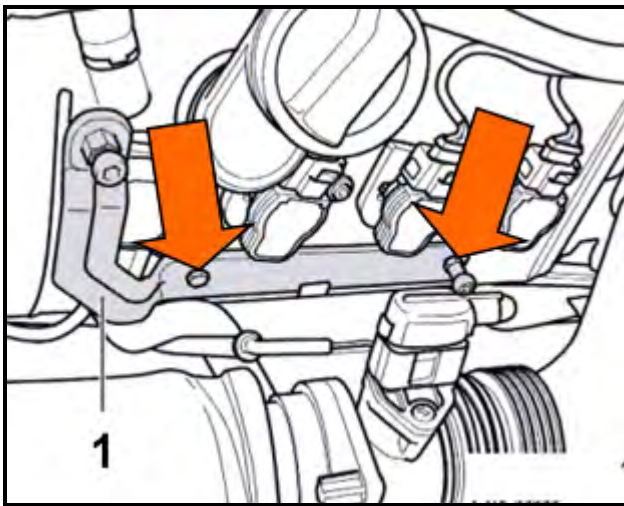


Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



⚠ Note: To remove ignition coils, place the T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

The lower ribs may be damaged if they are used



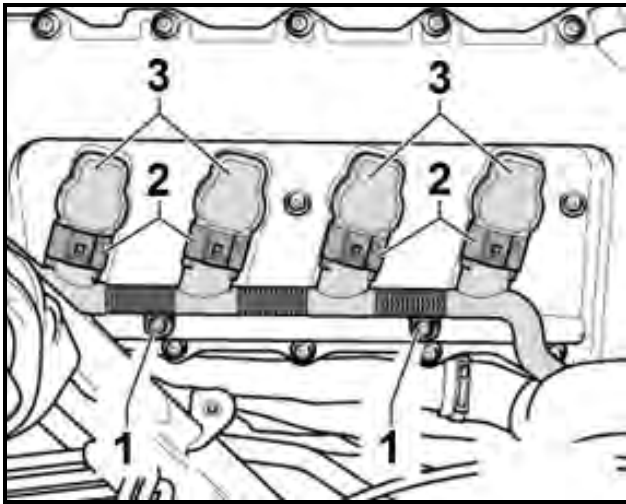
### Touareg (non-FSI)

⇐ If previously equipped on driver side, reinstall bracket -1- and bolts -arrows-



⇐ If previously equipped reinstall engine covers -arrows-

- Go to Page 57 “All Vehicles”



## Phaeton & Touareg FSI

- ⇐ Push connector -2- toward ignition coil until fully seated
- ⇐ Reinstall both bolts -1-

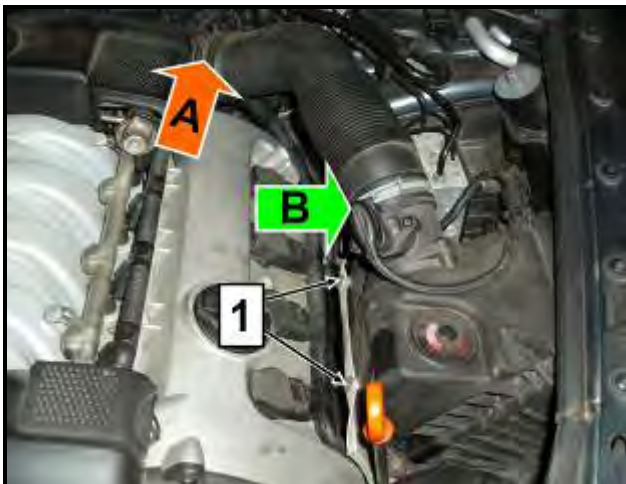


## Phaeton



Tip: Perform procedure on both engine banks

- Reinstall air box cover into vehicle and reinstall four screws at each corner of air box cover



- ⇐ Reconnect clamp for air duct -arrow A-
- ⇐ Reconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Reconnect snaps -1- onto air box cover



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

## All Vehicles

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

**NEW** **APPENDIX G**

**3.6L FSI**

**Criteria 20, 21**

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

**Required Tools - 3.6 Liter FSI**

	<ul style="list-style-type: none"> <li>• T10095/A Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
3.6L FSI	up to 6	022 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

### 3.6L FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

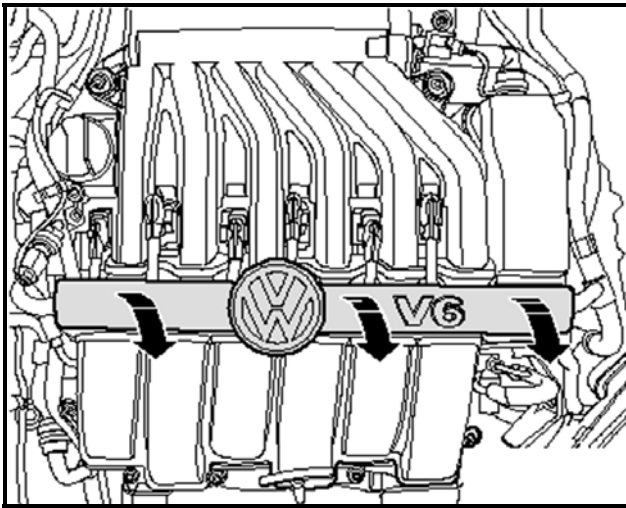


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

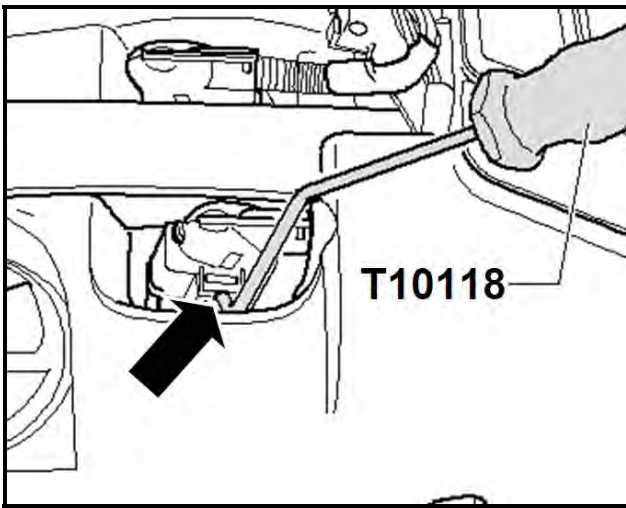
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



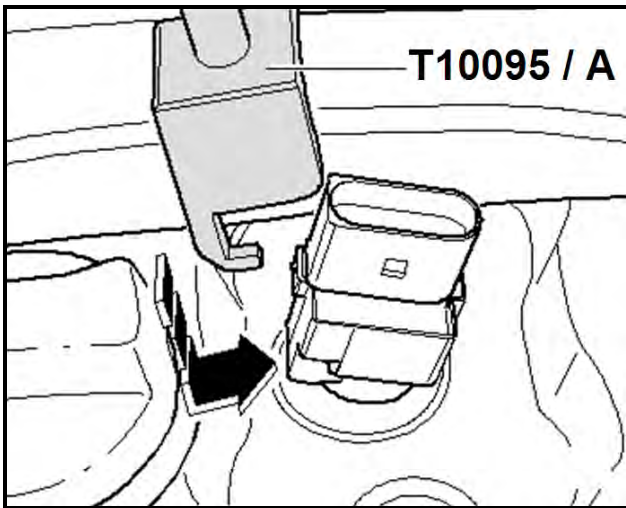
Tip: Ignition must be turned off



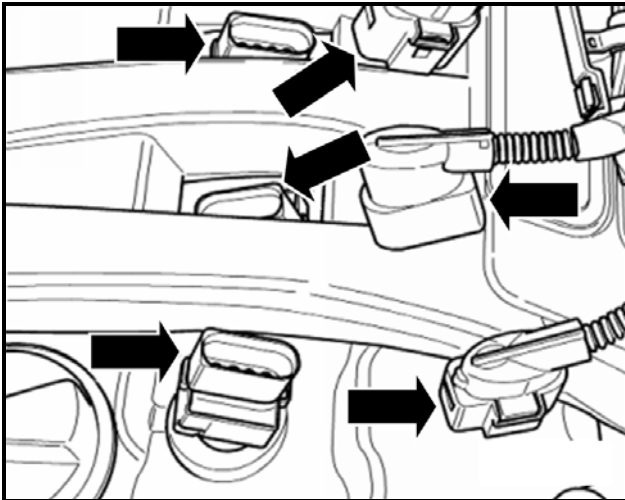
- Open hood
- If applicable, remove engine cover
- ⇐ Remove ignition coil wiring harness cover strip, as pictured



- ⇐ Disconnect electrical connectors at ignition coils by placing assembly tool T10118 or equivalent on release button -arrow- and carefully removing connector



- ⇐ Place puller for ignition coil T10095/A on ignition coils -arrow-, as shown in illustration, and pull out ignition coils one at a time
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 022 905 715
  - 022 905 715B
  - 022 905 715A
- If coil(s) are not listed above, proceed to next step



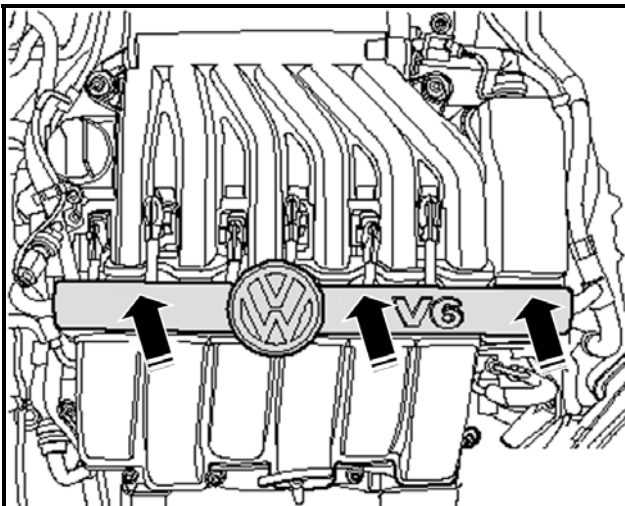
⇐ Reinstall or replace ignition coil(s) using part number 022 905 715A by inserting ignition coils in their respective spark plug shaft so the straight connector sides fit with each other -arrows-

- Push ignition coil(s) 1 through 6 onto the spark plug by hand

ⓘ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

ⓘ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 6



- Reinstall ignition coil wiring harness cover strip
- If previously removed, reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – see below

#### **Parts Return or Parts Disposal**

**USA DEALERS** are required to properly destroy, e.g., drill through ignition coil head or cut coil in half, etc. and dispose of removed ignition coils.

**CANADIAN DEALERS** are required to return removed ignition coils as stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process” and ship accordingly.

Please include the campaign identification:

**28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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 USA: (866) 306-8447 / CANADA: Contact your respective claim specialist.



# Emissions Service Action Circular Code: 28F3

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

August 2010

### Revision Summary

- **Added final mailing phase – August 2010 VIN information**

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information

**Technical Bulletin 2021320 will expire August 20, 2010** and will no longer be accessible for reference. Claims submitted under the technical bulletin on this date will not process through SAGA or close out the campaign on the vehicle. Instead, beginning August 20, 2010, **any outstanding TB 2021320 claim must be submitted for payment under Service No. 28F2** in accordance with campaign circular instructions.

### VIN Ranges & Production Dates

See newly added information for final mailing phase.

*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

Prior to the owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **Your final mailing phase August 2010 allocation list will be available on or about August 20, 2010.** A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation for part number 022 905 715B, prior to the customer mailing. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign. Depending on dealer size, dealers are still requested to order parts in pack quantities as follows: P/N 077 905 115AA (24 pcs.), P/N 06A 905 115D (50 pcs.), P/N 06H 905 115 (40 pcs.) and P/N 07K 905 715F (24pcs.). Your individual upper order limits will be viewable in your Parts on Command material information screen.

If you have exhausted your allocated parts for vehicles affected by this service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return/Disposal

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions under Parts Return or Parts Disposal.

### Owner Notification Mailing

On or about August 20, 2010 the next customer mailing begins. We estimate that this mailing contains approximately 14,000 U.S. customers and approximately 3,000 Canadian customers.

This is the final phase of the mailings, as all known customers have been notified that sufficient part stock is available for their vehicle.



### **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

### **Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com), or by contacting Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criterion ID and Repair Operation one of the following charts. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

# Saga Claim Entry Procedure

CHART 1 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix A – 1.8T

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 01 - Passat/Passat Wagon**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

### **Criterion 02 - Golf/GTI**

**OR**

### **Criterion 03 - Jetta/Jetta Wagon/Golf**

**OR**

### **Criterion 04 - New Beetle / New Beetle Convertible**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 50 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**Towing – See TOWING COVERAGE**

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 2 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix B – 4.0L W8

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 13 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **90 T.U.**  
**OR**

- Replace up to eight (8) ignition coils

**Repair operation:**                      **2820 20 99**                      **90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

**OR**

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **90 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 8	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**  
*(TOWING NOT TO EXCEED \$100 (USD/CAD))*
- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

# CHART 3 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix C – 6.0L W12

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 14 - Phaeton

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **130 T.U.**  
**OR**

- Replace up to (12) ignition coils

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

**OR**

- Replace up to (12) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **130 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 12	07C 905 715A	Ignition coil

Towing – See TOWING COVERAGE 

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**

***(TOWING NOT TO EXCEED \$100 (USD/CAD)***

- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### 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.

# Saga Claim Entry Procedure

CHART 4 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix D – 2.0T FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 05 - GTI

OR

### Criterion 06 - Jetta

OR

### Criterion 07 - EOS

OR

### Criterion 08 - Passat/Passat Wagon

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 50 T.U.

OR

- Replace up to (4) ignition coils

Repair operation: 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

OR

- Replace up to (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06H 905 115	Ignition coil

Towing – See TOWING COVERAGE 

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

*(TOWING NOT TO EXCEED \$100 (USD/CAD)*

- *In Amount field submit actual TOWING cost*
- *In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.*

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

### 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.

# Saga Claim Entry Procedure

# CHART 5 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 09 - Golf/Rabbit**

OR

### **Criterion 10 - Jetta**

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **50 T.U.**

OR

- Replace up to (5) ignition coils

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
- **Claim Type: 1SP**
- **Damage Code: 0040**
- **Outside Labor Operation: TWNG1000**
- **Check Tow-in box**
- **Service No. 2820**  
**(TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
- ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

CHART 6 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix E – 2.5L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 11 - New Beetle/New Beetle Convertible

- Check ignition coils; NO replacement required

Repair operation: 0183 00 99 40 T.U.  
OR

- Replace up to (5) ignition coils

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

OR

- Replace up to (5) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

Repair operation: 0150 00 99 10 T.U.

Repair operation: 2820 20 99 40 T.U.

Quantity	Part Number	Description
Up to 5	07K 905 715F	Ignition coil

Towing – See TOWING COVERAGE

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

### TOWING COVERAGE

NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

(TOWING NOT TO EXCEED \$100 (USD/CAD))

- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

### 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.

# Saga Claim Entry Procedure

CHART 7 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

Service No. : 28F3

Damage Code : 0099

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 12 - Touareg FSI

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.  
OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	07K 905 715F	Ignition coil

### Criterion 15 - Touareg (non-FSI)

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.  
OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

#### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- ONLY applies to vehicles outside "Roadside Coverage"
- Claim Type: 1SP
- Damage Code: 0040
- Outside Labor Operation: TWNG1000
- Check Tow-in box
- Service No. 2820

(TOWING NOT TO EXCEED \$100 (USD/CAD))

- In Amount field submit actual TOWING cost
- In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.

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

#### 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.



# Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix F – 4.2L (cont'd.)

(Select the applicable Criteria Code displayed in ElsaWeb)

### Criterion 16 - Phaeton (non-FSI)

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 90 T.U.

OR

- Replace up to eight (8) ignition coils

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

OR

- Replace up to eight (8) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 90 T.U.

Quantity	Part Number	Description
Up to 8	077 905 115AA	Ignition coil

Towing – See TOWING COVERAGE

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

### TOWING COVERAGE

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- **In Amount field submit actual TOWING cost**
  - **In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.**

### 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.

# Saga Claim Entry Procedure

# CHART 9 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## Appendix G – 3.6L FSI

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 20 - Passat/Passat Wagon**

OR

### **Criterion 21 - Touareg**

- Check ignition coils; NO replacement required

**Repair operation:** 0183 00 99 50 T.U.

OR

- Replace up to six (6) ignition coils

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715A	Ignition coil

OR

- Replace up to six (6) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:** 0150 00 99 10 T.U.

**Repair operation:** 2820 20 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715A	Ignition coil

Towing – See TOWING COVERAGE

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

# Saga Claim Entry Procedure

CHART 10 of 10

Check ElsaWeb to determine whether the "28F3" campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

## **NEW** Appendix H – 3.2L VR6

(Select the applicable Criteria Code displayed in ElsaWeb)

### **Criterion 17 – R32**

OR

### **Criterion 18 – EOS**

OR

### **Criterion 19 - Touareg**

- Check ignition coils; NO replacement required

**Repair operation:**                      **0183 00 99**                      **50 T.U.**  
**OR**

- Replace up to six (6) ignition coils

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715B	Ignition coil

**OR**

- Replace up to six (6) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation:**                      **0150 00 99**                      **10 T.U.**

**Repair operation:**                      **2820 20 99**                      **50 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 6	022 905 715B	Ignition coil

**Towing – See TOWING COVERAGE** 

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

### **TOWING COVERAGE**

**NOTE: Reason for towing must be directly related to campaign and documentation must be attached to repair order.**

- **ONLY applies to vehicles outside "Roadside Coverage"**
  - **Claim Type: 1SP**
  - **Damage Code: 0040**
  - **Outside Labor Operation: TWNG1000**
  - **Check Tow-in box**
  - **Service No. 2820**
- (TOWING NOT TO EXCEED \$100 (USD/CAD))**
- ***In Amount field submit actual TOWING cost***
  - ***In Comments field type the following: 100% 28F3/P1 SVC ACT. CAR TOWED.***

### **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.

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**(UNITED STATES)**

**2001 – 2005 Passat/Passat Wagon 1.8T CRITERION 01**

(Emden) WVW\_ \*\_ \_3B\_1E000027 - WVW\_D\_3B\_5E157163  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/02/2005

(Mosel) WVW\_ \*\_ \_3B\_1P001024 - WVW\_D\_3B\_5P060369  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 11/25/2004

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_ \*\_ \_1J\_14002740 - 9BW\_ \*\_ \_1J\_64083240  
(\* Vehicles with C or, D or E in 5<sup>th</sup> position)  
Production Date: 6/19/2000 - 8/27/2005

**2001 – 2005 Jetta/Jetta Wagon/Golf 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M000025 - 3VW\_ \*\_ \_9M\_5M081487  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 2/04/2000 - 10/19/2004

WVW\_ \*\_ \_1J\_1W000065 - WVW\_ \*\_ \_1J\_5W065837  
(\* Vehicles with C, D, E or H in 5<sup>th</sup> position)  
Production Date: 6/18/2000 - 2/22/2005

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_D\_1C\_1M400061 - 3VW\_D\_1C\_5M418416  
Production Date: 3/31/2000 - 7/02/2005

3VW\_D\_1Y\_3M301862 - 3VW\_D\_1Y\_5M370426  
Production Date: 2/11/2003 - 6/27/2005

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W018238 - WVW\_V\_1K\_7W213170  
Production Date: 12/27/2004 - 3/07/2007

**2006 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M120967  
Production Date: 12/27/2004 - 2/06/2007

**2007 EOS 2.0T FSI CRITERION 07**

WVW\_A\_1F\_6V000345 - WVW\_A\_1F\_7V040210  
Production Date: 1/16/2006 - 3/07/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6\_002737 - WVW\_K\_3C\_7\_196094  
Production Date: 3/29/2005 - 3/07/2007

**2006 – 2007 Golf/Rabbit 2.5L CRITERION 09**

WVWD\*\_71K\_6W08138 - WVWD\*\_71K\_7W213492  
(\* Vehicles with R or S in 5<sup>th</sup> position)  
Production Date: 11/25/2005 - 3/07/2007

**2005 – 2007 Jetta 2.5L CRITERION 10**

3VW\_ \*\_71K\_5M600049 - 3VW\_ \*\_71K\_7M139300  
(\* Vehicles with F or G in 5<sup>th</sup> position)  
Production Date: 9/08/2004 - 3/06/2007

**2006 – 2007 New Beetle/New Beetle Convertible 2.5L CRITERION 11**

3VW\_ \*\_ \_1C\_6M400042 - 3VW\_ \*\_ \_1C\_7M515778  
(\* Vehicles with W or F in 5<sup>th</sup> position)  
Production Date: 4/05/2005 - 3/06/2007

3VW\_ \*\_ \_1Y\_6M300047 - 3VW\_ \*\_ \_1Y\_7M411756  
(\* Vehicles with F, G or W in 5<sup>th</sup> position)  
Production Date: 6/28/2005 - 3/06/2007

## VIN Ranges & Production Dates of Affected Vehicles

(UNITED STATES - cont'd.)

### 2007 Touareg 4.2L FSI CRITERION 12

WVG\_ \_ \_7L\_7D013205 - WVG\_ \_ \_7L\_7D057122  
Production Date: 8/23/2006 - 11/13/2006

### 2002 – 2004 Passat/Passat Wagon 4.0L CRITERION 13

WVW\_K\_3B\_2\_204918 - WVW\_K\_3B\_4\_347994  
Production Date: 11/12/2001 - 5/12/2004

### 2003 – 2006 Phaeton 6.0L CRITERION 14

WVV\_ \*\_3D\_38003053 - WVV\_ \*\_3D\_68006116  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 3/08/2004 - 5/17/2006

### 2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15

WVG\_ \_ \_7L\_4D000002 - WVG\_ \_ \_7L\_6D066220  
Production Date: 8/28/2003 - 4/27/2006

### 2004 – 2006 Phaeton 4.2L (non-FSI) CRITERION 16

WVV\_ \_ \_3D\_48006537 - WVV\_ \_ \_3D\_68003231  
Production Date: 8/18/2003 - 11/28/2005

### 2004 R32 3.2L VR6 CRITERION 17

WVV\_F\_1J\_4D004018 - WVV\_F\_1J\_4D004021  
WVV\_G\_1J\_4D010542 - WVV\_G\_1J\_4D133616  
Production Date: 10/17/2003 - 5/21/2004

### 2007 EOS 3.2L VR6 CRITERION 18

WVV\_B\_1F\_7V000091 - WVV\_B\_1F\_7V022208  
Production Date: 10/19/2006 - 10/27/2006

### 2004 – 2006 Touareg 3.2L VR6 CRITERION 19

WVG\_C\_7L\_4D000001 - WVG\_C\_7L\_4D086431  
WVG\_G\_7L\_5D000387 - WVG\_G\_7L\_6D057165  
Production Date: 8/28/2003 - 2/21/2006

### 2006 – 2007 Passat/Passat Wagon 3.6 L FSI CRITERION 20

WVV\_U\_3C\_6E020265 - WVV\_U\_3C\_7E101749  
Production Date: 4/20/2005 - 10/31/2006  
WVV\_U\_3C\_6P023798 - WVV\_U\_3C\_7P082196  
Production Date: 9/02/2005 - 10/28/2006

### Touareg 3.6 L FSI 2007 CRITERION 21

WVG\_E\_7L\_7D000035 - WVG\_E\_7L\_7D053498  
Production Date: 5/04/2006 - 10/31/2006

**VIN Ranges & Production Dates of Affected Vehicles**

**(CANADA)**

**2001 – 2005 Passat 1.8T CRITERION 01**

WVW\_ \*\_ \_3B\_1\_000082 - WVW\_D\_3B\_5\_174151  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 6/17/2005

**2001 – 2006 Golf/GTI 1.8T CRITERION 02**

9BW\_D\_1J\_14005049 - 9BW\_D\_1J\_64011363  
Production Date: 8/25/2000 - 11/09/2005

**2001 – 2006 Jetta/Jetta Wagon 1.8T CRITERION 03**

3VW\_ \*\_ \_9M\_1M000336 - 3VW\_ \*\_ \_9M\_5M075111  
(\* Vehicles with C, D or E in 5<sup>th</sup> position)  
Production Date: 6/6/2000 - 10/20/2004

WVW\_C\_1J\_1W056866 -WVW\_E\_1J\_6W002487  
Production Date: 05/30/2000 - 6/16/2005

**2001 – 2005 New Beetle/New Beetle Convertible 1.8T CRITERION 04**

3VW\_C\_1C\_1M400359 - 3VW\_D\_1C\_5M400039  
Production Date: 6/12/2000 - 6/17/2004

3VW\_D\_1Y\_3M313838 - 3VW\_D\_1Y\_5M368225  
Production Date: 2/21/2003 - 6/03/2005

**2006 – 2007 GTI 2.0T FSI CRITERION 05**

WVW\_V\_1K\_6W017326 - WVW\_V\_1K\_7W211433  
Production Date: 9/08/2005 - 3/06/2007

**2006 – 2007 Jetta/Jetta GLI 2.0T FSI CRITERION 06**

3VW\_J\_1K\_6M600925 - 3VW\_J\_1K\_7M139190  
Production Date: 12/27/2004 - 7/01/2006

**2007 EOS 2.0T FSI CRITERION 07**

WVW\_A\_1F\_7V000103 - WVW\_A\_1F\_7V039767  
Production Date: 8/01/2006 - 3/06/2007

**2006 – 2007 Passat/Passat Wagon 2.0T FSI CRITERION 08**

WVW\_K\_3C\_6E011801 - WVW\_K\_3C\_7\_196308  
Production Date: 5/20/2005 - 3/06/2007

**2007 Rabbit/GTI 2.5L CRITERION 09**

WVW\_R\_1K\_7W000430 - WVW\_R\_1K\_7W212095  
Production Date: 2/23/2006 - 3/06/2007

**2006– 2007 Jetta 2.5L CRITERION 10**

3VW\_F\_1K\_6M600121 - 3VW\_F\_1K\_7M139228  
Production Date: 3/07/2005 - 3/06/2007

**2006 – 2007 New Beetle Convertible 2.5L CRITERION 11**

3VW\_F\_1Y\_6M300078 - 3VW\_F\_1Y\_7M411568  
Production Date: 7/16/2005 - 3/06/2007

3VW\_ \*\_ \_1C\_6M400078 - 3VW\_ \*\_ \_1C\_7M515633  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 7/09/2005 - 3/06/2007

**FINAL UPDATE** **VIN Ranges & Production Dates of Affected Vehicles**  
**Mailings complete**

**(CANADA - cont'd.)**

**2007 Touareg 4.2L FSI CRITERION 12**

WVG\_ \_ \_7L\_7D018829 - WVG\_ \_ \_7L\_7D026733  
Production Date: 9/05/2006 - 11/13/2006

**2002 – 2003 Passat/Passat Wagon 4.0L CRITERION 13**

WVW\_K\_3B\_2\_299021 - WVW\_K\_3B\_4\_347760  
Production Date: 2/05/2002 - 5/13/2004

**2004 – 2006 Phaeton 6.0L CRITERION 14**

WVW\_ \*\_ \_3D\_48006653 - WVW\_ \*\_ \_3D\_68005726  
(\* Vehicles with H or K in 5<sup>th</sup> position)  
Production Date: 10/03/2003 - 4/24/2006

**2004 – 2006 Touareg 4.2L (non-FSI) CRITERION 15**

WVG\_ \_ \_7L\_4D000029 - WVG\_ \_ \_7L\_6D045131  
Production Date: 4/30/2003 - 12/08/2005

**2004 – 2006 Phaeton 4.2L (non-FSI) CRITERION 16**

WVW\_ \_ \_3D\_48006537 - WVW\_ \_ \_3D\_68005001  
Production Date: 8/18/2003 - 3/15/2006

**2004 – 2006 Touareg 3.2L VR6 CRITERION 19**

WVG\_C\_7L\_4D000033 - WVG\_C\_7L\_4D075703  
WVG\_G\_7L\_5D008359 - WVG\_G\_7L\_6D056681  
Production Date: 4/30/2003 - 2/20/2006

**2006 – 2007 Passat/Passat Wagon 3.6 L FSI CRITERION 20**

WVW\_U\_3C\_6E034819 - WVW\_U\_3C\_7E094624  
Production Date: 9/24/2005 - 10/19/2006

WVW\_U\_3C\_6P019806 - WVW\_U\_3C\_7P064302  
Production Date: 8/05/2005 - 9/27/2006

**Touareg 3.6 L FSI 2007 CRITERION 21**

WVG\_E\_7L\_7D000044 - WVG\_E\_7L\_7D023175  
Production Date: 1/31/2006 - 9/25/2006



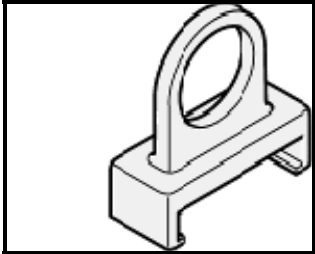
# **APPENDIX A**

## **1.8T**

### **Criteria 01, 02, 03, 04**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 1.8T**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## Section A – 1.8T Engine Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

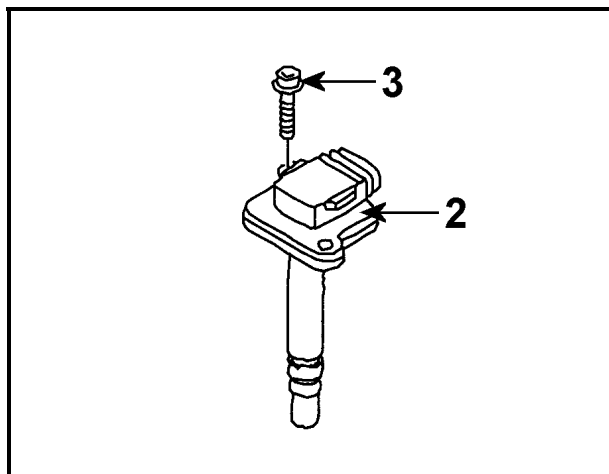
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



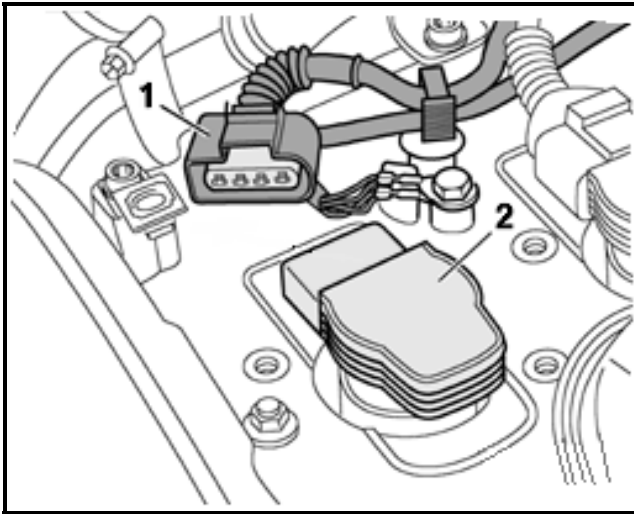
Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils
- Check type of ignition coil
- ⇐ If ignition coils -2- with part number (06B 905 115E), look like the illustration to the left and are bolted to the cylinder head with two bolts -3-; **NO FURTHER WORK IS REQUIRED**
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood – **WORK IS COMPLETE**
- IF ignition coils are not bolted to the cylinder head, continue to next step



- On New Beetle vehicles remove plate with turbo boost valve and move aside



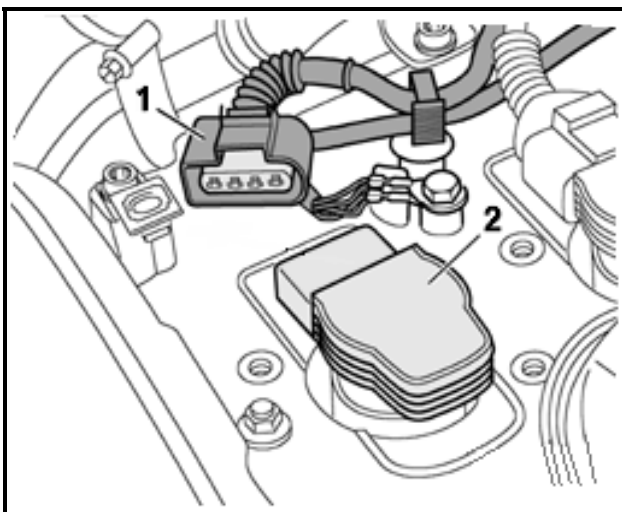
Tip: Vacuum lines to reservoir and turbo boost valve do not have to be disconnected

- ⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured


- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000


- If previously removed, reinstall plate with turbo boost valve
  - If applicable, secure vacuum reservoir with bolt
  - Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)


- Close hood – WORK IS COMPLETE

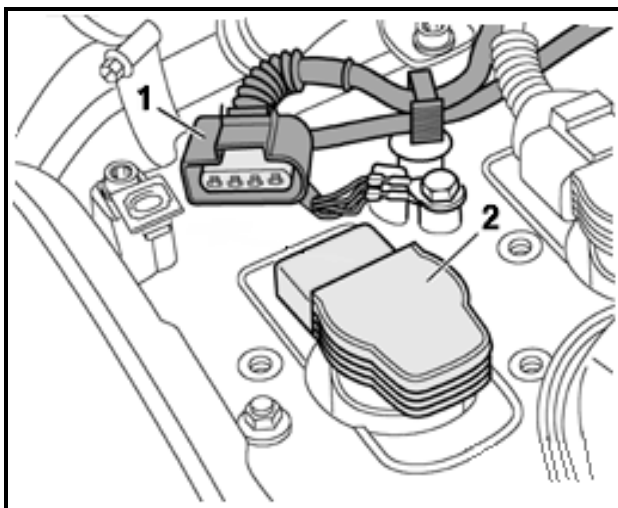
### Section B – 1.8T Engine Replace Ignition Coils

- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 Note: Do not use any object to tap ignition coil into position

Do not twist ignition coil when installing

 Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- ⇐ Reconnect connector -1- to ignition coil -2- (illustration)
- If applicable, reinstall vacuum reservoir and secure with bolt

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX B**

## **4.0L W8**

### **Criterion 13**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 4.0 Liter W8**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u> 4.0L	<u>Qty</u> up to 8	<u>Part Number</u> 07C 905 715A	<u>Description</u> Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label





Tip: If Campaign Completion label is present, no further work is required

#### 4.0 Liter W8 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

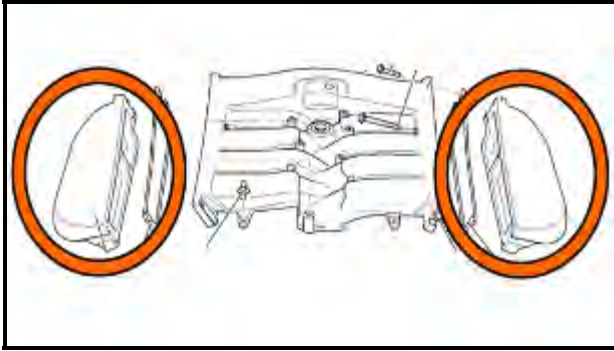


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



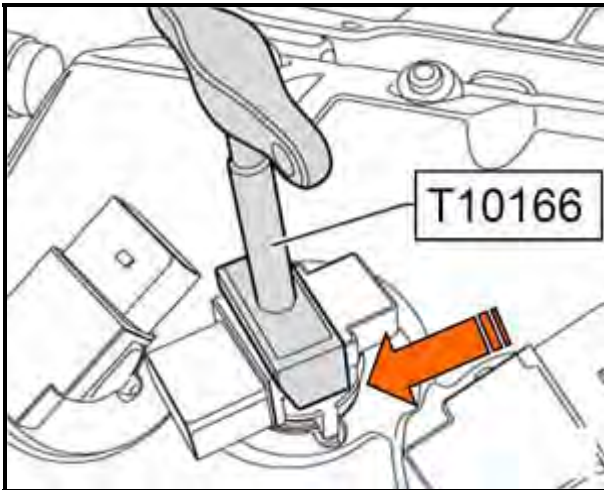
Tip: Ignition must be turned off



- Open hood
- Remove engine cover
- ⇐ Remove both intake manifold side parts -circles- and their corresponding gaskets



Tip: Gaskets for intake manifold side parts should be reused



- Pull connectors off ignition coils 1 through 8 using Assembly Tool –T10118 or equivalent
- ⇐ Slide Ignition Coil Puller –T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- ⇐ Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- ⇐ If coil(s) are not listed above, proceed to next step
- ⇐ Reinstall or replace ignition coil(s) with part number 07C 905 715A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 8 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing




Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	<b>CAMP 010 000</b>


- Reinstall electrical connectors onto ignition coils 1 through 8
- Reinstall both intake manifold side parts and torque bolts to 8 Nm
- Reinstall engine cover

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**




# **APPENDIX C**

## **6.0L W12**

### **Criterion 14**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 6.0 Liter W12**

	<ul style="list-style-type: none"> <li>• T10166 Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>
	<ul style="list-style-type: none"> <li>• V. A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• VAS 5024A – Spring Type Clip Pliers (or equivalent)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
6.0L	up to 12	07C 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

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. ©2010 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



Tip: If Campaign Completion label is present, no further work is required

## 6.0 Liter W12 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

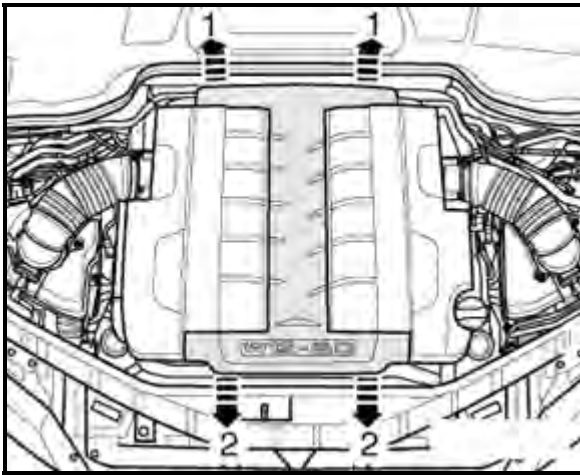


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

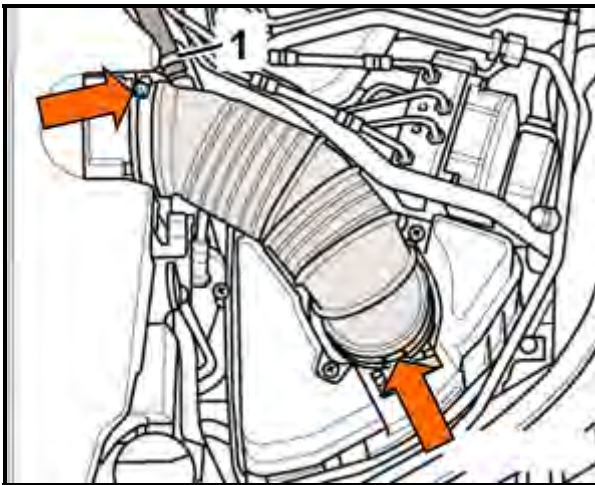


Tip: Ignition must be turned off

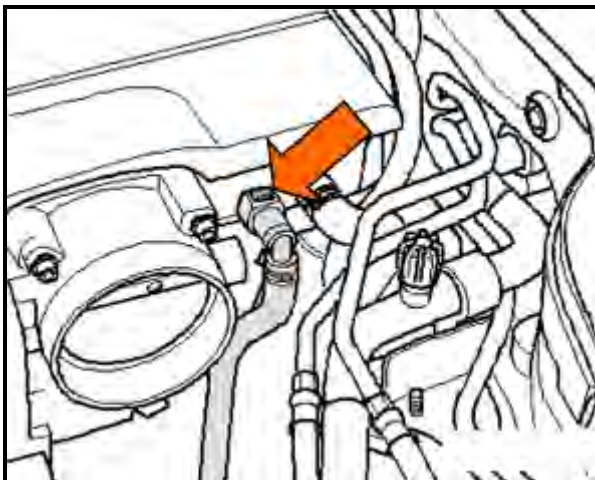


- Open hood
- Carefully pull engine cover at the rear and middle upward and off -arrows 1-
- Then, pull the engine cover forward and off from intake manifold -arrows 2-

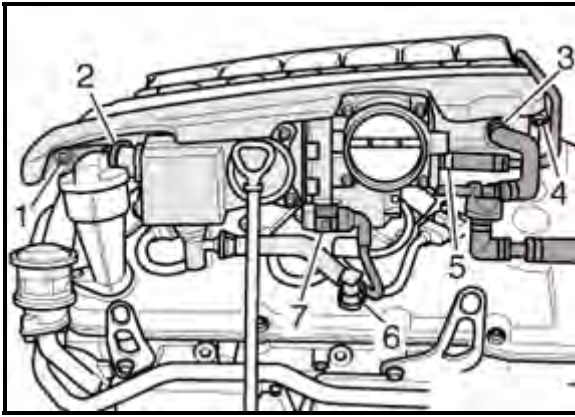
### Left (driver) side of engine



- ⇐ Disconnect hose -1- from air duct hose
- ⇐ Remove left air duct hose -arrows-



- ⇐ Disconnect vacuum hose for Leak Detection Pump (LDP – V144) -arrow- from intake manifold



- ⇐ Disconnect electrical connection -7- at throttle valve control module -2- (J544)
- ⇐ Separate vacuum lines -3- and -5-
- ⇐ Pull off hoses -2- and -6- for crankcase breather
- ⇐ Remove bolts -1- and -4-
- Remove left intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused

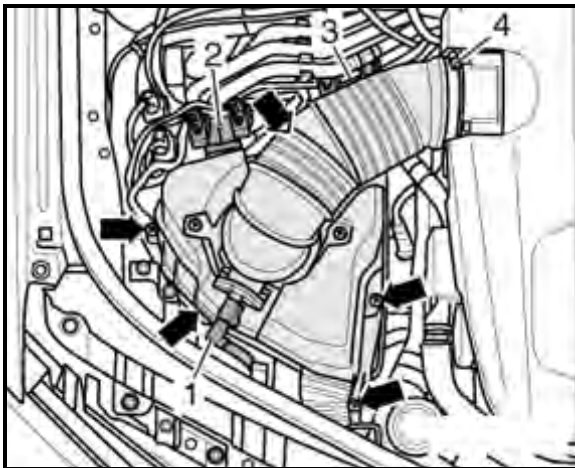


Tip: W12 engines have different left and right intake manifold side-part gaskets

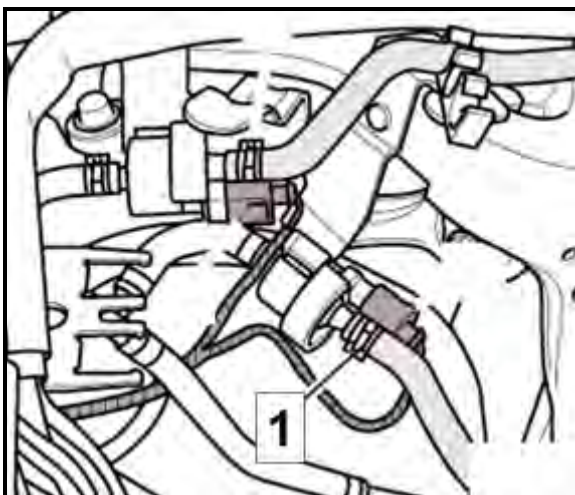
### Right (passenger) side of engine



Note: During installation, reinstall all heat insulation sleeves at the same locations

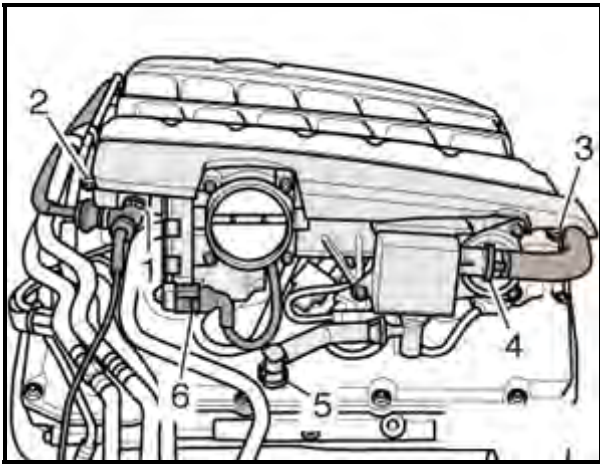


- ⇐ Separate electrical connector -1- for mass air flow (MAF) sensor (G70)
- ⇐ Disconnect air duct hose -4- at intake manifold
- ⇐ Unhook retainer for connections -2- and -3- at upper part of air filter housing
- ⇐ Remove bolts -arrows-
- Remove upper section of right air filter housing



- ⇐ Pull off vacuum hose -1- from Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)





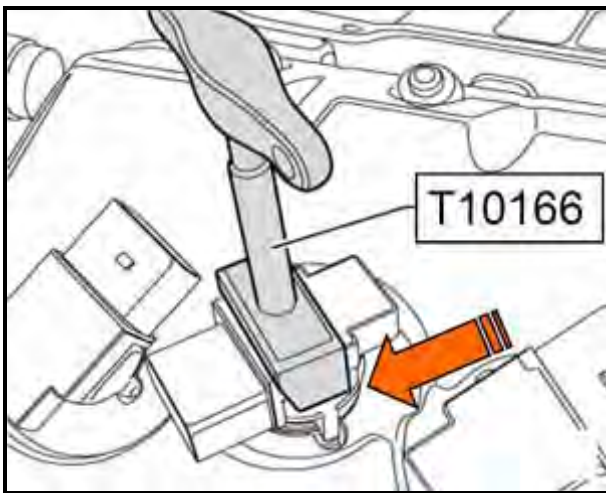
- ⇐ Disconnect electrical connection -6- at throttle valve control module (J338)
- ⇐ Disconnect vacuum hose -1-
- ⇐ Pull off hoses -4- and -5- for the crankcase breather
- ⇐ Remove bolts -2- and -3-
- ⇐ Remove right intake manifold side-part



Tip: Gaskets for intake manifold side- parts should be reused



Tip: W12 engines have different left and right intake manifold side-part gaskets



- Pull connectors off ignition coils 1 through 12 using Assembly Tool T10118 or equivalent
- ⇐ Slide Ignition Coil Puller T10166 onto ignition coil in -direction of arrow-, and pull out ignition coil with power output stage
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07C 905 115 J
  - 07C 905 715 A
- If coil(s) are not listed above, proceed to next step
- Reinstall or replace ignition coil(s) with part number 07C 905 715 A by inserting ignition coil into the spark plug shaft so that the electrical connectors do not touch the cylinder head cover
- Push the ignition coil(s) 1 through 12 onto the spark plug by hand



Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing



Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 12

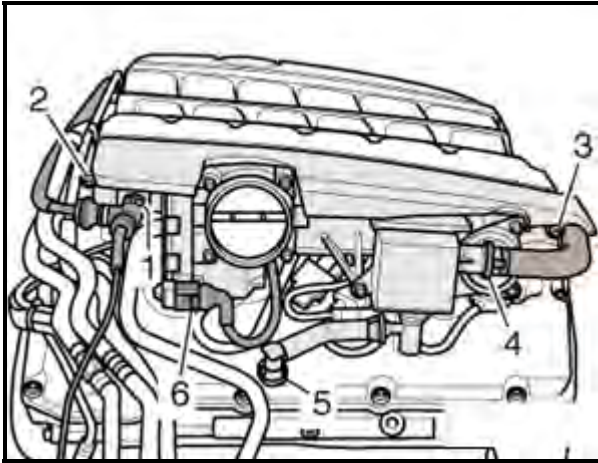
## Right (passenger) side of engine



Tip: Gaskets for intake manifold side- parts should be reused



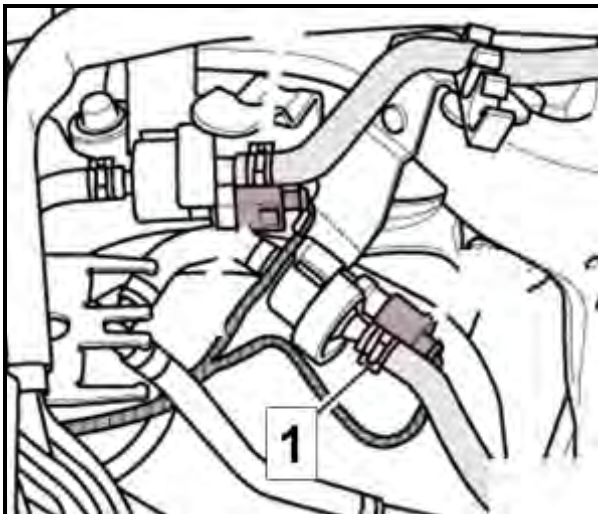
Tip: W12 engines have different left and right intake manifold side-part gaskets



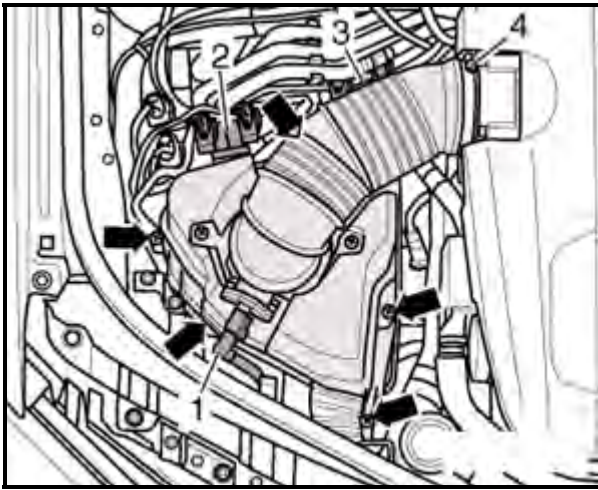
- Reinstall right intake manifold side-part with original gasket
- ⇐ Reinstall bolts -2- and -3-
- ⇐ Reinstall hoses -4- and -5- for the crankcase breather
- ⇐ Reconnect vacuum hose -1-
- ⇐ Reconnect electrical connection -6- at throttle valve control module (J338)



Tip: Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reinstall vacuum hose -1- onto Evaporative Emission (EVAP) Canister Purge Regulator Valve (N80)



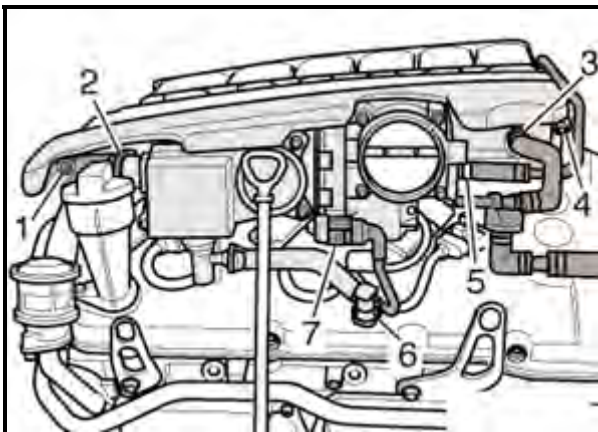
**Note:** During installation, reinstall all heat insulation sleeves at the same locations

- Reinstall upper section of right air filter housing
- ⇐ Reinstall bolts -arrows-
- ⇐ Reconnect retainer for connections -2- and -3- at upper-part of air filter housing
- ⇐ Reconnect air duct hose -4- at intake manifold
- ⇐ Reconnect electrical connector -1- for mass air flow (MAF) sensor (G70)

**Left (driver) side of engine**

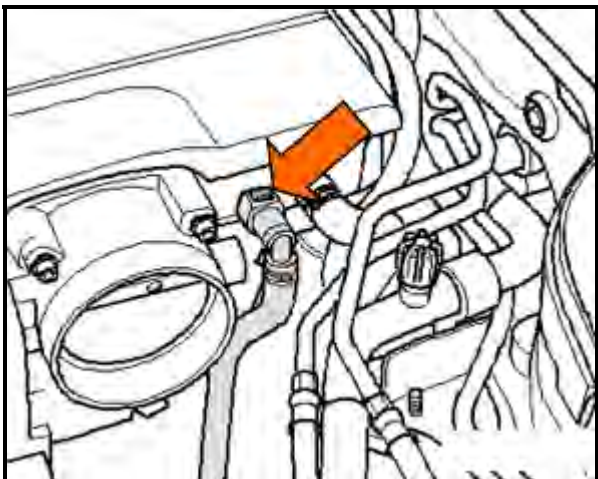
**Tip:** Gaskets for intake manifold side- parts should be reused

**Tip:** W12 engines have different left and right intake manifold side-part gaskets

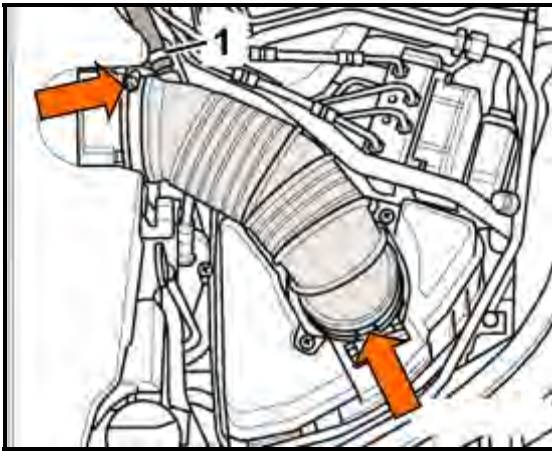


- Reinstall left intake manifold side-part using original gasket
- ⇐ Reinstall bolts -1- and -4-
- ⇐ Reconnect hoses -2- and -6- for crankcase breather
- ⇐ Reconnect vacuum lines -3- and -5-
- ⇐ Reconnect electrical connection -7- at throttle valve control module 2 (J544)

**Tip:** Torque intake manifold side-part to intake manifold upper-part to 22 Nm



- ⇐ Reconnect vacuum hose -arrow- to Leak Detection Pump (LDP – V144) onto intake manifold



- ← Reinstall left air duct hose -arrows-
- ← Reconnect hose -1- onto air duct hose
- Reinstall engine cover

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
CAMP 010 000	

- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**


# **APPENDIX D**

## **2.0T FSI**

### **Criteria 05, 06, 07, 08**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tool - 2.0T FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.0T FSI	up to 4	06H 905 115	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.0T FSI Engine

### Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

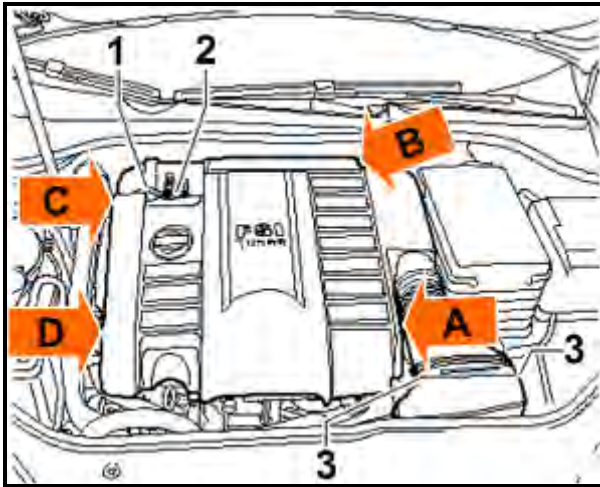


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

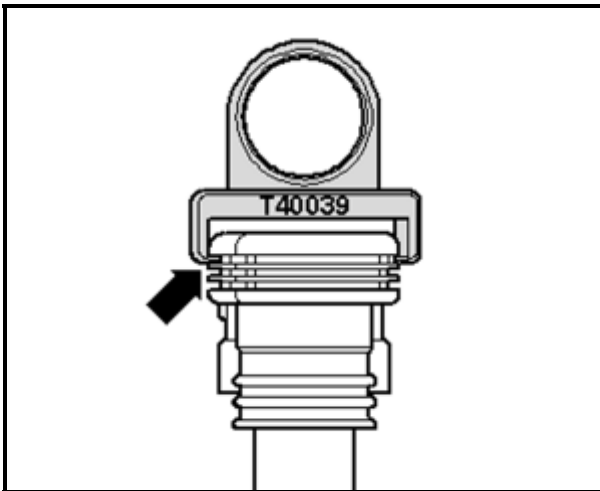
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



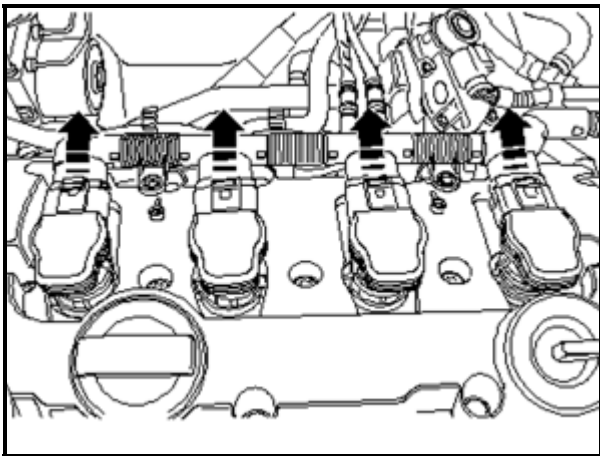
- ⇐ Disconnect intake tube -1-
- ⇐ Disconnect electrical connector -2-
- ⇐ Remove bolts -3-
- ⇐ Pull engine cover/upper air filter housing upward at points indicated and in sequence of -arrows A to D-



**WARNING!**

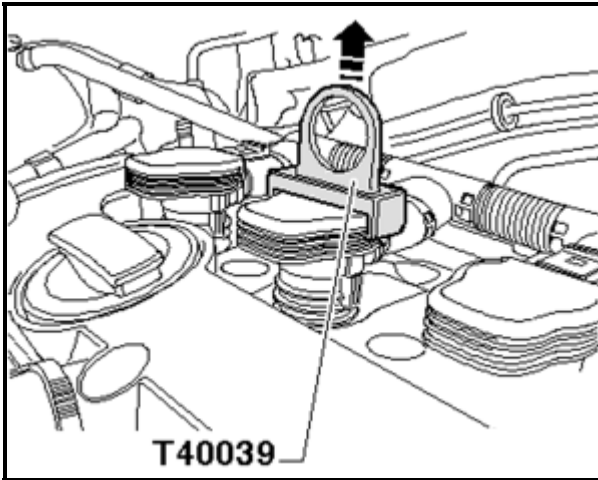
To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

Lower ribs may be damaged if they are used



- Disconnect electrical connectors and remove all connectors simultaneously from ignition coils





- ⇐ Remove all ignition coils from spark plug ports using tool T40039
- Check each ignition coil part number
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 06H 905 115 (black)
  - 06E 905 115E (red)

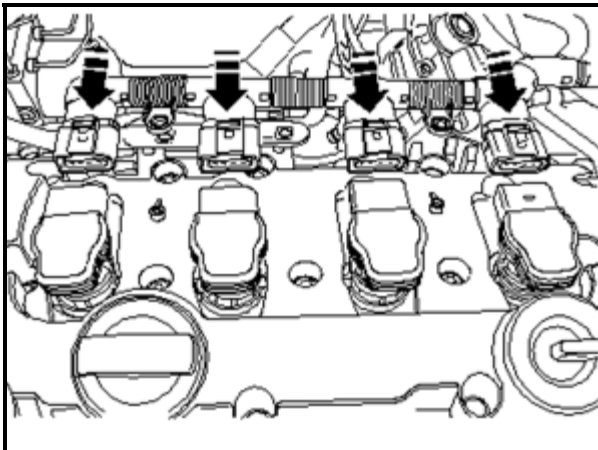
⚠ Note: Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E

Damage may occur to engine if part number 07K 905 715E is mixed with other coils

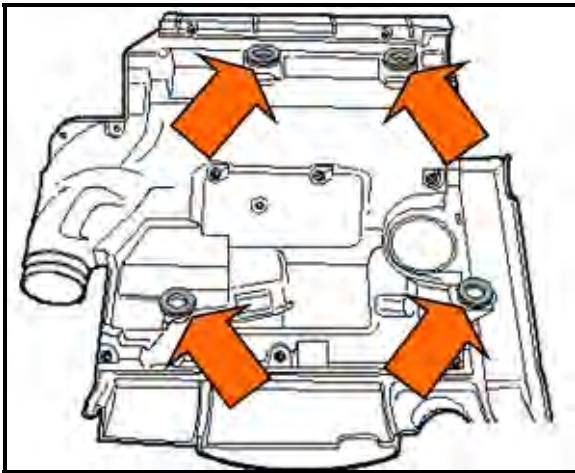
- Insert ignition coil into spark plug shaft so that electrical connectors do not touch cylinder head cover

⚠ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

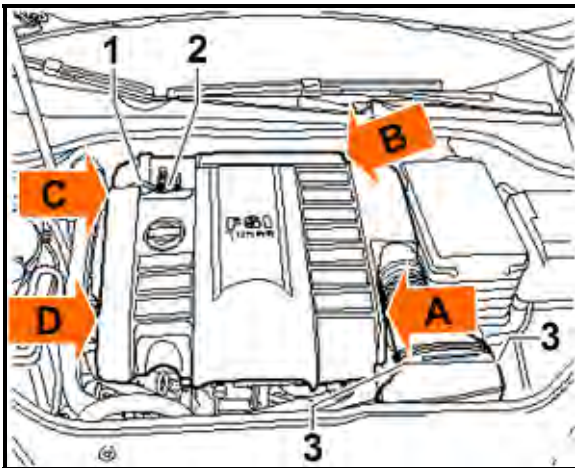
⚠ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



- Align ignition coils to electrical connectors, then connect electrical connectors simultaneously to ignition coils
- Press ignition coils down evenly onto the spark plugs by hand



- ⇐ Ensure rubber grommets -arrows- are inserted in engine cover/upper air filter housing
- Place engine cover/upper air filter housing in the installed position and press down over the rubber grommets onto the retaining pins at the same time



- ⇐ Reinstall bolts -3-
- ⇐ Reconnect electrical connector -2-
- ⇐ Reconnect intake tube -1-

**Campaign Completion**


SAGA CODE:

DLR #:


REPAIR DATE:

CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX E**

## **2.5L**

### **Criteria 09, 10, 11**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 2.5L**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2.5L	up to 5	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 2.5L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

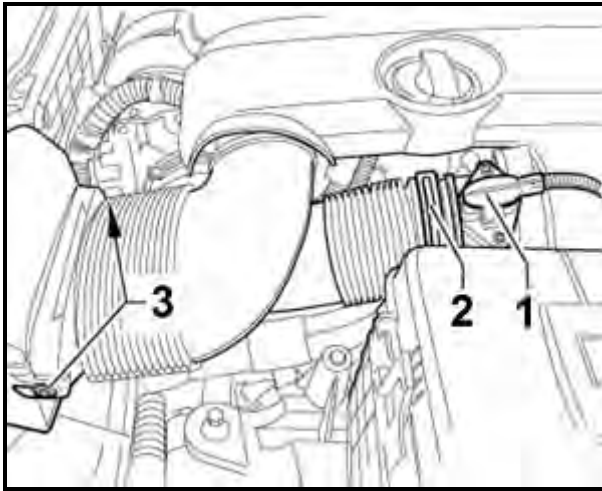


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

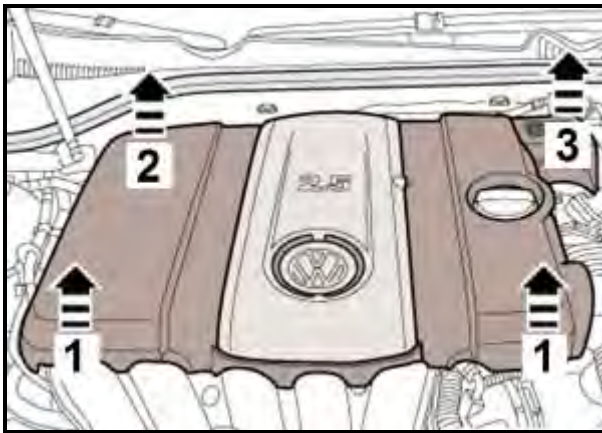


Tip: Ignition must be turned off



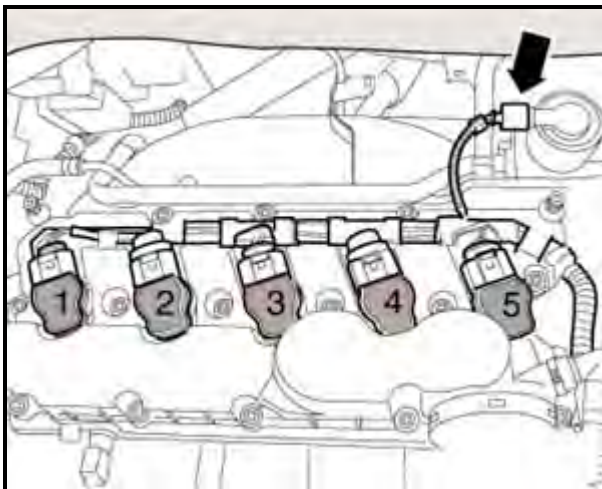
⇐ Disconnect the electrical connector -1- and intake hose -2- using V.A.G 1921 Hose Clip Pliers (or equivalent)

⇐ Remove the bolts -3- and disconnect the intake hose from the air

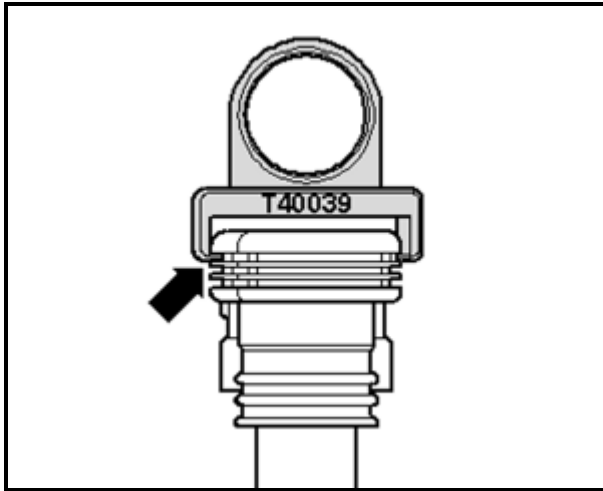


⇐ Pull engine cover out of the mount first at the front -arrows 1-, then at the rear -arrow 2- and finally at the rear -arrow 3-

- Carefully swivel engine cover out of the rear area



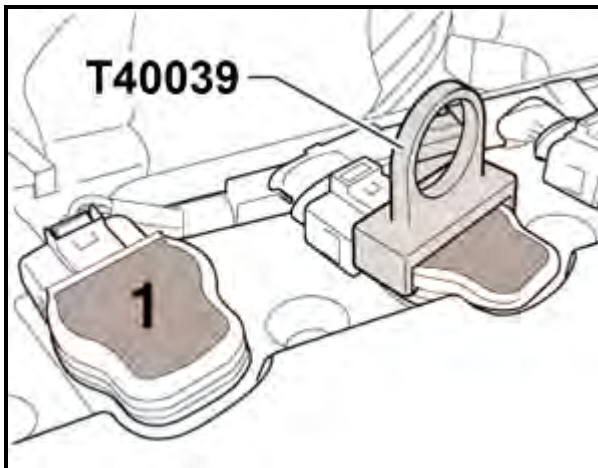
Tip: If present, disconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



**WARNING!**

To remove ignition coils, place tool T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

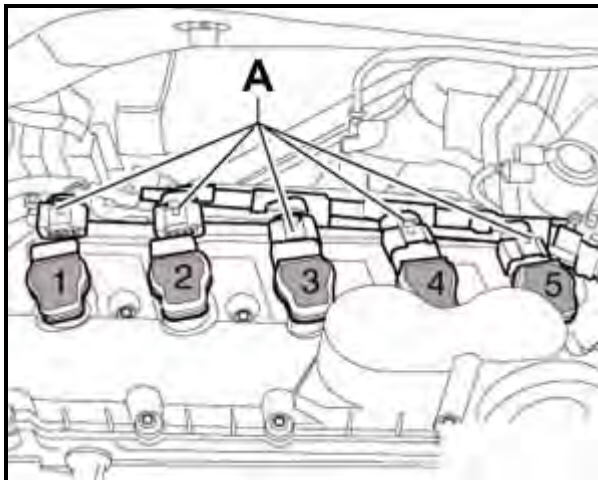
Lower ribs may be damaged if they are used



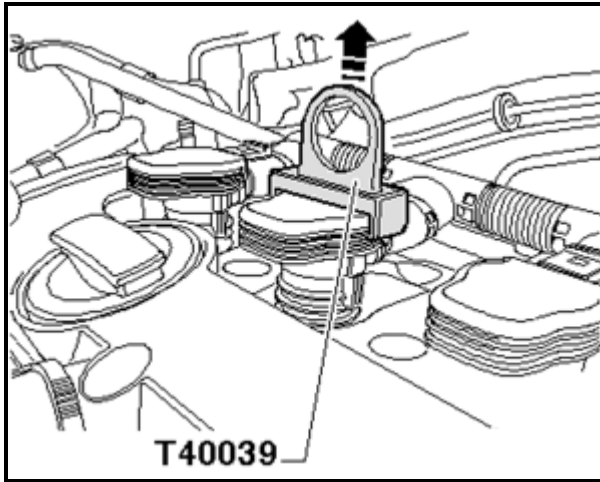
Note: Ignition coils must be removed as instructed, in order to prevent damaging wire harness

⇐ Using tool T40039, pull all the ignition coils up and out of the spark plug shaft approximately 10mm, starting with ignition coil -1-

- Pull out all the ignition coils 10mm further in the same sequence
- Disconnect all electrical connectors and pull them out only slightly

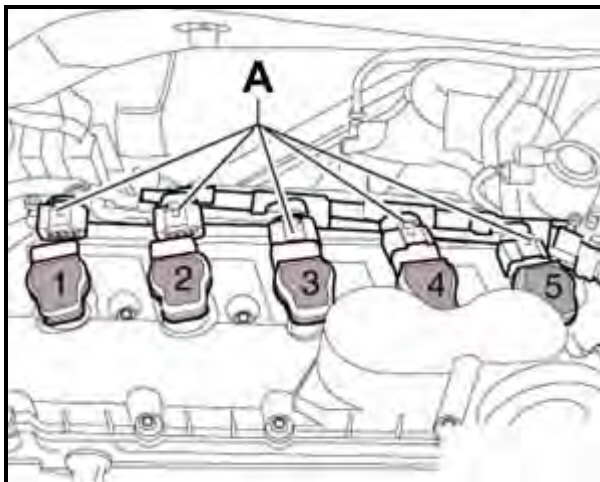


⇐ Disconnect all connectors -A-, starting at ignition coil -1-, and remove ignition coils from the spark plug shaft using coil removal tool T40039



- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 07K 905 715D (black)
  - 07K 905 715E (black)
  - 07K 905 715F (black)
  - 06F 905 115F (black)
  - 06H 905 115 (black)
  - 06D 905 115K (red)
  - 06E 905 115D (red)
  - 06E 905 115E (red)
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following:
  - 07K 905 715F (black)
  - 06E 905 115E (red)

**⚠ WARNING!**  
**Mixing of valid part numbers is permitted, with the exception of part number 07K 905 715E**  
**Damage may occur to engine if part number 07K 905 715E is mixed with other coils**

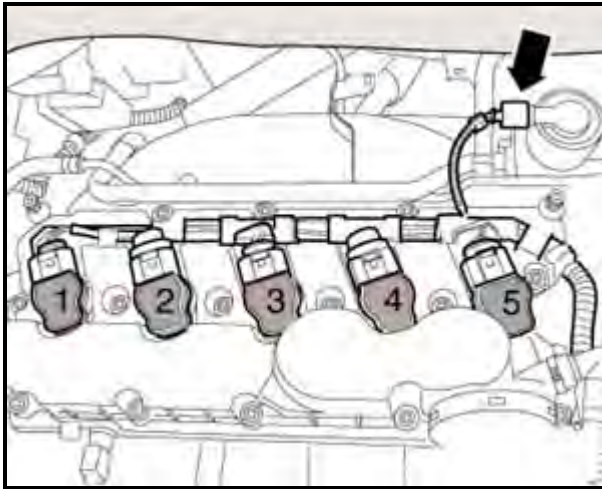


- ⇐ Install all ignition coils loosely into the spark plug shaft
- ⇐ Align ignition coils to the recesses in the cylinder head cover and connect the electrical connectors in reverse order of removal
- ⇐ Press ignition coils evenly onto the spark plugs by hand

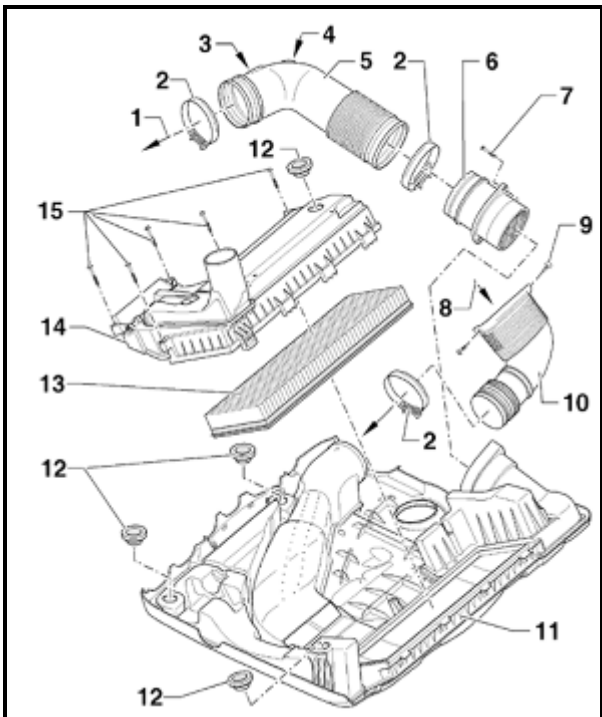
**ⓘ Note:** Do not use any object to tap ignition coil into position  
 Do not twist ignition coil when installing

**ⓘ Note:** Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

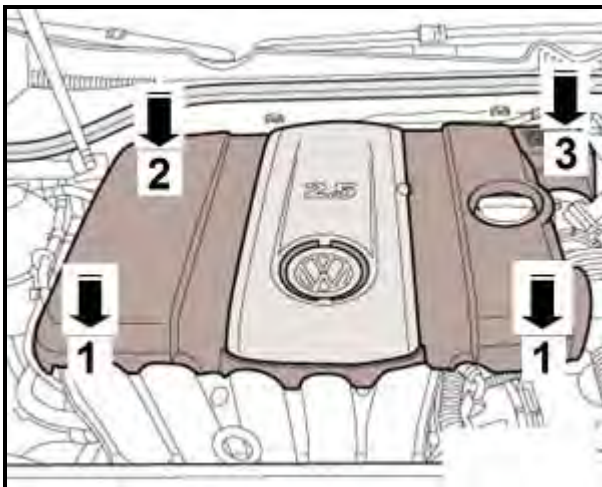




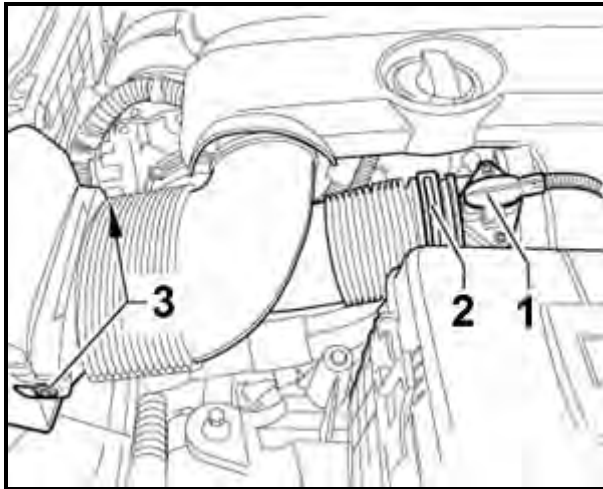
Tip: If present, reconnect harness connector from the Secondary Air (AIR) solenoid valve -arrow-



Tip: The rubber bushings -items 12- must not be treated with lubricant, neither for assembly in the air filter nor assembly on the engine




- Position engine cover correctly in the mounts and press in by hand




- ⇐ Reinstall the intake hose to the air guide and reinstall bolts -3-
- ⇐ Reconnect intake hose -2- and electrical connector -1-

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	CAMP 010 000

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**



# **APPENDIX F**

## **4.2L FSI and 4.2L (non-FSI)**

### **Criteria 12, 15, 16**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 4.2L (non-FSI) and 4.2L FSI**

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
	<ul style="list-style-type: none"> <li>• V.A.G 1921 Hose Clip Pliers (or equivalent)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
4.2L (non-FSI) (engine codes BGH, BGJ, BHX, AXQ)	up to 8	077 905 115AA	Ignition coil
4.2L FSI (engine code BAR)	up to 8	07K 905 715F	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 15px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

## 4.2L Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



Tip: Ignition must be turned off



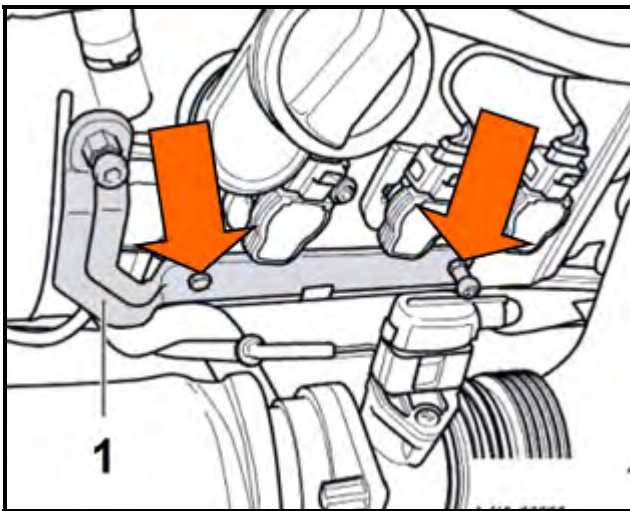
- Open hood



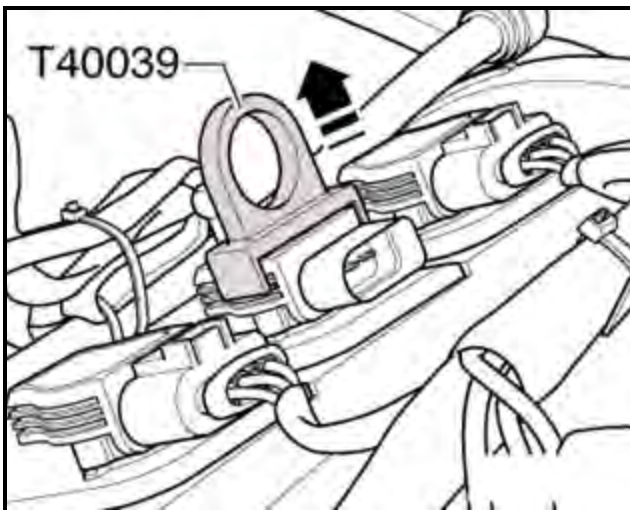
Tip: Perform procedure on both engine banks

### Touareg (non-FSI)

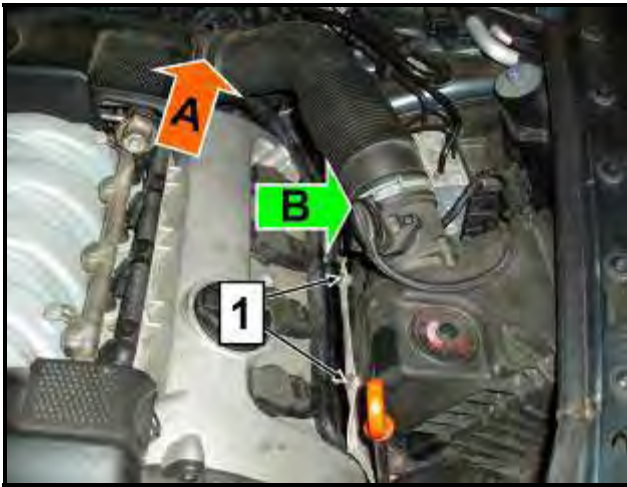
- ⇐ Remove engine covers -arrows-



- ⇐ On driver side, remove bolts -arrows- and bracket -1-



- Disconnect electrical connectors from coils
- ⇐ Push the T40039 tool onto the ignition coil with power output stage, and pull it off in the -direction of the arrow-
- Go to Page 54 “**All Vehicles**”



## Phaeton

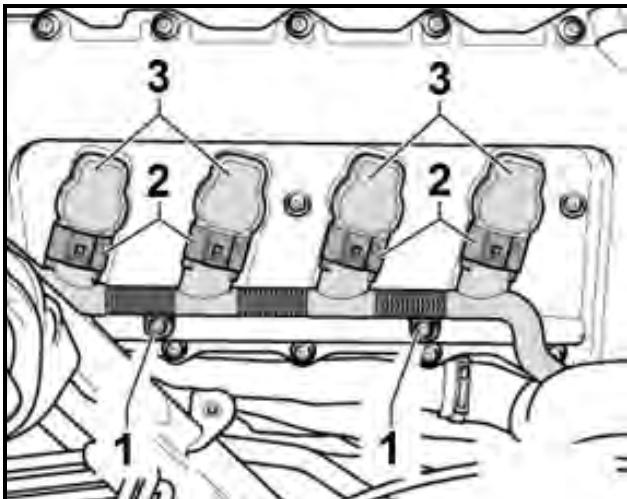


Tip: Perform procedure on both engine banks

- ⇐ Loosen clamp for air duct -arrow A-
- ⇐ Disconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Disconnect snaps -1- from air box cover



- Loosen four screws at each corner of air box cover, and remove air box cover from vehicle



## Phaeton & Touareg FSI



Tip: Perform procedure on both engine banks

- ⇐ Remove both bolts -1-
- ⇐ Push connector -2- toward ignition coil, press on catch with hand and remove connector
- Remove ignition coils

## All Vehicles

- Check part number of each ignition coil

### 4.2L (non-FSI) engines

#### (engine codes BGH, BGJ, BHX, AXQ):

- Any coil with one of these part numbers does not need to be replaced:
  - 077 905 115 Q
  - 077 905 115 S
  - 077 905 115 AA
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 077 905 115 AA

### 4.2L FSI engine (engine code BAR):

- Any coil with one of these part numbers does not need to be replaced:
  - 06F 905 115 F
  - 07K 905 715 D/E
  - 06H 905 115
  - 06D 905 115 K
  - 06E 906 115 D/E
  - 07K 905 715 F
- If coil(s) are not as listed above, proceed to next step
- Reinstall or replace ignition coil(s) with the following by pressing into cylinder head with hand only:
  - 07K 905 715 F

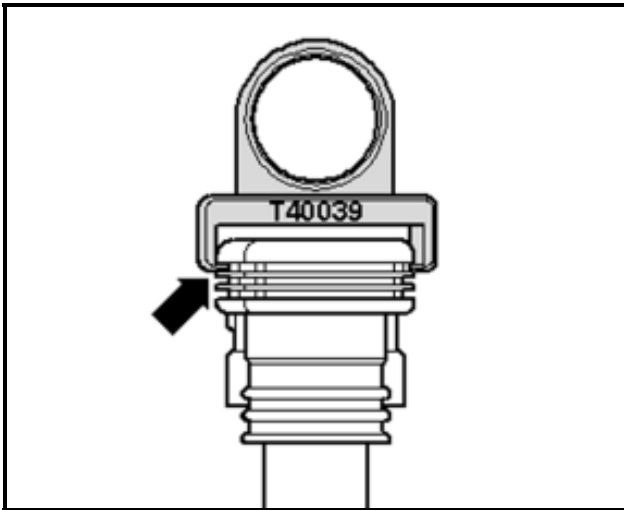


Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil



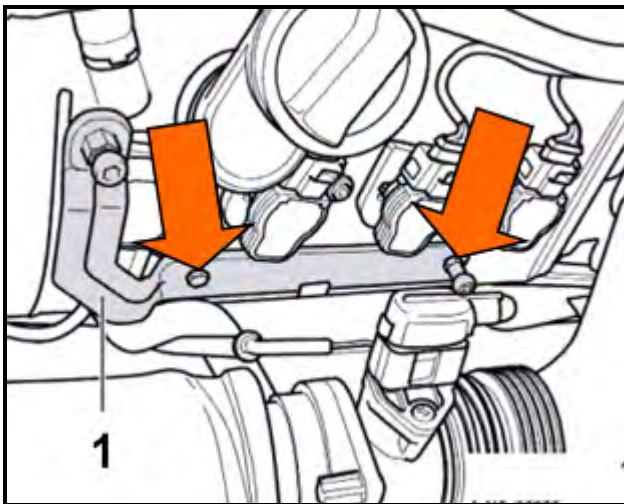
Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing





⚠ Note: To remove ignition coils, place the T40039 on the top-most thick rib -arrow- of the ignition coil with power output stage

The lower ribs may be damaged if they are used



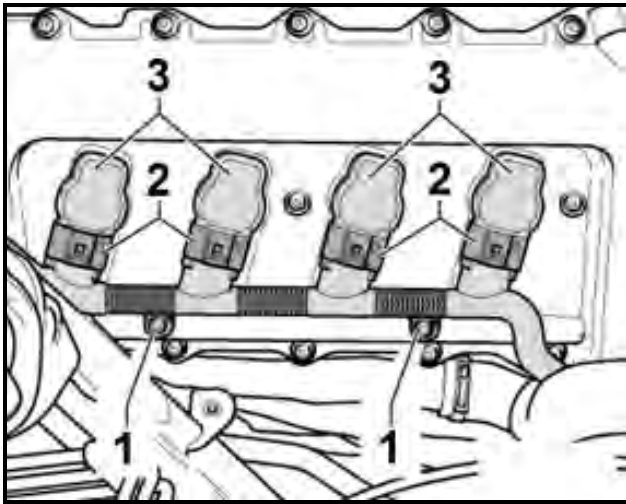
### Touareg (non-FSI)

⇐ If previously equipped on driver side, reinstall bracket -1- and bolts -arrows-



⇐ If previously equipped reinstall engine covers -arrows-

- Go to Page 57 “All Vehicles”



## Phaeton & Touareg FSI

- ⇐ Push connector -2- toward ignition coil until fully seated
- ⇐ Reinstall both bolts -1-

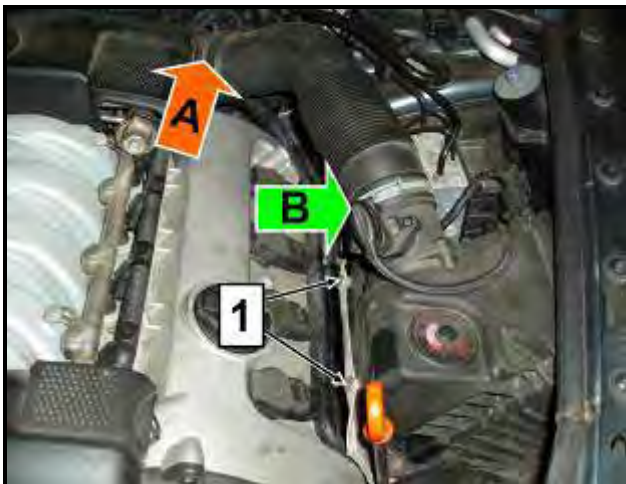


## Phaeton



Tip: Perform procedure on both engine banks

- Reinstall air box cover into vehicle and reinstall four screws at each corner of air box cover



- ⇐ Reconnect clamp for air duct -arrow A-
- ⇐ Reconnect connector for Mass Airflow Sensor -arrow B-
- ⇐ Reconnect snaps -1- onto air box cover

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

## All Vehicles

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – go to last page of circular

**WORK IS COMPLETE**

# **APPENDIX G**

## **3.6L FSI**

### **Criteria 20, 21**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 3.6 Liter FSI**

	<ul style="list-style-type: none"> <li>• T10095/A Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>

**Required Part**

<u>Vehicle Model(s)</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
3.6L FSI	up to 6	022 905 715A	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p align="center"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p align="right"><small>CAMP 010 000</small></p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

### 3.6L FSI Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**

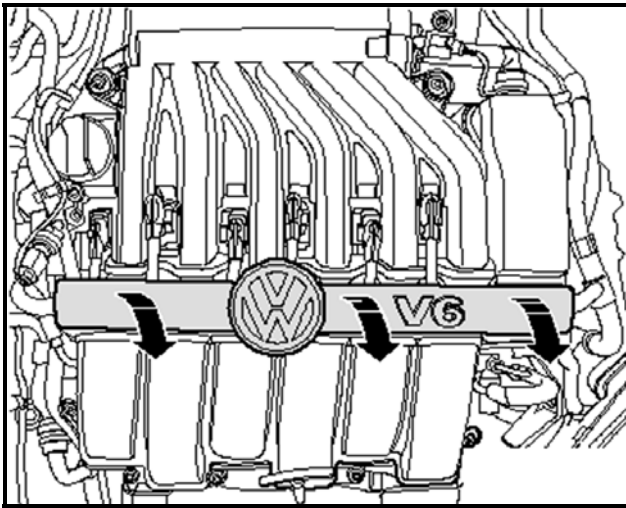


Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

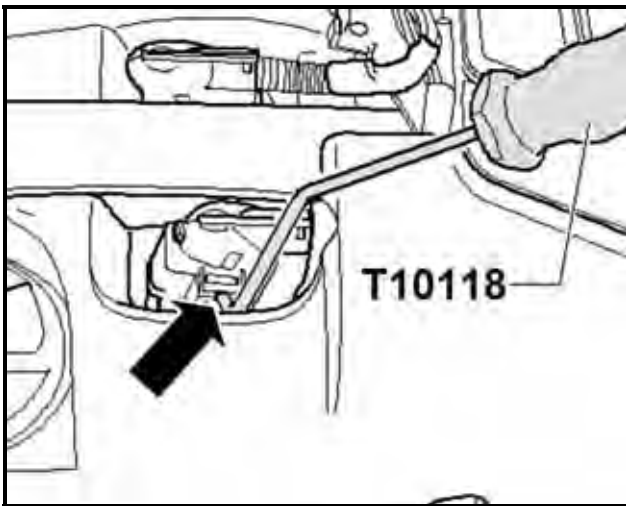
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action



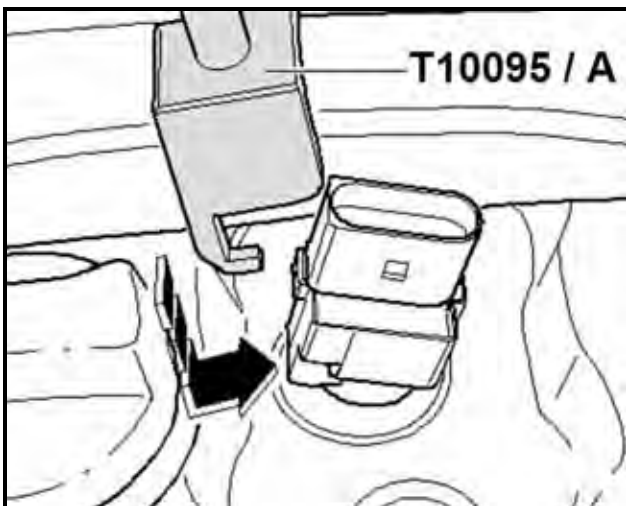
Tip: Ignition must be turned off



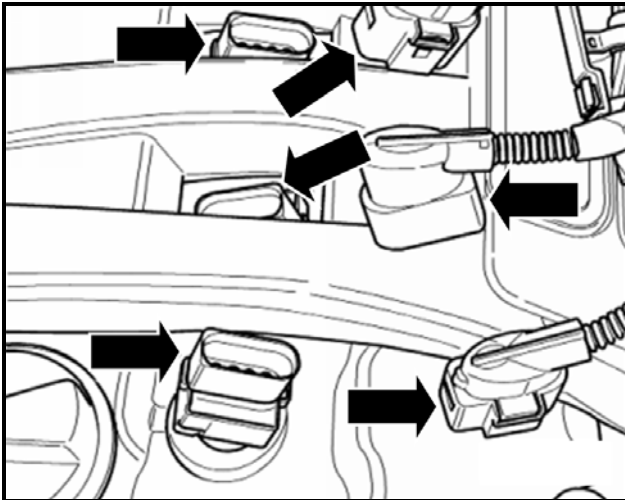
- Open hood
- If applicable, remove engine cover
- ⇐ Remove ignition coil wiring harness cover strip, as pictured



- ⇐ Disconnect electrical connectors at ignition coils by placing assembly tool T10118 or equivalent on release button -arrow- and carefully removing connector



- ⇐ Place puller for ignition coil T10095/A on ignition coils -arrow-, as shown in illustration, and pull out ignition coils one at a time
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 022 905 715
  - 022 905 715B
  - 022 905 715A
- If coil(s) are not listed above, proceed to next step



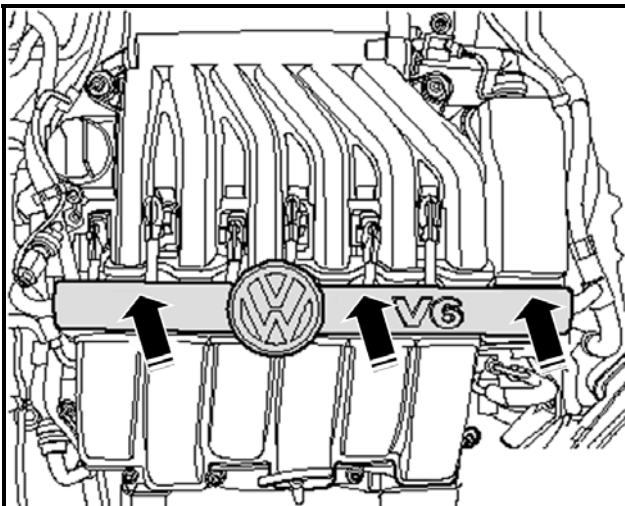
⇐ Reinstall or replace ignition coil(s) using part number 022 905 715A by inserting ignition coils in their respective spark plug shaft so the straight connector sides fit with each other -arrows-

- Push ignition coil(s) 1 through 6 onto the spark plug by hand

⚠ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

⚠ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 6



- Reinstall ignition coil wiring harness cover strip
- If previously removed, reinstall engine cover



Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/ Disposal – go to last page of circular



**NEW** **APPENDIX H**

**3.2L VR6**

**Criteria 17, 18, 19**

If there are questions regarding the work procedure, USA call: (866) 306-8447 / CANADA: Contact your respective claim specialist.

**Required Tools - 3.2L VR6**

	<ul style="list-style-type: none"> <li>• T10095/A Ignition Coil Puller</li> </ul>
	<ul style="list-style-type: none"> <li>• T10118 Assembly Tool (used to release electrical connector tabs)</li> </ul>

**Required Part:**

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
3.2L VR6	up to 6	022 905 715B	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label



Tip: If Campaign Completion label is present, no further work is required

### 3.2L VR6 Engine Inspect and/or Replace Ignition Coils



Note: Pay attention to the following due to clearance issues

- Route all the various lines (for example for fuel, hydraulics, EVAP system, coolant, refrigerant, brake fluid and vacuum lines and hoses) and electrical wiring so that the original positions are restored



#### **WARNING!**

**Ensure sufficient clearance to all moving or hot components**



#### **WARNING!**

**To reduce risk of personal injury and/or damage to the fuel injection and ignition system, always observe the following:**

- **Do not touch or remove ignition wires when an engine is running or turning at starter speed**
- **The ignition must be switched off before connecting or disconnecting injection and ignition system wiring or tester cables**



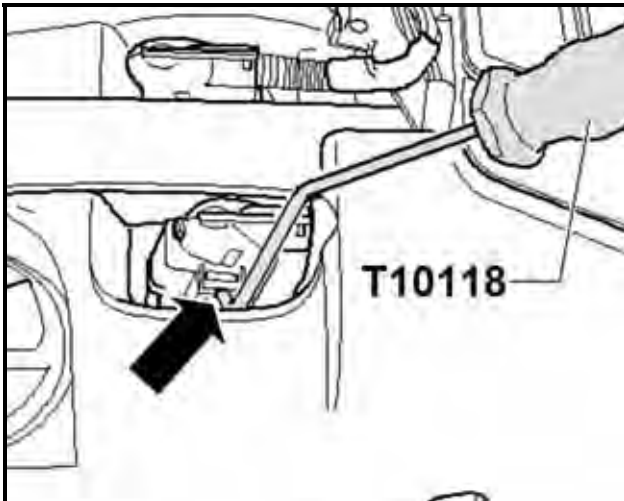
Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

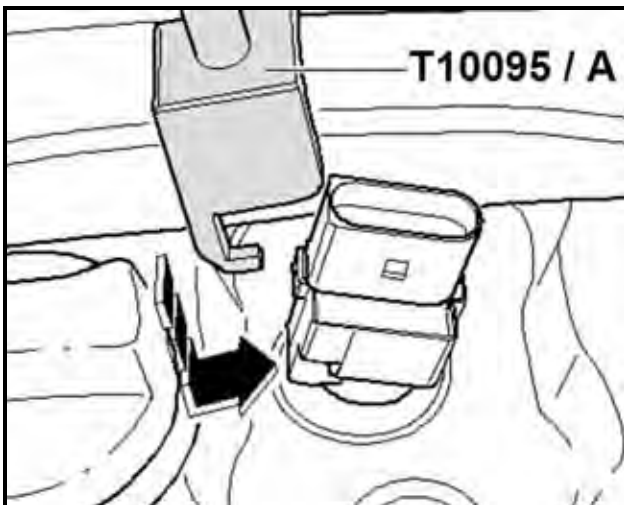


Tip: Ignition must be turned off

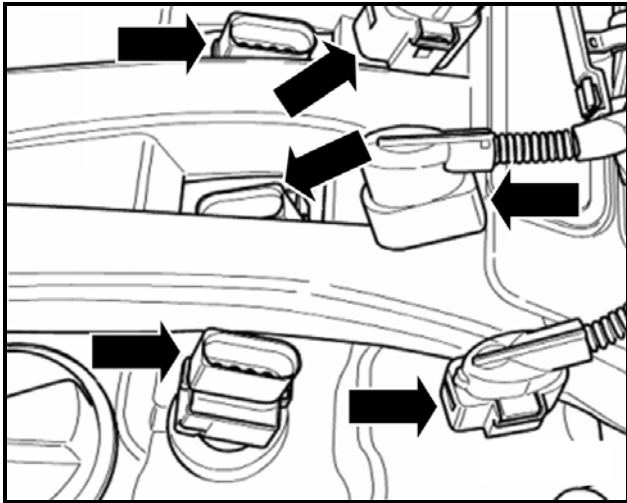
- Open hood
- If applicable, remove engine and/or wiring harness cover



- ⇐ Disconnect electrical connectors at ignition coils by placing assembly tool T10118 or equivalent on release button -arrow- and carefully removing connector

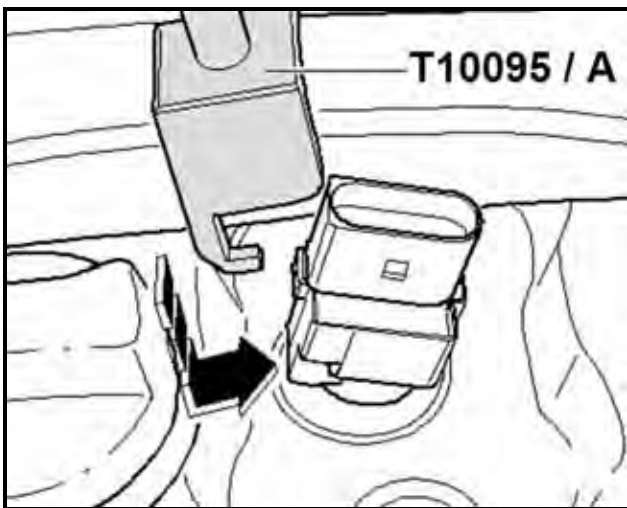


- ⇐ Place puller for ignition coil T10095/A on ignition coils -arrow-, as shown in illustration, and pull out ignition coils one at a time
- Check part number of each ignition coil
- Any coil with one of these part numbers does not need to be replaced:
  - 022 905 715
  - 022 905 715B
- If coil(s) are not listed above, proceed to next step



⇐ Reinstall or replace ignition coil(s) using part number 022 905 715B by inserting ignition coils in their respective spark plug shaft so the straight connector sides fit with each other -arrows-

⇐ Slide on tool T10095A from the straight connector side in the -direction of arrow- and press ignition coil(s) 1 through 6 onto the spark plugs



⇐ Slide on tool T10095A from the straight connector side in the -direction of arrow- and press ignition coil(s) 1 through 6 onto the spark plugs

⚠ Note: Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing


⚠ Note: Ensure that each coil is firmly and securely seated onto the spark plug and that the electrical connector is properly affixed to each coil

- Reinstall electrical connectors onto ignition coils 1 through 6
- If previously removed, reinstall engine and/or wiring harness cover


Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

- Close hood

 Tip: Ensure Campaign Completion label does not cover any existing label(s)

- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)

 Tip: Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

- Parts Return/Disposal – see below

#### **Parts Return or Parts Disposal**

**USA DEALERS** are required to properly destroy, e.g., drill through ignition coil head or cut coil in half, etc. and dispose of removed ignition coils.

**CANADIAN DEALERS** are required to return removed ignition coils as stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process” and ship accordingly.

Please include the campaign identification:

**28F3 Parts Return**

**IMPORTANT!**  
**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

October 2009

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### VIN Ranges

See Page 4.

*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

Prior to the owner notification mailings taking place, electronic allocation lists will be posted for all dealers. These allocation lists will be posted under My Dealership Reports on the VW Hub. **The first allocation list will be available on or about October 23, 2009, and will contain information on the first mailing of vehicles being notified under this action.** For each mailing thereafter, a new electronic allocation list will be posted. An electronic list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12 "Coils Return Process" and ship in accordance to the applicable Volkswagen instructions in Section C on Page 8.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions in Section C on Page 8.

### Owner Notification Mailing

On or about October 23, 2009 the first customer mailing will begin. We estimate that this first mailing will contain approximately 90,000 U.S. customers and approximately 10,000 Canadian customers. These are customers who will be invited to their authorized dealer Volkswagen for the campaign inspection/repair.

On or about October 23, 2009 we will also begin proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply become available.

### Requirements for Emissions Campaigns Having Customer Notification (California ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*



### Campaign Completion Labeling Guidelines

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

## **Saga Claim Entry Procedure**

Check ElsaWeb to determine whether the “28F3” campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part:** Use vendor code WWO.

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Appendix A – 1.8T – Sections A, B

(Select the applicable Criteria Code displayed in ElsaWeb)

#### **Criterion 01**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

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

#### **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.

# 28F3 Emissions Service Action TABLE OF CONTENTS



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<b>Work Procedure</b> .....	Page 5
<b>Appendix A – 1.8T</b>	
Section A – 1.8 Liter Engine Passat - Inspect Ignition Coils .....	Page 6
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Section C – Parts Disposal or Parts Return .....	Page 9

## VIN Ranges & Production Dates of Affected Vehicles

### (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_D\_3B\_2E426171  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_D\_3B\_2P438900  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 4/05/2002

### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_D\_3B\_2E426178  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/30/2002

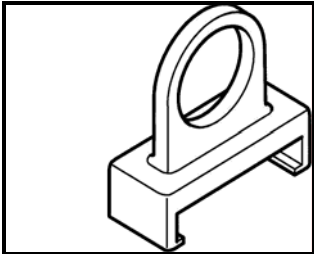
WVW\_ \*\_ \_3B\_1P009607 - WVW\_D\_3B\_2P438894  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/24/2000 - 4/09/2002

## Campaign Work Procedure

## 28F3 Emissions Service Action

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

### Required Tool

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

### Required Part:

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## Work Procedure



Tip: If Campaign Completion label is present, no further work required

### Section A – 1.8 Liter Engine Passat Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

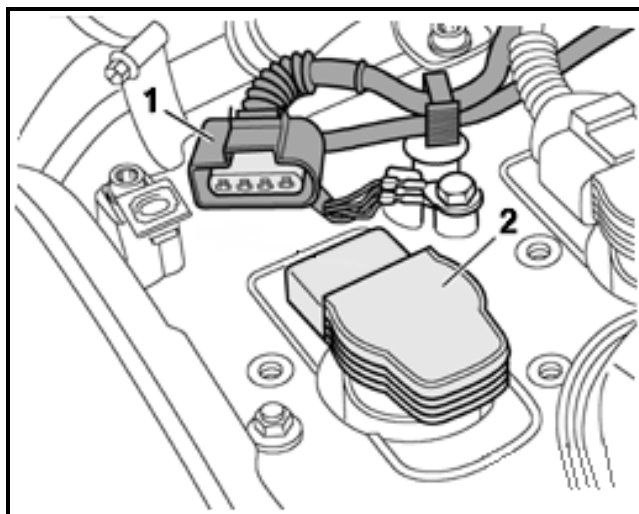
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs

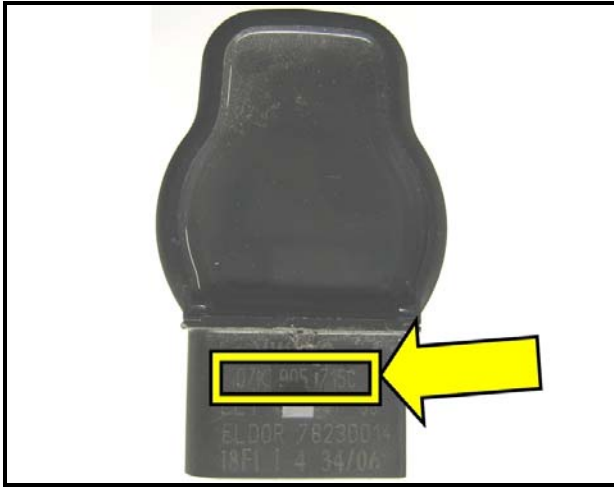


Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils

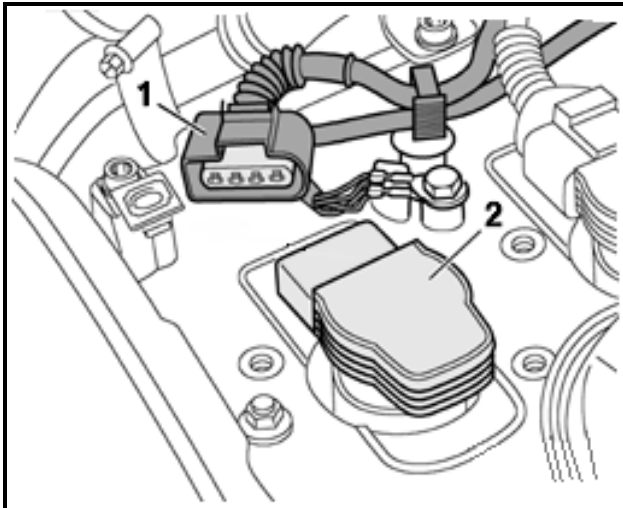


⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover

- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label

<b>Campaign Completion</b>	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

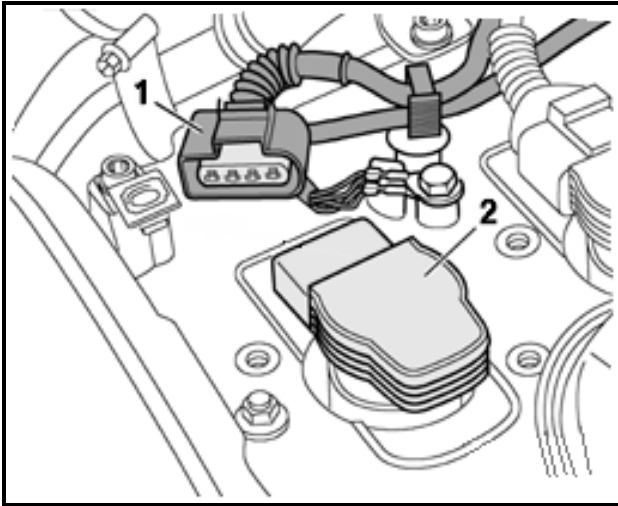


Tip: Ensure Campaign Completion label does not cover any existing label(s)


- Close hood

**WORK IS COMPLETE**

## Section B – 1.8 Liter Engine Passat Replace Ignition Coils



- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 **Note:** Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

⇐ Reconnect connector -1- to ignition coil -2- (illustration)

- If applicable, reinstall vacuum reservoir and secure with bolt
- Reinstall engine cover

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

## Section C – Parts Disposal or Parts Return

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process”

Please include the campaign identification:

### **28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**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.**



# Emissions Service Action Circular

Code: **28F3**

**Subject: 2001-2007 Volkswagen Gasoline Engine Vehicles  
Inspect, and If Necessary, Replace Ignition Coils**

**REVISED**

October 28, 2009

### Revision Summary

- **Added detailed instruction regarding Ignition Coil Technical Bulletin (TB 2021320)**

### Problem Description

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

### Corrective Action

Inspect, and if necessary, replace ignition coils in each affected vehicle.

### Ignition Coil Technical Bulletin Information **NEW**

If a vehicle is presented at your dealership with ignition coil-related issues but is not yet showing this campaign code in ElsaWeb, it may be eligible for repair under TB 2021320. Please refer to the technical bulletin for further information. The technical bulletin repair will update the customer's vehicle in accordance with campaign requirements; and entering a claim against the technical bulletin will close out this campaign on the vehicle.

### VIN Ranges

See Page 4.

*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

Prior to the first owner notification mailings taking place, electronic allocation lists were posted for all dealers. These allocation lists are posted under My Dealership Reports on the VW Hub. **The first allocation list was available on October 23, 2009, containing information for the first mailing of vehicles notified under this action.** For each mailing thereafter, a new electronic allocation list will be posted.

An electronic list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Dealers will receive a parts allocation prior to each customer mailing wave. 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 service action, but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Parts Return or Parts Disposal

**CANADIAN DEALERS** are required to return removed Ignition coils as stated in the Warranty Bulletin CVWP-09-12, "Coils Return Process", and ship in accordance to the applicable Volkswagen instructions in Section C on Page 8.

**USA DEALERS** are required to properly destroy and dispose of removed ignition coils in accordance to the applicable Volkswagen instructions in Section C on Page 8.

### Owner Notification Mailing

On October 23, 2009 the first customer mailing began. We estimated that this first mailing would contain approximately 90,000 U.S. customers and approximately 10,000 Canadian customers. These are customers who were invited to their authorized dealer Volkswagen for the campaign inspection/repair.

On October 23, 2009 we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.

**Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

*NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.*

**Campaign Completion Labeling Guidelines**

Vehicles repaired under the **28F3** emissions campaign in the United States and Canada are required to be identified with a campaign completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost from Archway Marketing Services (formerly Resolve Corporation) at 1-800-544-8021.

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

**Saga Claim Entry Procedure**

Check ElsaWeb to determine whether the “28F3” campaign is open.

**Service No. : 28F3**

**Damage Code : 0099**

**Parts Manufacturer – Removed part: Use vendor code WWO.**

Sold vehicle = 7 10

Unsold vehicle = 7 90

**Appendix A – 1.8T – Sections A, B**

(Select the applicable Criteria Code displayed in ElsaWeb)

**Criterion 01**

- Check ignition coils; NO replacement required

**Repair operation: 0183 00 99 40 T.U.**

**OR**

- Replace up to four (4) ignition coils

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

**OR**

- Replace up to four (4) ignition coils; MIL on with coil-related DTCs; clear coil-related fault(s)

**Repair operation: 0150 00 99 10 T.U.**

**Repair operation: 2820 20 99 40 T.U.**

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
Up to 4	06A 905 115D	Ignition coil

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

**If Customer Refused Repairs**

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

# 28F3 Emissions Service Action TABLE OF CONTENTS



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## VIN Ranges & Production Dates of Affected Vehicles

### (U.S.A.)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000075 - WVW\_D\_3B\_2E426171  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/26/2000 - 4/30/2002

WVW\_ \*\_ \_3B\_1P001023 - WVW\_D\_3B\_2P438900  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 6/08/2000 - 4/05/2002

### (CANADA)

#### 2001 – 2002 Passat 1.8T

WVW\_ \*\_ \_3B\_1E000082 - WVW\_D\_3B\_2E426178  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/09/2000 - 4/30/2002

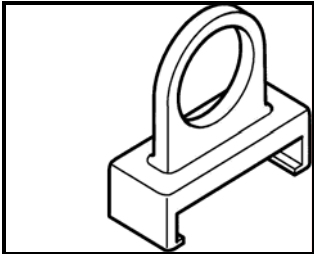
WVW\_ \*\_ \_3B\_1P009607 - WVW\_D\_3B\_2P438894  
(\* Vehicles with C or D in 5<sup>th</sup> position for model year 2001 **ONLY**)  
Production Date: 5/24/2000 - 4/09/2002

## Campaign Work Procedure

## 28F3 Emissions Service Action

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

### Required Tool

	<ul style="list-style-type: none"> <li>• Puller T40039</li> </ul>
---	---

### Required Part:

<u>Vehicle Model</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1.8T Passat	up to 4	06A 905 115D	Ignition coil
All models		<div style="border: 1px solid black; border-radius: 10px; padding: 5px;"> <p style="text-align: center;"><b>Campaign Completion</b></p> <p>SAGA CODE:</p> <p>DLR #:</p> <p>REPAIR DATE:</p> <p style="text-align: right; font-size: small;">CAMP 010 000</p> </div>	Campaign Completion label

## Work Procedure



Tip: If Campaign Completion label is present, no further work required

### Section A – 1.8 Liter Engine Passat Inspect Ignition Coils



Note: If the vehicle has a MIL light on, the diagnostic trouble codes (DTCs) must be checked

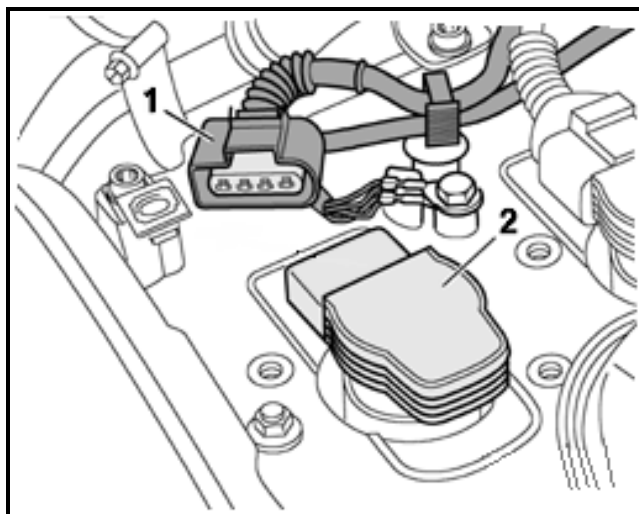
Only cylinder misfire DTCs related to ignition coil malfunction are covered by this service action. Any other checking, diagnosis or repairs are not part of or covered under this service action

- If applicable, connect VAS5051B or 5052 and check DTCs



Tip: Ignition must be turned off

- Open hood and remove engine cover
- If applicable, remove screw securing vacuum reservoir located above ignition coils

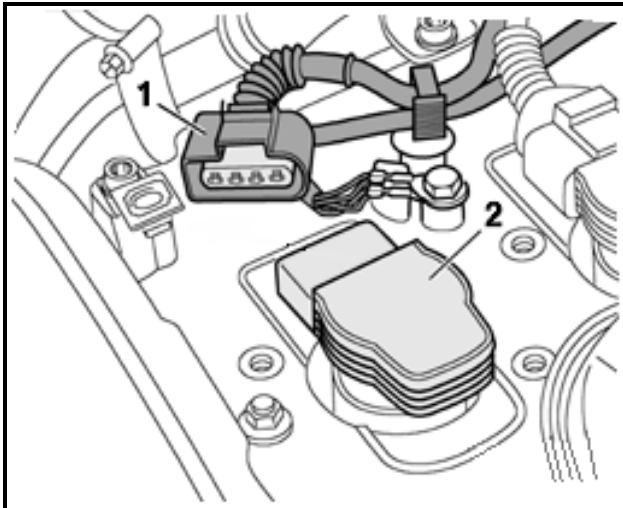


⇐ Disconnect connectors -1- from all ignition coils -2- (illustration)



Tip: Picture is for part number placement only. Actual part number(s) not pictured

- ⇐ Inspect all ignition coils for part number(s)
- All coils with any of these part numbers do not need to be replaced:
  - 06A 905 115D
  - 06B 905 115R
  - 06C 905 115L
  - 06C 905 115M
- Coil(s) with any other part number, proceed to Section B – Replace Ignition Coils
- ⇐ If all coils have one of the above part numbers, continue to next step



- ⇐ Reconnect connectors -1- to all ignition coils -2- (illustration)

- If applicable, secure vacuum reservoir with bolt
- Reinstall engine cover
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, on cleaned surface, next to the vehicle emission control information label

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

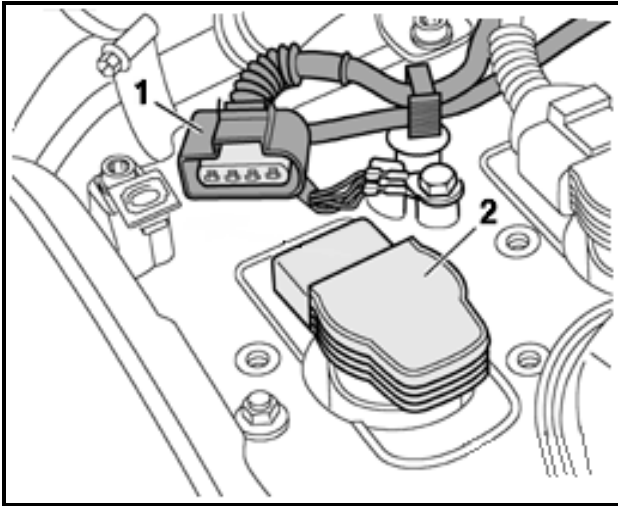


Tip: Ensure Campaign Completion label does not cover any existing label(s)


- Close hood

**WORK IS COMPLETE**

## Section B – 1.8 Liter Engine Passat Replace Ignition Coils



- Remove ignition coil(s) using Puller T40039
- Install new ignition coil(s), part number 06A 905 115D, by pressing into cylinder head with hand only

 **Note:** Do not use any object to tap ignition coil into position  
Do not twist ignition coil when installing

⇐ Reconnect connector -1- to ignition coil -2- (illustration)

- If applicable, reinstall vacuum reservoir and secure with bolt
- Reinstall engine cover

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



**Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood
- If MIL light was on and cylinder misfire DTCs are present, use VAS5051B or 5052 and clear coil-related faults using Vehicle Self Diagnosis
- Attach a copy of printout for diagnostic log (showing cylinder misfire DTCs)



**Tip:** Readiness code setting is not related to this action when other components related to the MIL light are diagnosed and repaired

### Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000



## Section C – Parts Disposal or Parts Return

### U.S. Dealers:

**Destroy** and properly dispose of removed ignition coil(s), e.g. drill thru ignition coil head, or cut coil in half, etc.

### Canadian Dealers:

Follow the Parts Return Process stated in the Warranty Bulletin CVWP-09-12 “Coils Return Process”

Please include the campaign identification:

### **28F3 Parts Return**

#### **IMPORTANT!**

**When returning parts under this action, do not include any other items with your shipment. Unrelated items shipped with returned ignition coils will not be acknowledged or returned.**

**ALL WORK IS COMPLETE**



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 2010

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

From: Service & Quality

Subject: July 2010 Customer Notification - Voluntary Emissions Service Action 28F3 -Ignition Coils

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **July 2010 Customer Notification Mailing** **Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about July 14, 2010.

- ⇒ This mailing will address customers with 3.6L FSI engine vehicles and will contain approximately 15,000 customers in the United States and 1,300 in Canada.
- ⇒ The only remaining engine group to be notified will be the 3.2L VR6. We will notify these customers when sufficient parts stock becomes available, and anticipate this to occur in the fall of 2010. As a reminder, customers within this remaining engine group will *NOT* have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.
- ⇒ We will allocate parts only for the 3.6L FSI engine vehicles this month. For the remaining vehicles, our parts allocation strategy for this mailing will be the same as the previous month. Due to high parts inventory at many dealerships, we will not allocate ignition coils for any engines other than the 3.6L FSI this month.
- ⇒ To help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy allows dealers to order ignition coils as needed. Your individual upper order limits will be viewable in your Parts on Command material information screen. If you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your updated electronic allocation list will be available under My Dealership Reports on the VW Hub on or about July 14, 2010.
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ Any dealer needing additional Campaign Completion labels (CAMP 010 000), and California dealers needing "Vehicle Emission Recall – Proof of Correction" certificates (RC EMISCAVWAU) can order them at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

**Volkswagen Service & Quality**

#### IMPORTANT!

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Upcoming Voluntary Emissions Service Action 28F3/P1  
2001-2007 MY Volkswagen Gasoline Engine Vehicles  
Ignition Coils

Service &  
Quality

Department

October 2009 Date

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **Upcoming Emissions Service Action - Ignition Coils**

This is to inform you of an upcoming Emissions Service Action for ignition coils on some 2001-2007 model year Volkswagen gasoline engine vehicles in the United States and in Canada. We are informing you of this upcoming voluntary campaign so that you will be able to answer any customer inquiries that may result from internet and press coverage.

#### **What is the problem?**

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California/Provincial emissions standards.

#### **What is the repair?**

Dealers will inspect and, as necessary, replace the ignition coils in affected vehicles. This work will be performed at no cost to customers.

#### **When will the repair be available?**

While we do have limited quantities of most part numbers on hand to help address customer vehicles with immediate needs, the current parts supply does not permit a full rollout to all affected customers at this time.

Because of this, we have established a dealer and customer notification plan based on the projected parts arrival schedule. This rollout will begin in October and will continue throughout the coming months, as follows:

- ⇒ On or about October 23, 2009, the first customer mailing will begin. We estimate that this first mailing will contain approximately 90,000 U.S. customers and approximately 10,000 Canadian customers. These are customers who will be invited to their authorized Volkswagen dealer for the campaign inspection/repair.
- ⇒ On or about October 23, 2009, we will also begin proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

**What about customers who have not yet been notified but have vehicles needing immediate repair?**

We will be advising customers that if, at any time their vehicle should experience an ignition coil malfunction, their authorized Volkswagen dealer will diagnose and repair the vehicle for this condition at no cost. Please refer to TSB 2021320 that will be posted on October 23<sup>rd</sup>.

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

**When will parts be available?**

Dealers will receive parts allocation prior to the customer mailing waves taking place.

- ⇒ Dealers should see their first parts allocation in mid-October.
- ⇒ Since the mailing will be based on engine type, model and model year, we will do our best to ensure sufficient parts stock is on hand at dealerships before the mailings take place.
- ⇒ Parts will not be blocked, but upper order limits will be in place. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ If you have questions regarding parts please contact the Parts Helpline at 800-767-6552.

**When will my allocation list be available?**

We will post electronic allocation lists for all dealers prior to the customer mailings taking place. These allocation lists will be posted under My Dealership Reports on the VW Hub. The first allocation list will be available on or about October 23, 2009, and will contain information on the first mailing of vehicles being notified under this action. For each mailing thereafter, a new electronic allocation list will be posted.

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.

**Volkswagen Service & Quality**

**IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

### Customer Campaign Reimbursement Claim Form

Please mail this claim form and required documentation to:

**VOLKSWAGEN OF AMERICA, INC.**  
**Attn: Campaign Reimbursement - 28F3/P1**  
**3800 Hamlin Road**  
**Auburn Hills, MI 48326**

Please visit [www.vwcoils.com](http://www.vwcoils.com) if you have reimbursement-related questions.

Evening Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:**  
Legible copies of receipts, invoices and/or repair orders are acceptable; please keep originals for your records. **Documents will not be returned.**

- All documentation must include:
  - The name and address of the person who paid for the repair.
  - The Vehicle Identification Number (VIN) of the repaired vehicle.
  - What problem occurred, what repair was done, and who performed it.
- Copy of the payment (cancelled check, bank statement, etc.) for the repair in question and date of payment. Requests for reimbursement may include parts, labor, fees and taxes.
- To speed up processing of your claim:
  - Please tape small documents to an 8 ½ x 11 sheet of paper.
  - Do not staple your documents/copies.
  - Do not highlight anything on the documents/copies.

**In addition:**

- Reimbursement may be limited to the amount the repair would cost if completed by an authorized Volkswagen dealer.
- Reimbursement requests must be postmarked on or before February 28, 2010. Requests postmarked after this date will not be considered.
- Your claim will be acted upon within 90 days of receipt.
- If your claim is approved, you will receive a check from Volkswagen.
- If your claim is incomplete, you will be contacted by Volkswagen identifying the documentation that is needed to support your claim and offered the opportunity to resubmit additional documentation.
- If your claim is denied, you will be contacted by Volkswagen concerning the reason(s) for the denial.

My signature to this document attests that all statements made in support of my request for reimbursement are true and the accompanying documents are actual copies reflecting the actual expense(s) I incurred related to this customer campaign.

Customer's Signature \_\_\_\_\_



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: November 2009 Customer Notification Mailing  
Voluntary Emissions Service Action 28F3  
Ignition Coils

Service &  
Quality

Department

November 2009 Date

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION November 2009 Customer Notification Mailing Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings voluntary emissions service action 28F3 will take place on or about November 20, 2009. This mailing will contain approximately 140,000 U.S. customers and approximately 10,000 Canadian customers of 1.8T engine vehicles. These customers are being invited to their authorized Volkswagen dealer to have the campaign inspection/repair performed.

- ⇒ Dealers will see their second parts allocation in mid-November, prior to the customer notification date. Parts will not be blocked, but upper order limits will be in place. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your electronic allocation list for this next wave of 1.8T customers will be available under My Dealership Reports on the VW Hub on or about November 20, 2009
- ⇒ A revised campaign circular will be published on or before November 20, 2009. Please ensure that all dealership personnel with campaign-related responsibilities have read this important information.
- ⇒ A revised FAQ is available on ServiceNet. Please ensure that all dealership personnel with campaign-related responsibilities have also read this important information.
- ⇒ Some customers may have aftermarket coils installed in their vehicles. These unapproved coils can and should be replaced under this action.
- ⇒ Customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

#### **Volkswagen Service & Quality**

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Parts Update and December 2009 Customer Notification  
Voluntary Emissions Service Action 28F3 -Ignition Coils

Service &  
Quality

Department

December     Date  
2009

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Parts Update and December 2009 Customer Notification Mailing Voluntary Emissions Service Action 28F3 - Ignition Coils**

#### **Parts Update**

Over the past several months, our dealers have offered suggestions regarding the parts strategy for Emissions Service Action 28F3 (ignition coils). We appreciate the insight, and have implemented several changes based on dealer feedback:

- ⇒ **Parts Allocation Reduction:** Because the take rate for parts has been slower than anticipated, we will not be allocating additional parts for the 1.8T engine vehicles during the month of December. Dealers with excess stock are requested to keep these parts on hand, because we will be notifying additional 1.8T customers during this month. Also, we will be reducing our automatic allocations for additional engines from 40% to 20%. We will continue to monitor the parts usage and make adjustments as necessary.
- ⇒ **Upper Order Limits Increased:** In order to better serve our dealers, we are increasing the upper order limits for all dealers to enable them to place larger parts orders for the engines that have greater vehicle populations (i.e.: 1.8T, 2.0T and 2.5L). This will help dealers more easily obtain the parts they need for these vehicles with larger populations. These upper order limit changes will be effective on or about December 11, 2009.
- ⇒ **Ignition Coils in Dealer Stock (Pre-Campaign):** We have received questions from dealers regarding their pre-campaign ignition coil parts stock. The Parts department has issued a special notice (SM A-2009) for some of these parts, allowing dealers the opportunity to return obsolete parts. Please refer to the communication from Parts to identify which part numbers are eligible for return.

Additionally, any existing parts stock that is identified in the 28F3 campaign circular as being of the correct part number can and should be used to update customer vehicles.

#### **December 2009 Customer Notification**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about December 11, 2009. This mailing will contain approximately 140,000 U.S. customers and approximately 10,000 Canadian customers, and will consist of the following engine types:

- Additional 1.8T engine vehicles
- All affected 4.0L
- All affected 6.0L

These customers are being invited to their authorized Volkswagen dealer to have the campaign inspection/repair performed.

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

- ⇒ Dealers will see their parts allocation prior to the customer notification date. Parts will not be blocked, but upper order limits will be in place. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your electronic allocation list for this next wave customers will be available under My Dealership Reports on the VW Hub on or about December 11, 2009
- ⇒ A revised campaign circular will be published on or before December 11, 2009. This circular will include work instructions for the additional engines, as well as information on towing coverage for customers who need it. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ As a reminder, customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

### **Volkswagen Service & Quality**

**IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.





## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: January 2010 Customer Notification  
Voluntary Emissions Service Action 28F3 -Ignition Coils

Service & Department  
Quality

January 2010 Date

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION January 2010 Customer Notification Mailing Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about January 21, 2010. This mailing will contain approximately 140,000 U.S. customers and approximately 10,000 Canadian customers, and will consist of the following:

- Additional 1.8T engine vehicles
- 2.5L engine vehicles
- 2.0T engine vehicles

These customers are being invited to their authorized Volkswagen dealer to have the campaign inspection/repair performed.

- ⇒ Dealers will see their parts allocation prior to the customer notification date. Parts will not be blocked, but upper order limits will be in place. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your electronic allocation list for this next wave of customers will be available under My Dealership Reports on the VW Hub on or about January 21, 2010
- ⇒ A revised campaign circular will be published on or before the customer notification date. This circular will include work instructions for the additional engines. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ As a reminder, customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

**Volkswagen Service & Quality**

#### IMPORTANT!

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: February 2010 Customer Notification  
Voluntary Emissions Service Action 28F3 - Ignition Coils

Service &  
Quality

Department

February Date  
2010

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **February 2010 Customer Notification Mailing** **Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about February 12, 2010. This mailing will contain approximately 130,000 U.S. customers and approximately 20,000 Canadian customers and will consist of additional 1.8T, 2.5L, and 2.0T engine vehicle customers.

These customers are being invited to their authorized Volkswagen dealer to have the campaign inspection/repair performed.

Dealer feedback has provided us with much opportunity to tailor the parts supply and allocation process for this action. We have heard from many dealers who feel their inventory of ignition coils is sufficient to handle the current and short-term anticipated campaign traffic that Wave #5 will bring to their dealership. Because of this, we have reviewed our parts allocation strategy and have made the following adjustments for this mailing wave:

- ⇒ Due to high parts inventory at many dealerships, we will not allocate ignition coils this month for the 1.8T, 2.5L and 2.0T engine vehicles. However, to help ensure that dealers who need additional parts can easily get what they need, we have changed the upper order limits strategy to allow dealers to order ignition coils for these engines as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: 06A905115D – 50, 06H905115 – 40 and 07K905715F – 25. Your individual upper order limits will be viewable in your Parts on Command material information screen.
- ⇒ As always, if you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your electronic allocation list for this next wave of customers will be available under My Dealership Reports on the VW Hub on or about February 12, 2010
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ As a reminder, customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

#### **Volkswagen Service & Quality**

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: March 2010 Customer Notification  
Voluntary Emissions Service Action 28F3 -Ignition Coils

Service & Department  
Quality

March 2010 Date

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION March 2010 Customer Notification Mailing Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about March 12, 2010. This mailing will contain approximately 180,000 U.S. customers and approximately 20,000 Canadian customers, and will consist of additional customers from engine groups already released in this action.

- ⇒ Our parts allocation strategy for this mailing will be the same as the previous month.
- ⇒ Due to high parts inventory at many dealerships, we will not allocate ignition coils this month. However, to help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers are requested to order parts in pack quantities as follows: 06A905115D – 50, 06H905115 – 40 and 07K905715F – 24. Your individual upper order limits will be viewable in your Parts on Command material information screen.
- ⇒ As always, if you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your updated electronic allocation list will be available under My Dealership Reports on the VW Hub on or about March 12, 2010
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ Any dealer needing additional Campaign Completion labels (CAMP 010 000), and California dealers needing “Vehicle Emission Recall – Proof of Correction” certificates (RC EMISCAVWAU) can order them at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).
- ⇒ As a reminder, customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

#### **Volkswagen Service & Quality**

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: April 2010 Customer Notification  
Voluntary Emissions Service Action 28F3 -Ignition Coils

Service &  
Quality

Department

April 2010 Date

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **April 2010 Customer Notification Mailing** **Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about April 16, 2010. This mailing will contain approximately 65,000 U.S. customers and approximately 3,000 Canadian customers, and will consist of additional customers from engine groups already released in this action, as well as customers with 4.2L non-FSI engine vehicles and also customers with 4.2L FSI engine vehicles.

- ⇒ Our parts allocation strategy for this mailing will be the same as the previous month.
- ⇒ We will allocate parts for the 4.2L non-FSI engine, but, due to high parts inventory at many dealerships, we will not allocate ignition coils for any other engines this month. To help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy will allow dealers to order ignition coils as needed. Depending on dealer size, dealers will be requested to order parts in pack quantities. For part number 077 905 115 AA, the pack quantity will be 24. Your individual upper order limits will be viewable in your Parts on Command material information screen.
- ⇒ As always, if you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your updated electronic allocation list will be available under My Dealership Reports on the VW Hub on or about April 16, 2010
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ Any dealer needing additional Campaign Completion labels (CAMP 010 000), and California dealers needing "Vehicle Emission Recall – Proof of Correction" certificates (RC EMISCAVWAU) can order them at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).
- ⇒ As a reminder, customers with pre-notification letters will NOT have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.

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.

#### **Volkswagen Service & Quality**

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 2010

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

From: Service & Quality

Subject: May 2010 Customer Notification - Voluntary Emissions Service Action 28F3 -Ignition Coils

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION** **May 2010 Customer Notification Mailing** **Voluntary Emissions Service Action 28F3 - Ignition Coils**

The next wave of customer notification mailings for Emissions Service Action 28F3 will take place on or about May 11, 2010.

- ⇒ This mailing will contain approximately 114,000 customers from engine groups already released in this action.
- ⇒ The only remaining engine groups yet to be notified are the 3.6L and the 3.2L VR6. We will notify these customers when sufficient parts stock becomes available, and anticipate this to occur in the fall of 2010. As a reminder, customers within these two remaining engine groups will *NOT* have the 28F3 campaign showing open on their VIN at this time. These vehicles must be addressed under the ignition coil technical service bulletin.
- ⇒ The overall completion rate of this action is approximately 34%, and has followed the projections we had made prior to campaign launch.
- ⇒ Our parts allocation strategy for this mailing will be the same as the previous month. Due to high parts inventory at many dealerships, we will not allocate ignition coils for any engines this month.
- ⇒ To help ensure that dealers who need additional parts can easily get what they need, the existing upper order limits strategy allows dealers to order ignition coils as needed. Depending on dealer size, dealers will be requested to order parts in pack quantities. Your individual upper order limits will be viewable in your Parts on Command material information screen. If you have exhausted any of your previously allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ Your updated electronic allocation list will be available under My Dealership Reports on the VW Hub on or about May 11, 2010.
- ⇒ On May 15, 2010, an electronic list of customers from Waves 1-4 who have not yet had this service action performed will be available under My Dealership Reports on the VW Hub. This list can be used by your dealership to send reminder postcards to these customers. As always, Dealers are encouraged to use the brand-approved postcards found on the DealerFirst website when contacting these customers.
- ⇒ A revised campaign circular will be published on or before the customer notification date. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important updated information.
- ⇒ Any dealer needing additional Campaign Completion labels (CAMP 010 000), and California dealers needing "Vehicle Emission Recall – Proof of Correction" certificates (RC EMISCAVWAU) can order them at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

#### **Volkswagen Service & Quality**

#### **IMPORTANT!**

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

## COIL FAQs

**Vehicles tagged with the TSB should only do coil repairs to the vehicle if the vehicle is having issues when it comes into the dealership. All other vehicles should wait until the campaign shows open in ElsaWeb.**

**1 - All of the coils are the updated part numbers. How do we close out the campaign/TSB?**

For the TSB they can use the LO #28202099 and leave the parts off the claim. They should put a note in comments that says the vehicle had updated coils.

For the campaign they would refer to the campaign circular.

**2 - When we look in the VDF it shows the campaign code and the TSB code open for the vehicle.**

The campaign will show open to the dealer on ElsaWeb. If the campaign shows open always refer the dealer to close the work out under the campaign

**3 – What if there is consequential damage?**

Any call for consequential damage must be transferred to the campaign helpline @ 46742.

**4 – Vehicle has melted wires/connectors.**

The dealer must work with Customer Care through the fire reporting process. No exceptions.

**5 – How many coils should be replaced?**

Any ignition coil that is not of an approved part number must be replaced.

If the vehicle has updated coils but one or more is presenting an issue replace only the one(s) with an issue.

**6 – The vehicle has aftermarket coils**

Replace all of the coils.

**7 – The vehicle has a totaled status**

It is ok to do the TSB/Campaign.

**8 – Will the customer be notified about the campaign if the TSB has been completed?**

No. Please make sure all claims under the TSB are entered promptly as in doing so will close out the campaign on the vehicle.

**9 – Customer is insisting the vehicle be fixed immediately.**

For customer satisfaction do the repair if parts are available.

**FYI – Coil number 07K905715D/E has been superseded to 07K905715F**

## Frequently Asked Questions & Answers for Voluntary Emissions Service Action Campaign 28F3/P1

This FAQ is intended to provide supplementary information regarding this action. For additional information, please contact your authorized Volkswagen dealer.

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

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California/Provincial emissions standards.

### ■ Can I drive my vehicle until it is repaired?

Yes. As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured -- if at any time your vehicle should experience an ignition coil malfunction, your authorized Volkswagen dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

### ■ What exactly will be repaired on my vehicle?

Dealers will inspect and, as necessary, replace the ignition coils in affected vehicles. This work will be performed free of charge.

### ■ When will this repair be available? I checked the website and noticed that my notification letter timeframe is several months away. Why will it take so long before I can have my vehicle repaired?

Please see the "Is my vehicle affected?" section of this website to help determine when you can expect to be notified.

While we do have limited quantities of most part numbers available to help address customer vehicles with immediate needs, the currently parts supply does not permit a full rollout to all affected customers at this time.

Because of this, we have established a dealer and customer notification plan based on the projected parts arrival schedule. This rollout will begin in October and will continue throughout the coming months. The website will be updated as parts supply changes, so you may wish to check back periodically to see if your notification timeframe has changed.

### ■ Will I need to make an appointment?

Yes, after receiving the letter confirming that your vehicle is affected and parts are available, please make an appointment with your authorized Volkswagen dealer.

**■ What about customers who have not yet been notified but have vehicles needing immediate repair?**

As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured -- if at any time your vehicle should experience an ignition coil malfunction, your authorized Volkswagen dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

**■ If my vehicle is repaired in the interim, will I be notified a second time?**

If your vehicle has the ignition coils replaced prior to you having received a second letter, your vehicle will already be updated with the current level parts and will not need further repairs. Therefore, you will not receive a second letter.

**■ How long does the repair take?**

Depending on the model of your vehicle, the engine type, and the number of ignition coils that require replacement, repairs could take anywhere from one-half hour up to about two hours. Dealer workshop capacity and scheduling may also increase the wait time.

**■ Is a loaner vehicle being offered under this action?**

A loaner vehicle will not be offered under this action. If you need alternate transportation, please see your dealer to discuss what options may be available for you.

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

Towing is not covered under this campaign.

**■ I paid out-of-pocket to have ignition coil(s) replaced on my vehicle. Can I be reimbursed for this expense?**

Your campaign notification letter contains a reimbursement form and instructions for requesting reimbursement. You can also find a copy of the reimbursement form on this website. Reimbursement requests must be postmarked on or before February 28, 2010. You will receive a response to your reimbursement request within 90 days of its receipt.

**■ If my reimbursement request is granted and I receive a check from Volkswagen, will my vehicle still be eligible for the ignition coil service action repair?**

Yes.

**■ I heard about this action from a friend/the media/on the internet. I am pretty sure my car will be affected, but I did not get a letter. How are customers being notified?**

Not all vehicles that have ignition coils are included in this campaign because they are already equipped with the latest version parts.

We will notify all known owners of affected vehicles by first-class mail, beginning on or about October 23, 2009. We are using vehicle registration data to identify vehicle owners.

While we do have limited quantities of most part numbers on hand to help address customer vehicles with immediate needs, the current parts supply does not permit a full rollout to all affected customers at this time.

Because of this, we have established a dealer and customer notification plan based on the projected parts arrival schedule. This rollout will begin in October and will continue throughout the coming months.



**■ I already had a previous service action campaign (WG00/WG) relating to ignition coils performed on my car. Do I still need to have my vehicle inspected under this new action?**

Yes. Even if you already had your vehicle repaired under a previous ignition coil service action or warranty service, your vehicle needs to be inspected to see if the most up-to-date ignition coils are installed.



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

**Subject: Voluntary Emissions Service Action 28F3/P1  
Ignition Coil Inspection/Replacement**

Dear Volkswagen Owner of VIN

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of a voluntary emissions service action affecting the ignition coils in some Volkswagen vehicles. Our records show that your vehicle is affected by this action.

**What is the issue?**

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

**What will Volkswagen do?**

Your authorized Volkswagen dealer has sufficient parts stock on hand to service your vehicle. Dealers will inspect and, as necessary, install new ignition coils in your vehicle. If your vehicle has other open actions, your dealer can address them for you at this service appointment as well.

**What we would like you to do**

Please contact your dealer and arrange for an appointment at your convenience. This service will take about two 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, please 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.

**Service help from us**

If you have any questions regarding this emissions service action, please visit our website at [www.vwcoils.com](http://www.vwcoils.com).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

**Subject: Voluntary Emissions Service Action 28F3/P1  
Ignition Coil Inspection/Replacement**

Dear Volkswagen Owner of VIN

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of a voluntary emissions service action affecting the ignition coils in some Volkswagen vehicles. Our records show that your vehicle is affected by this action.

**What is the issue?**

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

**What will Volkswagen do?**

Your authorized Volkswagen dealer has sufficient parts stock on hand to service your vehicle. Dealers will inspect and, as necessary, install new ignition coils in your vehicle. If your vehicle has other open actions, your dealer can address them for you at this service appointment as well.

**What we would like you to do**

Please contact your dealer and arrange for an appointment at your convenience. This service will take about two 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.

## IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

**California Regulations:** California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

### **Lease vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, please 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.

### **Service help from us**

If you have any questions regarding this emissions service action, please visit our website at [www.vwcoils.com](http://www.vwcoils.com).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality



## EXAMPLE

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH\_YEAR\_ENGLISH>

**Subject: Upcoming Voluntary Emissions Service Action 28F3/P1  
Ignition Coil Inspection/Replacement**

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of an upcoming voluntary emissions service action affecting the ignition coils in some Volkswagen vehicles. Our records show that your vehicle, vehicle identification number (VIN) <VIN\_HERE> is one of these vehicles.

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

As a valued customer, your satisfaction is our utmost priority, and we are working diligently to acquire the parts needed for your vehicle. Once your dealer has sufficient parts stock on hand, we will notify you via first-class mail. At that time, you can schedule an appointment with your authorized Volkswagen dealer to inspect and, as necessary, install new ignition coils in your vehicle.

As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured -- if at any time your vehicle should experience an ignition coil malfunction, your authorized Volkswagen dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

Please be aware that sometimes used, obsolete, and/or non-approved aftermarket replacement ignition coils can be found at independent repair shops and over the internet. Customers should avoid used and/or non-approved aftermarket replacement ignition coils, as these components may not perform properly and could damage your vehicle.

If you have previously paid for ignition coil replacement out-of-pocket, the enclosed form explains how to request reimbursement. You can also visit our website for additional information. We will be pleased to review your reimbursement request. Customers who receive reimbursement will still be eligible for the inspection and, if necessary, installation of new ignition coils in their vehicle once parts become available.

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

If you have any questions regarding this upcoming voluntary emissions service action, please visit our website at [www.vwcoils.com](http://www.vwcoils.com).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

**REVISED NOVEMBER 2009**

## **Frequently Asked Questions & Answers for Voluntary Emissions Service Action Campaign 28F3/P1**

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

**■ A customer received a letter about the ignition coil campaign, but I don't see the campaign code showing open on their VIN. Why?**

As you know, the service action for ignition coils is being rolled out in phases. This is necessary because, while we do have limited quantities of most part numbers on hand to help address customer vehicles with immediate needs, the current parts supply does not permit a full rollout to all affected customers at this time.

We have established a customer notification plan based on the projected parts arrival schedule. This rollout began in October and will continue in phases throughout the coming months.

There are two types of customer letters, as follows:

**Customer NOTIFICATION letter.** This is the letter inviting the customer to come into the dealership to have the ignition coil service action performed on their vehicle.

- The first wave of notification customers was mailed on October 23, 2009.
- These are the customers for whom you have already received a parts allocation.
- The 28F3/P1 code shows open on these VINs.

**Customer PRE-NOTIFICATION letter.** Also in October 2009, we began proactively notifying all other known customers about the upcoming ignition coil service action. *This letter is different from the notification letter described above.*

- The pre-notification letter describes the upcoming service action, and advises the customers that they will be notified again by mail once we have sufficient parts stock to service their vehicle.
- These customers are asked to please wait to come in for the repair if their vehicle has no issues.
- Should one of these customers have an ignition coil issue, their vehicle can be repaired via the ignition coil technical service bulletin. Dealers should refer to the appropriate TSB for information on the repair and claim procedure for these vehicles.
- The 28F3/P1 code does not show open on these vehicles, and will not until the customers are notified to come in for the repair.

**■ A customer showed up at my dealership with a pre-notification letter, and the campaign code is not open on their VIN. What should I do?**

In the event that a customer is at your dealership with a pre-notification letter, please confirm that the VIN on the letter matches the VIN on their vehicle. If it does, follow the instructions in the ignition coil TSB to service the vehicle. This will ensure that the customer is not inconvenienced, and the vehicle will be inspected/updated accordingly.

**■ A customer called my dealership and it sounds like they have a pre-notification letter. The campaign code is not showing open on their VIN. What should I do?**

In the event that a customer calls your dealership with a pre-notification letter, please ask them if they are having an issue with their vehicle.

- If the customer is not having an issue, explain that the letter they received indicates that they will be notified once sufficient parts stock is available to service their vehicle. If they insist on a service appointment, please schedule the appointment and service the vehicle according to the ignition coil technical service bulletin..
- If the customer is having an issue with their vehicle, please schedule an appointment and service the vehicle according to the ignition coil technical service bulletin.



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

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let the customer know that the vehicle may experience some deterioration in performance. Customers should refer to the vehicle owner's manual for additional information when the MIL comes on, and if necessary, should take the vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California/Provincial emissions standards.

### ■ Can the customer drive the vehicle until it is repaired?

As long as the vehicle is not experiencing an ignition coil malfunction, we ask that customers please wait until they receive a campaign notification letter before contacting their dealer for a repair appointment. **Until then, customers should please rest assured -- if at any time an affected vehicle should experience an ignition coil malfunction, an authorized Volkswagen dealer will diagnose and repair the vehicle for this condition at no cost to the customer.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

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

Dealers will inspect and, as necessary replace the ignition coils in affected vehicles. This work will be performed at no cost to customers.

### ■ When will parts be available?

Dealers will receive parts allocation prior to the customer mailing taking place.

- ⇒ Dealers should see their first parts allocation in mid- October.
- ⇒ Since the mailing will be based on engine type, model and model year, we will do our best to ensure sufficient parts stock is on hand at dealerships before the mailings take place.
- ⇒ Parts will not be blocked, but upper order limits will be in place. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).
- ⇒ If you have questions regarding parts please contact the Parts Helpline at 800-767-6552.

### ■ When will this repair be available? A customer told me that they checked the website and noticed that their notification letter timeframe is several months away. They would like to know why will it take so long before they can have their vehicle repaired

Customers can visit our website at [www.vwcoils.com](http://www.vwcoils.com) or [www.vwcoils.com/fr](http://www.vwcoils.com/fr) to help determine when they can expect to be notified. The website will be updated as parts supply changes, so customers may wish to check back periodically to see if their notification timeframe has changed.

While we do have limited quantities of most part numbers available to help address customer vehicles with immediate needs, the currently parts supply does not permit a full rollout to all affected customers at this time.

Because of this, we have established a dealer and customer notification plan based on the projected parts arrival schedule. This rollout will begin in October and will continue throughout the coming months, as follows:

- ⇒ On or about October 23, 2009, the first customer mailing began. This first mailing contained approximately 90,000 U.S. customers and approximately 10,000 Canadian customers. These are customers who are being invited to their authorized Volkswagen dealer for the campaign inspection/repair.
- ⇒ On or about October 23, 2009, we also began proactively notifying all other known customers about this upcoming campaign. These customers will be sent a second letter at a later date when sufficient part stock is available for their vehicle. The mailings will take place over the coming months, and will be grouped by engine type, model and model year as parts supply becomes available.

**■ Does a customer have to make an appointment?**

Yes, after receiving the letter confirming that a customer's vehicle is affected and ready for the repair to be performed, it is advised they make an appointment with an authorized dealer.

**■ What about customers who have not yet been notified but have vehicles needing immediate repair?**

As long as the vehicle is not experiencing an ignition coil malfunction, we ask that customers please wait until they receive a campaign notification letter before contacting their dealer for a repair appointment. **Until then, customers should please rest assured -- if at any time an affected vehicle should experience an ignition coil malfunction, an authorized Volkswagen dealer will diagnose and repair the vehicle for this condition at no cost to the customer.**

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**■ If a customer's vehicle is repaired in the interim, will they be notified a second time?**

If a vehicle has the ignition coils replaced prior to the customer having received a second letter, the vehicle will already be updated with the current level parts and will not need further repairs. Therefore, in this case a customer will not receive a second letter.

**■ How long does the repair take?**

Depending on the model of the vehicle, the engine type, and the number of ignition coils that require replacement, repairs could take anywhere from one-half hour up to about two hours. Dealer workshop capacity and scheduling may also increase the wait time.

**■ Is a loaner vehicle being offered under this action?**

A loaner vehicle will not be offered under this action. Dealers with customers needing alternate transportation should refer to the existing alternate transportation program.

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

Towing is not covered under this campaign.

**■ A customer paid out-of-pocket to have ignition coil(s) replaced on their vehicle. Can the customer be reimbursed for this expense?**

Each campaign notification letter contains a reimbursement form and instructions for requesting reimbursement. Customers should read the information carefully, and if they have any reimbursement-related questions, they can visit [www.vwcoils.com](http://www.vwcoils.com) or [www.vwcoils.com/fr](http://www.vwcoils.com/fr) for additional information. They can also print out a copy of the reimbursement form from this website. Reimbursement requests must be postmarked on or before February 28, 2010. Customers will receive a response to their reimbursement request within 90 days of its receipt.

**■ If a reimbursement request is granted and a customer receives a check from Volkswagen, will that vehicle still be eligible for the ignition coil service action repair?**

Yes.

**■ A customer indicated that they heard about this from a friend/the media/on the internet. The customer is sure their car will be affected, but they did not get a letter. How are customers being notified?**

Not all vehicles that have ignition coils are included in this campaign because they are already equipped with the latest version parts.

We will notify all known owners of affected vehicles by first-class mail, beginning on or about October 23, 2009. We are using vehicle registration data to identify vehicle owners.

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**■ A customer already had a previous service action campaign (WG00/WG) relating to ignition coils performed on their vehicle. Do they still need to have their vehicle inspected under this new action?**

Yes. Even if a customer already had their vehicle repaired under a previous ignition coil service action or warranty service, the vehicle needs to be inspected to see if the most up-to-date ignition coils are installed.

**■ Do you have a website with information about this campaign?**

Yes. Please visit [www.vwcoils.com](http://www.vwcoils.com) or [www.vwcoils.com/fr](http://www.vwcoils.com/fr) .

## Frequently Asked Questions & Answers for Voluntary Emissions Service Action Campaign 28F3/P1

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

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

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let the customer know that the vehicle may experience some deterioration in performance. Customers should refer to the vehicle owner's manual for additional information when the MIL comes on, and if necessary, should take the vehicle to the nearest authorized Volkswagen dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California/Provincial emissions standards.

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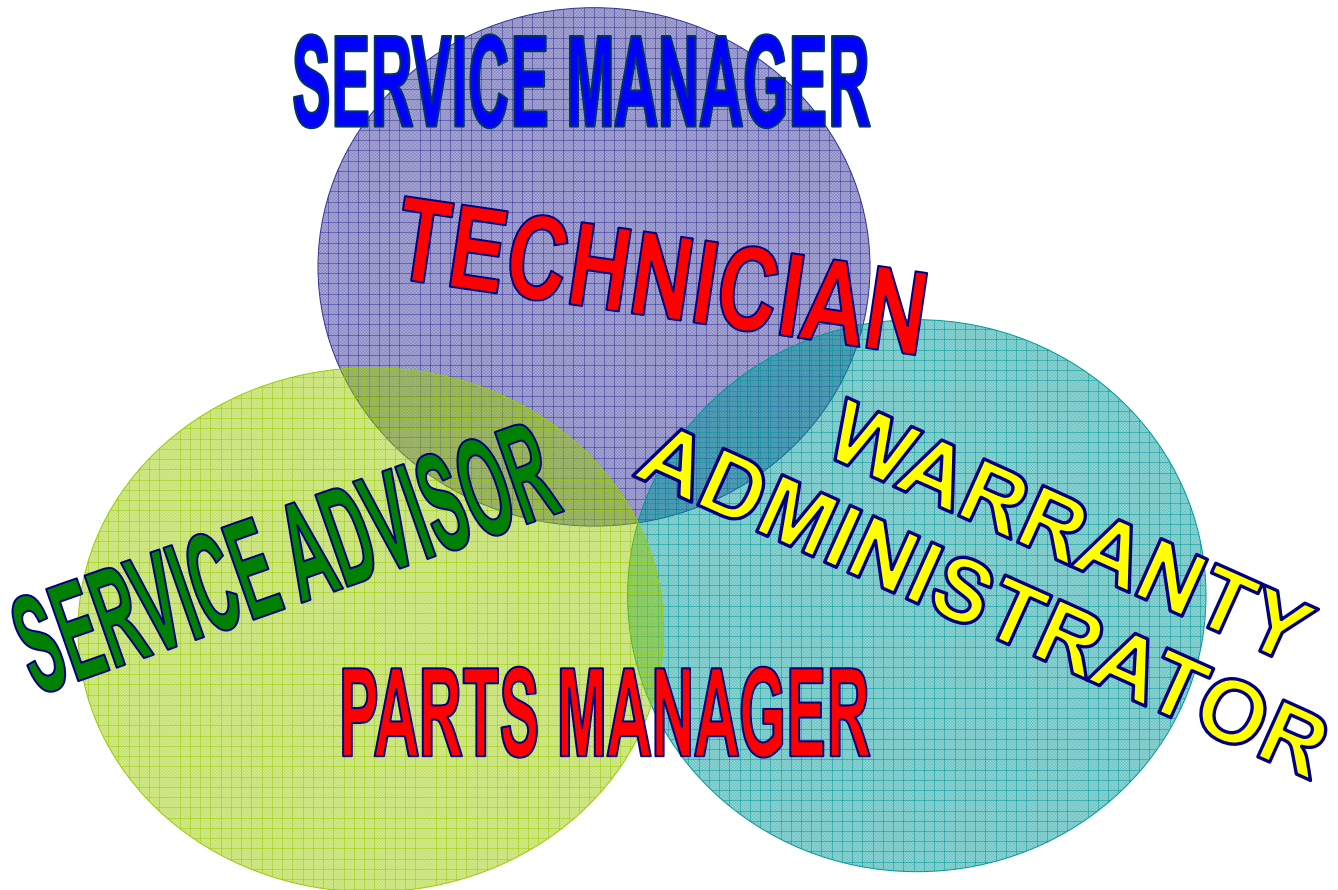
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**■ Do you have a website with information about this campaign?**

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# Things to REMEMBER about IGNITION COIL CAMPAIGN 28F3/P1...



- ★ **There are two (2) types of owner letters:**
  - **pre-notification letter which informs customer of upcoming ignition coil action (28F3/P1 code WILL NOT show in ELSA. Refer to Technical Bulletin 28 09 01 for processing/claiming instructions)**
  - **notification letter inviting customer to contact dealer for campaign work (the 28F3/P1 code WILL SHOW in ELSA)**
- ★ **Perform campaign 28F3/P1 ONLY when open in ELSA**
- ★ **Technical Bulletin 28 09 01 is available for vehicles with coil-related problems and 28F3/P1 code not shown in ELSA**
- ★ **Replace aftermarket ignition coils**

**Revised 11/12/2009**

## **28F4/P1 Service Action Reimbursement Guidelines**

**IMPORTANT:** These guidelines are intended to provide a baseline for this Service Action reimbursement. If you have any questions or require further assistance, please contact Maria Cotter, Lead Campaign Administrator 4-4856 or Tony Ferrante, Campaign Technical Editor 4-6238

**Campaign Code:** 28F3/P1 or 28F4/PO

**Title:** Replace Ignition Coils

**Vehicles Involved:** 2001- 2007 Volkswagen gasoline engines

**Criteria:** Vehicles affected by this action may have ignition coils that could malfunction under certain conditions.

**Part Covered:** Ignition Coils (Quantity depends on engine type)

### **28F4/P1 Service Action Customer Cost Reimbursement**

The 28F4/P1 Service Action remedy consists of the installation of improved ignition coils.

**Reimbursement requests for the replacement of the ignition coils must clearly indicate that the repair was performed on the vehicle due to a malfunction of the ignition coils. Reimbursement for repairs performed for other reasons will be denied. Any reimbursements must be limited to the ignition coils.**

#### **Total Costs should not exceed:**

Please see attachment for vehicle specific amounts.

#### **Additional Information:**

- Dollar amounts shown are for parts and labor ***only***. Add applicable taxes as appropriate.
- Receipt(s) must accompany all reimbursement requests.
- If customer incurred costs within the period of the Limited New Vehicle Warranty and the customer incurred these costs at a non-authorized dealer (when such costs would have been covered by an authorized dealer), then the customer is not entitled to reimbursement. Deviations from this general exclusion can be made on an individual, ad hoc basis, provided that the required documentation is submitted in a timely fashion.
- Repairs performed at a non-authorized dealer will not be reimbursed beyond the above-established rates. VWoA will not reimburse costs that exceed the above-established rates unless the request is reviewed and approved by Product Compliance.
- Costs directly resulting from repairs performed at authorized Volkswagen dealers will be reimbursed for parts and labor directly relating to the ignition coil replacement.
- CR should verify that any requests for reimbursement were not previously fulfilled by checking LISTEN.



**Revised 11/12/2009**

**Vehicle Specific Maximum Reimbursement Criteria  
(U.S. + CAN)**

Model(s)	Engine	# of coils	Coil Cost-		labor cost for each coil US	Maximum Labor cost U.S.	labor cost for each coil CAN	Maximum Labor cost CAN	Total cost U.S. minus diagnosis	Total cost CAN minus diagnosis
			Average Per Coil	total part cost						
Passat, Passat Wagon	1.8T	4		\$128.00	\$15.40	\$61.60	\$11.80	\$47.20		
New Beetle, New Beetle Cabrio, Jetta, Jetta wagon, Golf	1.8T	4	\$32.00	\$128.00	\$17.75	\$71.00	\$14.75	\$59.00	<b>\$199.00</b>	<b>\$187.00</b>
Jetta, Golf, Eos, Passat, Passat Wagon	2.0L	4	\$32.00	\$128.00	\$17.75	\$71.00	\$14.75	\$59.00	<b>\$199.00</b>	<b>\$187.00</b>
New Beetle, New Beetle Cabrio	2.5L	5	\$32.00	\$160.00	\$11.36	\$56.80	\$9.44	\$47.20	<b>\$216.80</b>	<b>\$207.20</b>
Eos, Golf, Jetta, Jetta Wagon	2.5L	5	\$32.00	\$160.00	\$14.20	\$71.00	\$11.80	\$59.00	<b>\$231.00</b>	<b>\$219.00</b>
Passat, Passat Wagon	4.0L	8	\$32.37	\$258.96	\$15.97	\$127.80	\$13.27	\$106.20	<b>\$386.76</b>	<b>\$365.16</b>
Phaeton	6.0L	12	\$32.37	\$388.44	\$15.38	\$184.60	\$12.78	\$153.40	<b>\$573.04</b>	<b>\$541.84</b>
Phaeton	4.2L SRE	8	\$32.37	\$258.96	\$15.97	\$127.80	\$13.27	\$106.20	<b>\$386.76</b>	<b>\$365.16</b>
Touareg	4.2L SRE	8	\$32.98	\$263.84	\$8.87	\$71.00	\$7.37	\$59.00	<b>\$334.84</b>	<b>\$322.84</b>
Eos, Golf, Touareg	3.2L SRE	6	\$32.97	\$197.82	\$11.83	\$71.00	\$9.83	\$59.00	<b>\$268.82</b>	<b>\$256.82</b>
Passat, Passat Wagon, Touareg	3.6L	6	\$33.60	\$201.60	\$11.86	\$71.00	\$9.83	\$59.00	<b>\$272.60</b>	<b>\$260.60</b>
Touareg	4.2LFSI	8	\$32.00	\$256.00	\$8.87	\$71.00	\$7.37	\$82.60	<b>\$327.00</b>	<b>\$338.60</b>

\* Labor cost is based on highest labor rate

U.S. = \$142 / labor rate

CAN = \$118 / labor rate

20 T.U.'s diagnosis time / US = \$28.40 If a diagnosis was performed please include \$28.40 per repair for the diagnosis

20 T.U.'s diagnosis time / CAN = \$23.60 If a diagnosis was performed please include \$23.60 per repair for the diagnosis

+ Applicable Taxes