

# VOLKSWAGEN of America, Inc.

Product Compliance  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Phone: 1 (248) 754-5000  
Fax: 1 (248) 754-5093

January 12, 2007

Ms. Patricia Wallace  
Recall Analyst for Safety Assurance  
National Highway Traffic Safety Administration  
NSA-11  
U.S. Department of Transportation  
400 Seventh Street, S.W.  
Washington, DC 20590

**Subject: Recall Campaigns P6 (06V-470) and P7 (06V-472)**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications for recall campaigns P6 (06V-470) and P7 (06V-472) as follows:

P6

Dealer notification (including customer notification, work procedure, and accounting procedure) and Frequently Asked Questions (FAQ) document

Revision to P6

Dealer notification (including customer notification, work procedure, and accounting procedure) and Frequently Asked Questions (FAQ) document

P7

Dealer notification (including customer notification, work procedure, and accounting procedure) and Frequently Asked Questions (FAQ) document

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,

  
John Maddox  
Product Compliance Officer

Enclosures



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recalls P6 and P7

Product Compliance Department

January 2007 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION SAFETY RECALL ANNOUNCEMENT

This is to inform you that Volkswagen has issued two new safety recalls as follows:

#### Safety Recall P6

##### What is the issue?

Some of the affected 2006 model year Volkswagen Passat vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

##### What does the repair involve?

Dealers will inspect the wiper motor and install a special wiper motor cover kit on affected vehicles if necessary.

#### Safety Recall P7

##### What is the issue?

Some affected 2006-2007 model year Volkswagen Passat and 2007 model year Volkswagen Passat Wagon vehicles equipped with a 2.0L engine may have a vacuum line that may fracture and become disconnected at low ambient temperatures. If this happens, the brake power assist can become inoperative, and the driver will experience increased effort to apply the brake and therefore possible increased vehicle stopping distance. This could lead to a crash without warning.

##### What does the repair involve?

Dealers will install a newly-designed vacuum line on affected vehicles.

##### Parts Allocation Information

Dealers will receive their 40% initial parts allocation well before customer notification begins on January 12, 2007. Please do not place additional parts orders until you receive your allocation. Thereafter, additional parts can be ordered through your facing PDC.

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

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. Immediately upon completion of the repair, enter the claim into the system. Claims will only be paid for vehicles that show these safety recalls open in ElsaWeb on the day of the repair.

#### **Where can dealers get additional information?**

Please refer to **Safety Recall P6 and P7 and the accompanying FAQs** posted on the VWHub for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

We would like to take this opportunity to remind you that any vehicle with an open Campaign or Required Vehicle Update TB must be repaired prior to delivery to the customer. This will ensure that the measures that are developed to address customer satisfaction issues are effective.

### **Volkswagen Product Compliance**

## Frequently Asked Questions (FAQ) Safety Recall P6

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

### ■ What vehicles are affected?

Some 2006 model year Volkswagen Passat vehicles affected by this recall were produced with wiper motors from two different suppliers; only wiper motors produced from one of the suppliers are affected by this defect.

### ■ What is the problem?

The affected vehicles may have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor.

### ■ What can happen?

If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

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

Affected vehicles can continue to be driven as usual, but if the vehicle experiences windshield wiper malfunction, motorists should without delay contact an authorized Volkswagen dealer to make an appointment for service.

### ■ How many vehicles are affected and when will customer notification begin?

There are approximately 49,900 affected vehicles in the United States; approximately 2,500 affected vehicles in Canada. Customer notification is scheduled to begin on or about January 12, 2007.

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

Vehicles will be inspected and, if necessary, have a special cover and sealing kit installed at no cost to customers.

### ■ Is a loaner vehicle being covered under this action?

A loaner vehicle is will not be offered because the repair takes less than two hours to complete.

### ■ Is towing being covered under this action?

No.

### ■ Do I have to make an appointment?

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

### ■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified beginning on or about January 12, 2007. Dealers will be notified of the recall launch on or about January 9, 2007.

## Frequently Asked Questions (FAQ) Safety Recall P6

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

### ■ What vehicles are affected?

Some 2006-2007 model year Volkswagen Passat vehicles and some 2007 Passat wagons affected by this recall were produced with wiper motors from two different suppliers; only wiper motors produced from one of the suppliers are affected by this defect.

### ■ What is the problem?

The affected vehicles may have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor.

### ■ What can happen?

If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

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

Affected vehicles can continue to be driven as usual, but if the vehicle experiences windshield wiper malfunction, motorists should without delay contact an authorized Volkswagen dealer to make an appointment for service.

### ■ How many vehicles are affected and when will customer notification begin?

There are approximately 57,300 affected vehicles in the United States; approximately 2,900 affected vehicles in Canada. Customer notification is scheduled to begin on or about January 12, 2007.

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

Vehicles will be inspected and, if necessary, have a special cover and sealing kit installed at no cost to customers.

### ■ Is a loaner vehicle being covered under this action?

A loaner vehicle is will not be offered because the repair takes less than two hours to complete.

### ■ Is towing being covered under this action?

No.

### ■ Do customers have to make an appointment?

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

### ■ When will this repair be available?

Owners of affected vehicles will be notified beginning on or about January 12, 2007. Dealers were notified of the recall launch on or about January 9, 2007.

**IMPORTANT INFORMATION**

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



# Safety Recall Circular

Code: **P6**

**Subject: 2006 Passat**

**Inspect Wiper Motor and, If Necessary,  
Install Wiper Motor Cover Kit**

January 2007

**Problem Description**

The affected vehicles may have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

**Corrective Action**

Inspect wiper motor and, if necessary, install a wiper motor cover kit.

**VIN Ranges & Production Dates of Affected Vehicles**

**U.S.A.**

*Emden:*

WVW \_\_\_ 3C \_ 6E002737 – WVW \_\_\_ 3C \_ 6E154324  
Production date: March 29, 2005 – January 2, 2006

*Mosel:*

WVW \_\_\_ 3C \_ 6P005115 – WVW \_\_\_ 3C \_ 6P152450  
Production date: September 1, 2005 – January 6, 2006

**Canada**

*Emden:*

WVW \_\_\_ 3C \_ 6E023581 – WVW \_\_\_ 3C \_ 6E124868  
Production date: May 20, 2005 – November 16, 2005

*Mosel:*

WVW \_\_\_ 3C \_ 6P011801 – WVW \_\_\_ 3C \_ 6P152330  
Production date: June 29, 2005 – January 6, 2006

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

**Allocation Report of Affected Vehicles**

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

**NOTE:** The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

**Parts Information and Allocation**

On or about January 11, 2007 you will receive an initial allocation of parts. Parts will not be blocked, however, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

**Owner Notification Mailing**

Beginning January 12, 2007 Volkswagen will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

**Claim Entry Procedure**

Immediately upon completion of the repair work, enter the correct code listed below. 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.

Damage Code	Time Units	Work Scope
P6 11	10 T.U.	- Check wiper motor; MITSUBA mark present; No further work required
P6 12	40 T.U.	- Check wiper motor; install wiper motor cover kit 1 3C1 998 275 Windshield wiper motor kit
P6 20	0 T.U.	- Customer refused repairs

**There is NO reimbursement for Vehicle Wash or Loaner Vehicle.**  
**The system will enter parts and labor applicable to the codes above.**

## Customer Letter Example (U.S.A.)

January 2007

**Subject: Safety Recall P6  
2006 Volkswagen Passat - Inspect Wiper Motor and Install Wiper Motor Cover Kit If Necessary and  
Safety Recall P7  
2006-2007 Volkswagen Passat and 2007 Passat Wagon with 2.0L Engine – Replace Brake Vacuum Line**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2006 Passat vehicles and in some 2006-2007 Passat and some 2007 Passat Wagon 2.0L engine vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Some of the affected 2006 model year Passat vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

Also, the affected 2006-2007 Passat and 2007 Passat Wagon vehicles with a 2.0L engine may have a vacuum line that may fracture and become disconnected at low ambient temperatures. If this happens, the brake power assist can become inoperative, and the driver will experience increased effort to apply the brake and therefore possible increased vehicle stopping distance. This could lead to a crash without warning.

### **What Will Volkswagen Do?**

In order to identify and correct the wiper motor defect, we will inspect and, if necessary, install a special wiper motor cover kit on your vehicle. In order to correct the vacuum line defect, we will install a newly-designed vacuum line in your vehicle.

### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than 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, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

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

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

### **Reimbursement of Expenses**

If you have previously paid for replacement of the wiper motor or the brake vacuum line, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service Help from Us**

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

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (P6/P7)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Volkswagen Product Compliance

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## Customer Letter Example (Canada)

January 2007

**Subject: Safety Recall P6  
2006 Volkswagen Passat - Inspect Wiper Motor and Install Wiper Motor Cover Kit If Necessary and  
Safety Recall P7  
2006-2007 Volkswagen Passat and 2007 Passat Wagon with 2.0L Engine – Replace Brake Vacuum Line**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2006 Passat vehicles and in some 2006-2007 Passat and some 2007 Passat Wagon 2.0L engine vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Some of the affected 2006 model year Passat vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

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### **What Will Volkswagen Do?**

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### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than 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.

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

*Volkswagen Canada Inc.  
Attn: Customer CARE Center (P6/P7)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298*

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

Sincerely,

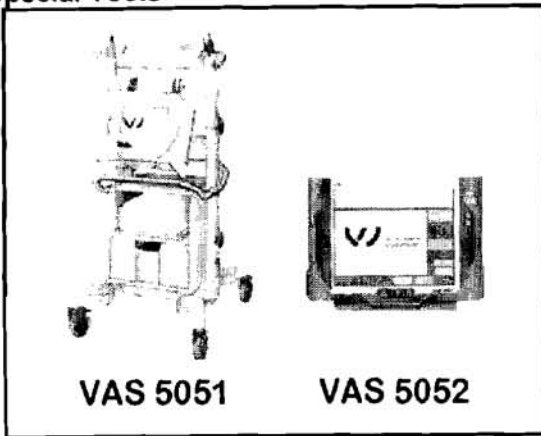
Volkswagen Product Compliance



**Parts:**

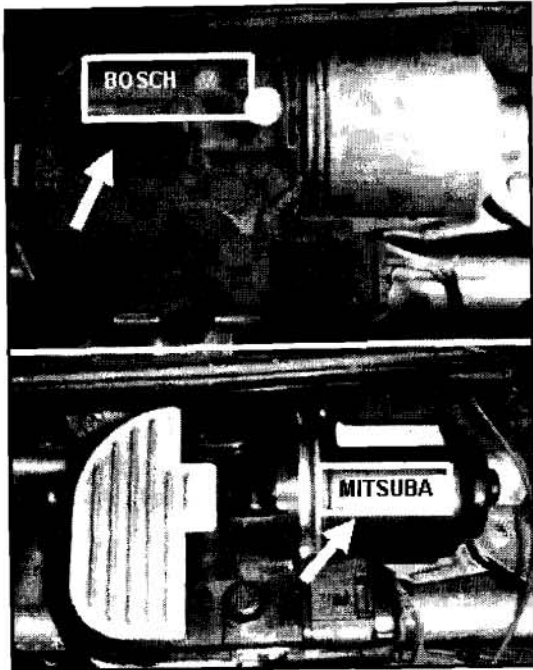
<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>	<u>Remarks</u>
1	3C1 998 275	Windshield wiper motor cover kit	Includes: 1 – Wiper motor cover 1 – Rubber grommet 1 – Cable tie

**Special Tools**



← VAS 5051A, 5051B (not shown) or VAS 5052 diagnostic tester with minimum basic CD 10.01.00 and VW brand CD 10.72.01

- Torque wrench -VAG 1331 or equivalent



### Check for Wiper Motor Cover Eligibility

**Note:** Windshield wiper motors of two different manufacturers have been installed. Only Bosch windshield wiper motors are affected

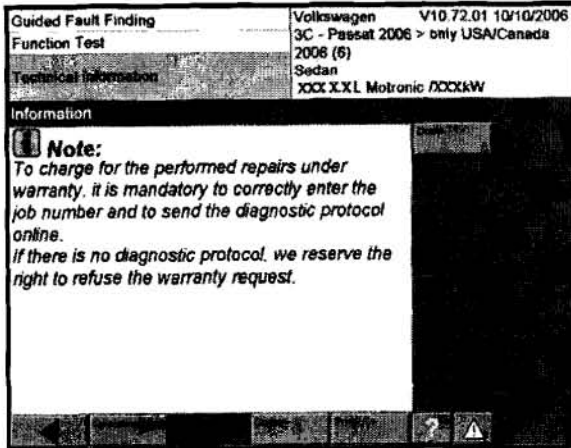
- Check wiper motor for distinguishing characteristics as shown in illustration; use a flashlight to illuminate motor through plenum cover to determine if vehicle is equipped with a BOSCH wiper motor or a MITSUBA wiper motor
- ⇐ If Bosch is shown on wiper motor cover -arrow-, continue with Windshield Wiper Alternating Park Position Deactivation, and go to Section A
- ⇐ If MITSUBA wiper motor -arrow- is installed, **no further work is necessary**

### Section A - Windshield Wiper Alternating Park Position Deactivation

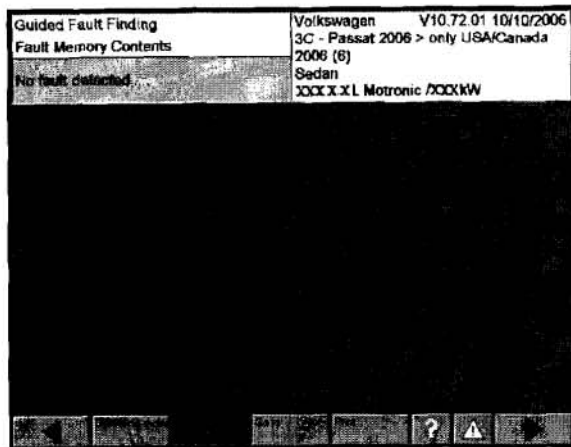
To remove the windshield wiper arms, Windshield Wiper Alternating Park Position (APP) function will need to be deactivated

**Note:** Activating APP function is not possible. APP function is automatically activated after 100 wiping cycles

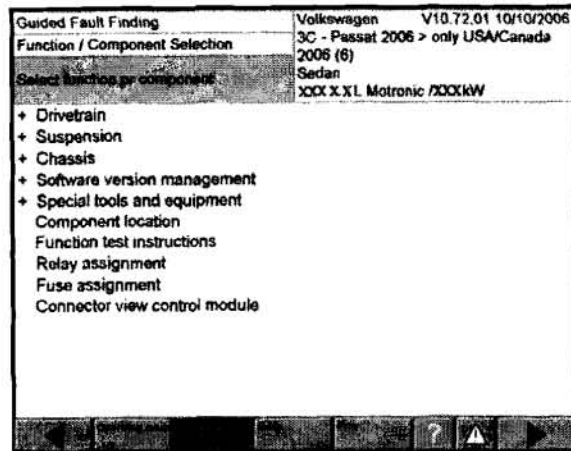
- Switch ignition on
- Connect Vehicle Diagnosis, Testing and Information System -VAS 5051/5052
- Select operating mode "Guided Fault Finding"
- Enter information as prompted and press forward arrow to confirm, after the DTC memory of all control modules has been checked press forward arrow to continue



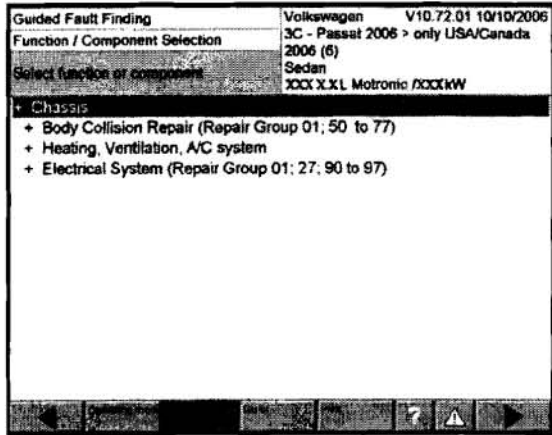
← **Note** will be displayed, read and press "Done" button to continue



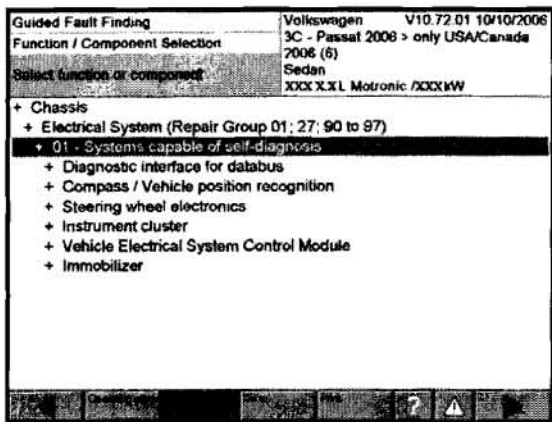
← Press "Go to" button to select "Function/Component Selection"



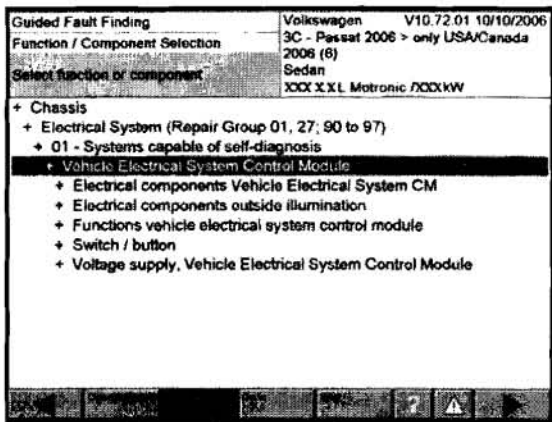
← Select "Chassis"



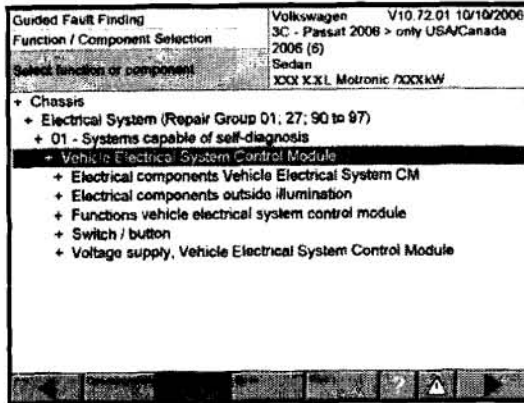
← Select "Electrical System (Repair Group 01; 27; 90 to 97)"



← Select "01 - Systems capable of self-diagnosis"



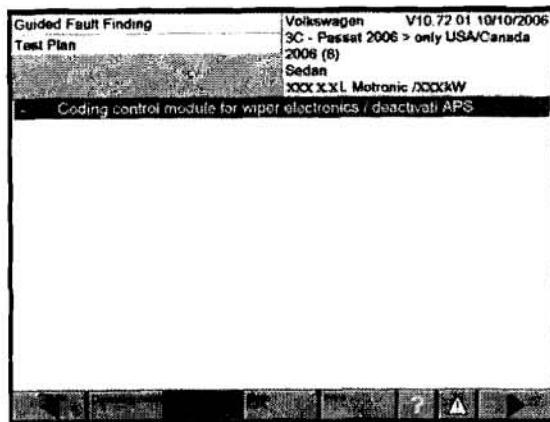
← Select "Vehicle Electrical System Control Module"



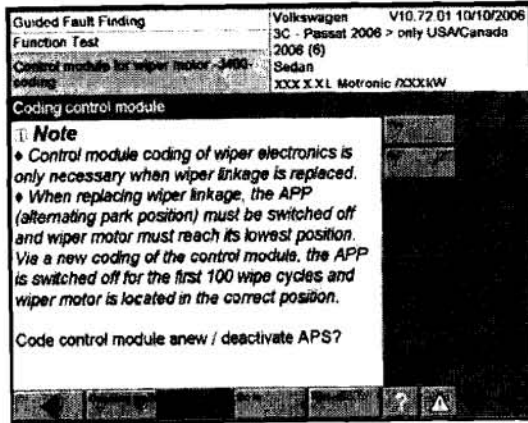
← Select function "Vehicle Electrical System Control Module"



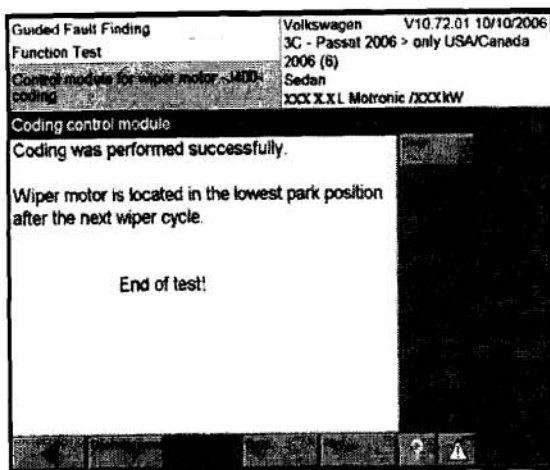
← Select "Coding control module for wiper electronics / deactivati APS"



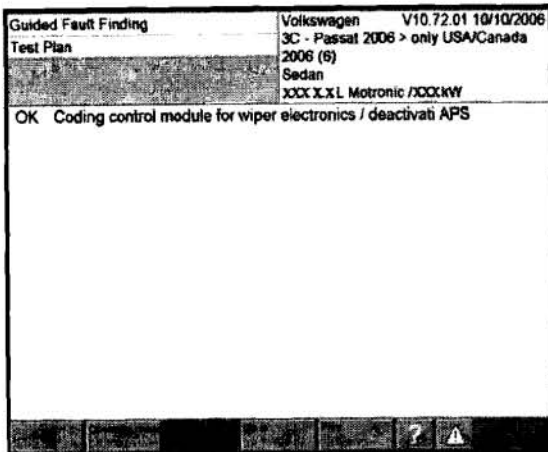
← Select "Coding control module for wiper electronics / deactivati APS", then press forward arrow button



⇐ **Note** will be displayed, read and press "Yes" button to deactivate APS



⇐ Screen will be displayed indicating that *Coding was performed successfully.* Press "Done" button



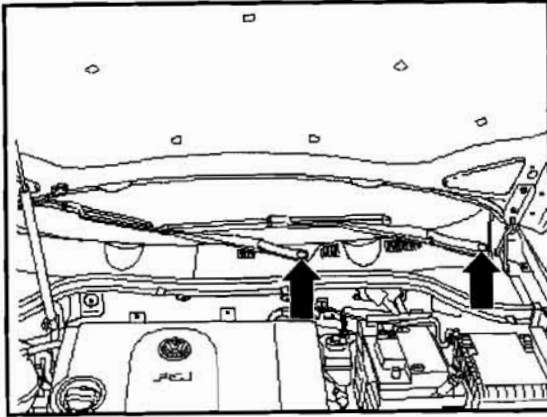
⇐ Test Plan will display an *OK* in front of *Coding control module for wiper electronics / deactivate APS*, select exit by pressing "Go to" button

- Operate wipers briefly and allow them to move to park position

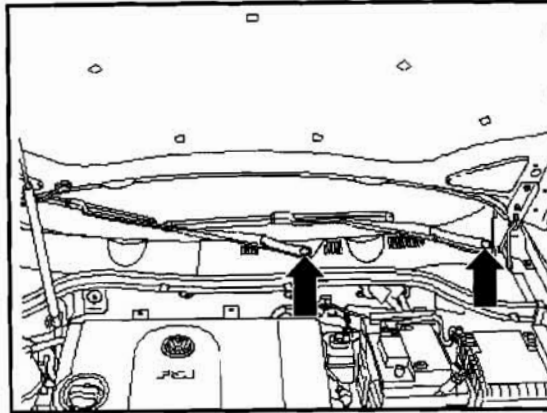
**Note:** Wipers will only operate with hood closed

- Switch off ignition
- Disconnect Scan Tool

## Section B - Wiper Arm Removal



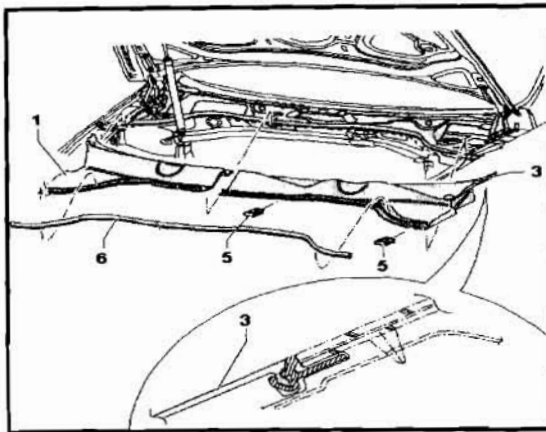
⇐ Pry off covers -arrows- using an appropriate screwdriver



⇐ Loosen nuts -arrows-, do not remove

- Lift wiper arm and loosen by gently rocking back and forth on shaft until wiper arm releases from shaft
- Remove nut and wiper arm
- Repeat procedure for passenger's side

## Section C - Plenum Chamber Cover Removal

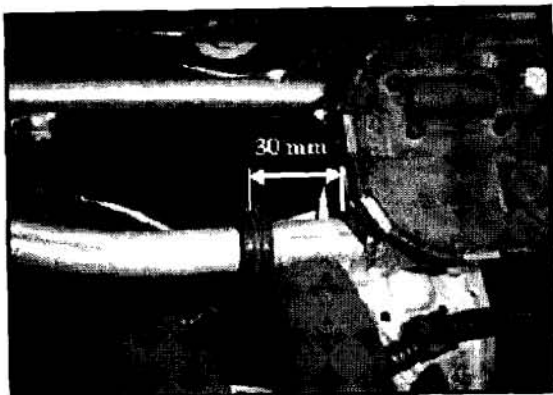


⇐ Remove seal -6- from entire length of plenum chamber cover -1 to 3-

⇐ Remove mounting clips -5- from plenum chamber cover and plenum chamber


⇐ Remove plenum chamber cover -3- starting at center by carefully pulling upward

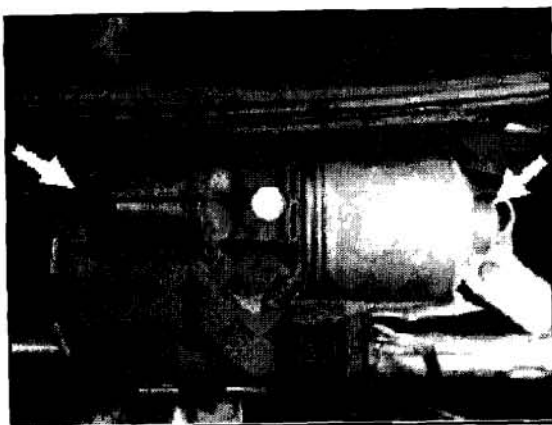
## Section D - Wiper Motor Cover Kit Installation



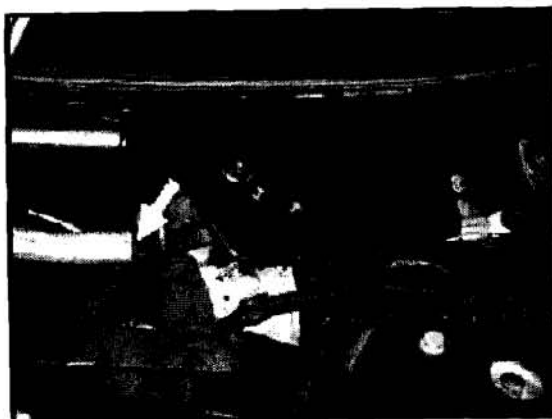
⇐ Cut rubber grommet on one side and slide it onto wiper motor support pipe about 30mm (1.18 in.) away from wiper motor - arrow-

- Secure rubber grommet using cable tie supplied in kit

 Note: Lock portion of cable tie must be positioned towards firewall



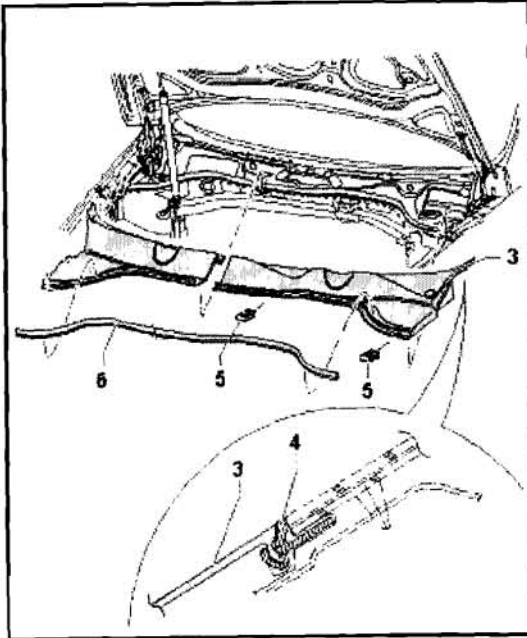
⇐ Slide wiper motor cover over left tab on wiper motor -left arrow-, then slide other side of wiper motor cover over wiper motor end -right arrow-




⇐ After wiper motor cover has been installed, edge of cover should align with rubber grommet -arrow-



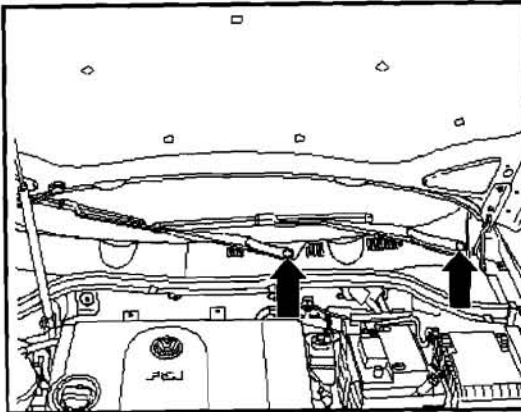
## Section E - Plenum Chamber Cover Installation




 Tip: Soapy solution can be used to ease reinstallation of plenum chamber cover

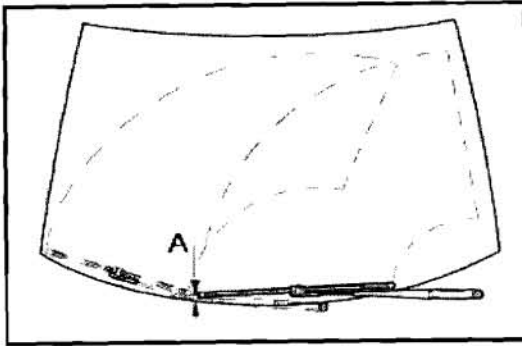
- ← Place plenum chamber cover -3- onto lower windshield molding -4- and push into place starting from center pressing downward
- ← Secure plenum chamber cover onto plenum chamber with securing clips -5-
- ← Reinstall seal -6- onto plenum chamber cover and plenum chamber

## Section F - Wiper Arm Installation



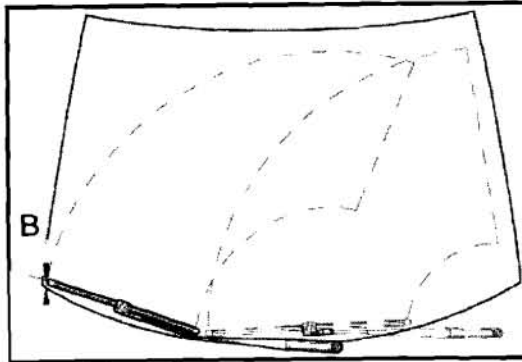
 Note: Tighten wiper arm nuts only after adjusting windshield wiper park position

- ← Place wiper arms onto shafts in the approximate park position and hand tighten nuts -arrow-
- Adjust windshield wiper blade park position



Driver's side:

- ⇐ Set gap dimension -A- between center of wiper blade and lower edge of the windshield to 39 mm (1.5in.)
- Torque nut to 20Nm (15 ft. lbs.)



Passenger's side:

- ⇐ Set gap dimension -B- between wiper blade and lower edge of windshield to 14 mm (0.5in)
- Torque nut to 20Nm (15 ft. lbs.)

- Switch on ignition
- Ensure that wipers function properly
- Switch off ignition

**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.



# Safety Recall Circular

**Subject: 2006-2007 Passat Sedan and 2007 Passat Wagon  
Inspect Wiper Motor and, If Necessary,  
Install Wiper Motor Cover Kit**

**Code: P6  
REVISED**

January 12, 2007

### Revision Summary

Volkswagen has added some 2007 model year Passat sedans and wagons to this recall.

### Problem Description

The affected vehicles may have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

### Corrective Action

Inspect wiper motor and, if necessary, install a wiper motor cover kit.

### VIN Ranges & Production Dates of Affected Vehicles

#### U.S.A.

*Emden:*

WVW\_\_\_3C\_6\_002737 – WVW\_\_\_3C\_7\_003750  
Production date: March 29, 2005 – April 5, 2006

*Mosel:*

WVW\_\_\_3C\_6\_005115 – WVW\_\_\_3C\_6\_165401  
Production date: April 27, 2005 – April 5, 2006

#### Canada

*Emden:*

WVW\_\_\_3C\_6\_023581 – WVW\_\_\_3C\_7\_003747  
Production date: May 9, 2005 – January 19, 2006

*Mosel:*

WVW\_\_\_3C\_6\_011801 – WVW\_\_\_3C\_6\_165383  
Production date: June 29, 2005 – February 1, 2006

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

### Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles received a report containing the complete VIN, customer name and address data. Dealers did not receive a report if they had no affected vehicles.

**NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.**

### Parts Information and Allocation

On or about January 11, 2007 you received an initial allocation of parts. Parts will not be blocked, however, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

### Owner Notification Mailing

Volkswagen began notifying owners of affected vehicles by first-class mail on January 12, 2007. A sample copy of the owner letter is enclosed.

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. 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.

Damage Code	Time Units	Work Scope
P6 11	10 T.U.	- Check wiper motor; MITSUBA mark present; No further work required
P6 12	40 T.U.	- Check wiper motor; install wiper motor cover kit 1 3C1 998 275 Windshield wiper motor kit
P6 20	0 T.U.	- Customer refused repairs

**There is NO reimbursement for Vehicle Wash or Loaner Vehicle.**  
**The system will enter parts and labor applicable to the codes above.**

## Customer Letter Example (U.S.A.)

January 2007

**Subject: Safety Recall P6  
2006–2007 Volkswagen Passat Sedan and 2007 Volkswagen Passat Wagon - Inspect Wiper Motor and  
Install Wiper Motor Cover Kit If Necessary**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2006-2007 Passat sedan vehicles and in some 2007 Passat wagons. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Some of the affected vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

### **What Will Volkswagen Do?**

In order to identify and correct this defect, we will inspect and, if necessary, install a special wiper motor cover kit on your vehicle.

### **What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### **Lease Vehicles**

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

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

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

### **Reimbursement of Expenses**

If you have previously paid for replacement of the wiper motor, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service Help from Us**

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

*Volkswagen of America, Inc.  
Attn: Customer CARE Center – Hills East (P6)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Volkswagen Product Compliance

## Customer Letter Example (Canada)

January 2007

**Subject: Safety Recall P6  
2006-2007 Volkswagen Passat Sedan and 2007 Volkswagen Passat Wagon - Inspect Wiper Motor and Install Wiper Motor Cover Kit If Necessary**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2006-2007 Passat sedan vehicles and in some 2007 Passat wagons. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Some of the affected vehicles have a wiper motor that may fail during heavy rain due to excessive moisture entering the wiper motor. If this happens, the wipers can become inoperative. This could lead to reduced visibility and potentially a crash without warning.

### **What Will Volkswagen Do?**

In order to identify and correct this defect, we will inspect and, if necessary, install a special wiper motor cover kit on your vehicle.

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### **Service Help from Us**

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

*Volkswagen Canada Inc.  
Attn: Customer CARE Center (P6)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298*

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

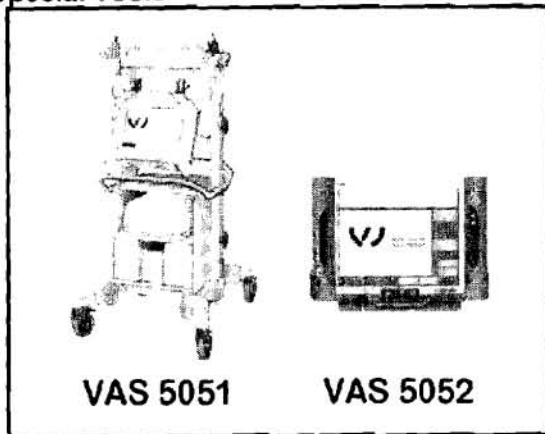
Sincerely,

Volkswagen Product Compliance

**Parts:**

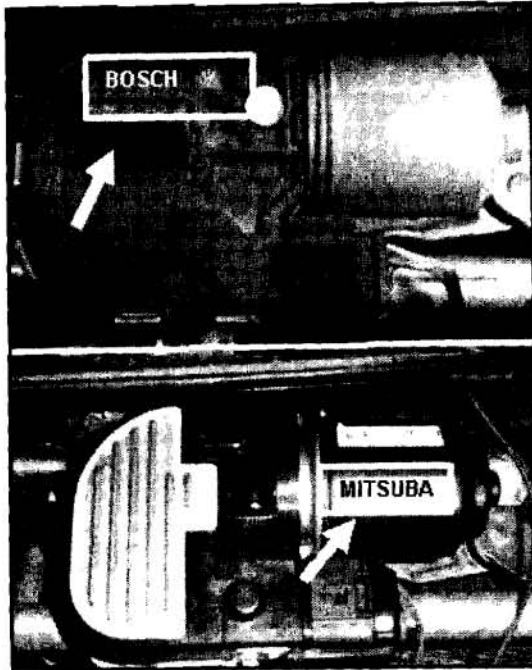
<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>	<u>Remarks</u>
1	3C1 998 275	Windshield wiper motor cover kit	Includes: 1 – Wiper motor cover 1 – Rubber grommet 1 – Cable tie

**Special Tools**



← VAS 5051A, 5051B (not shown) or VAS 5052 diagnostic tester with minimum basic CD 10.01.00 and VW brand CD 10.72.01

- Torque wrench -VAG 1331 or equivalent



### Check for Wiper Motor Cover Eligibility

**Note:** Windshield wiper motors of two different manufacturers have been installed. Only Bosch windshield wiper motors are affected

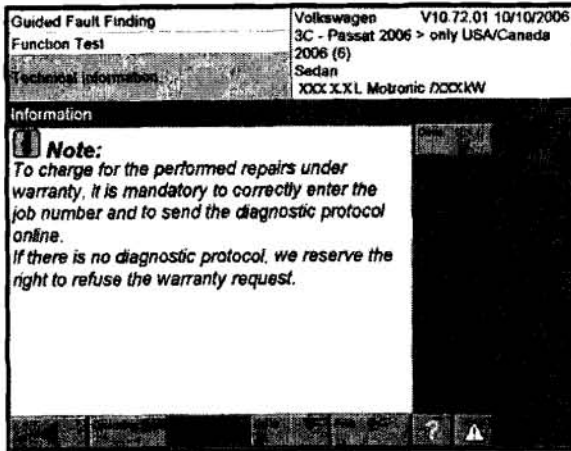
- Check wiper motor for distinguishing characteristics as shown in illustration; use a flashlight to illuminate motor through plenum cover to determine if vehicle is equipped with a BOSCH wiper motor or a MITSUBA wiper motor
- ⇐ If Bosch is shown on wiper motor cover -arrow-, continue with Windshield Wiper Alternating Park Position Deactivation, and go to Section A
- ⇐ If MITSUBA wiper motor -arrow- is installed, **no further work is necessary**

### Section A - Windshield Wiper Alternating Park Position Deactivation

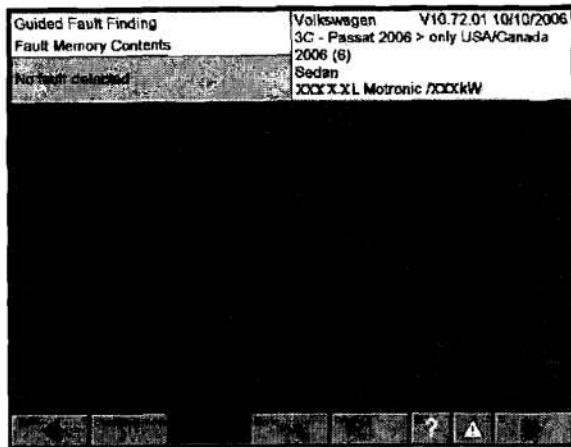
To remove the windshield wiper arms, Windshield Wiper Alternating Park Position (APP) function will need to be deactivated

**Note:** Activating APP function is not possible. APP function is automatically activated after 100 wiping cycles

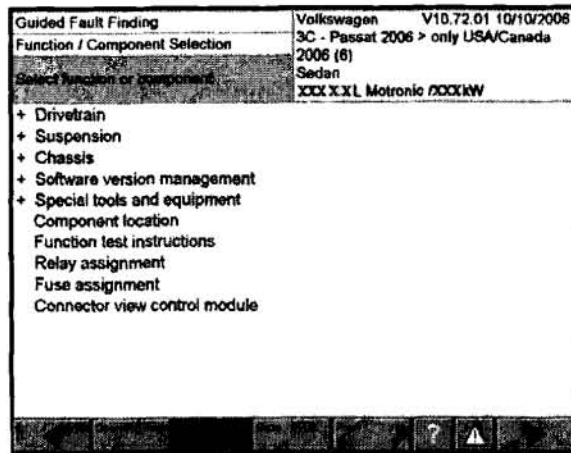
- Switch ignition on
- Connect Vehicle Diagnosis, Testing and Information System -VAS 5051/5052
- Select operating mode "Guided Fault Finding"
- Enter information as prompted and press forward arrow to confirm, after the DTC memory of all control modules has been checked press forward arrow to continue



← **Note** will be displayed, read and press "Done" button to continue

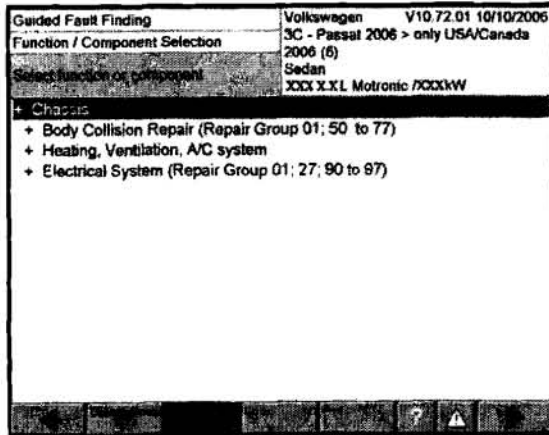


← Press "Go to" button to select "Function/Component Selection"

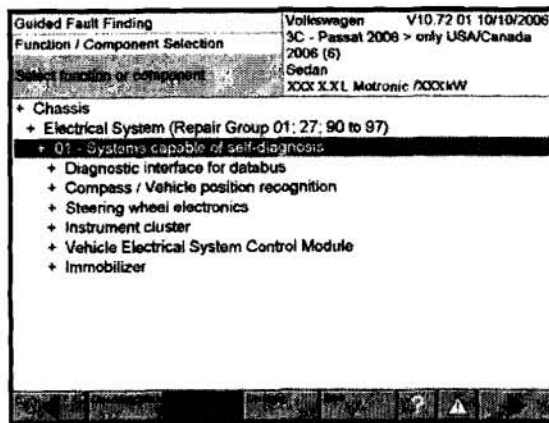


← Select "Chassis"

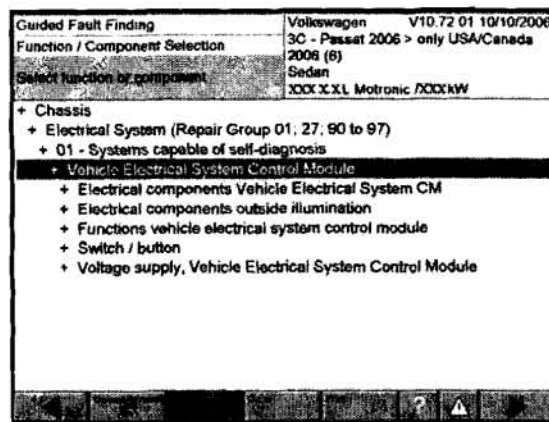




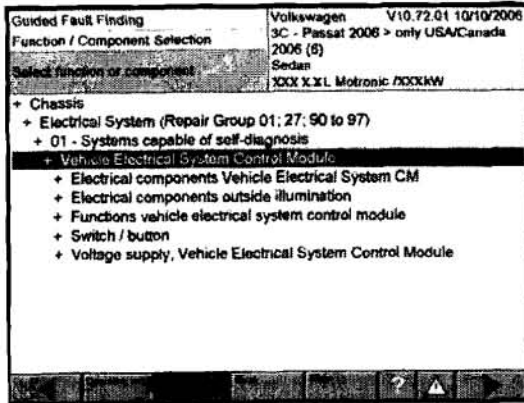
← Select "Electrical System (Repair Group 01; 27; 90 to 97)"



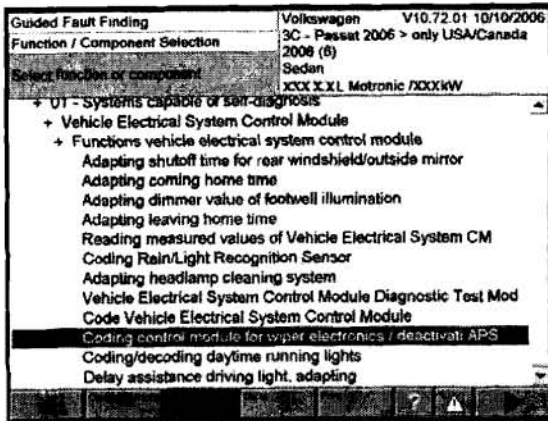
← Select "01 - Systems capable of self-diagnosis"



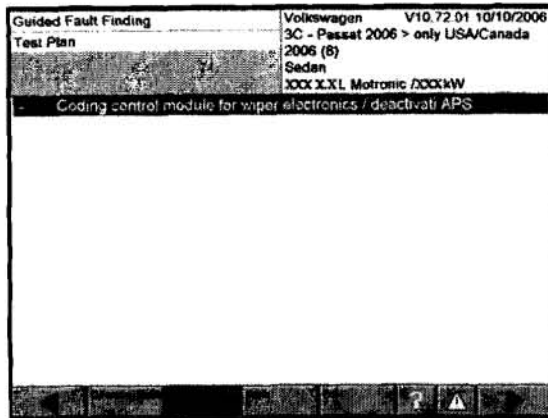
← Select "Vehicle Electrical System Control Module"



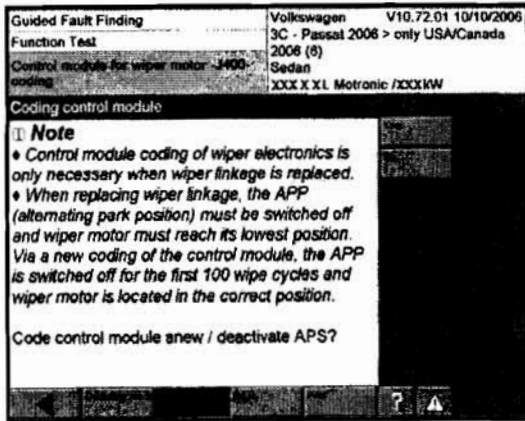
← Select function "Vehicle Electrical System Control Module"



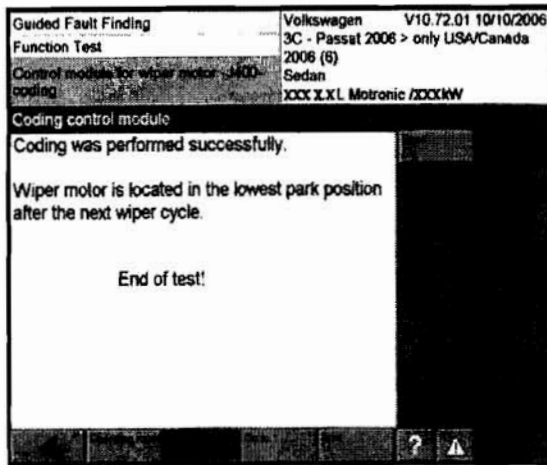
← Select "Coding control module for wiper electronics / deactivati APS"



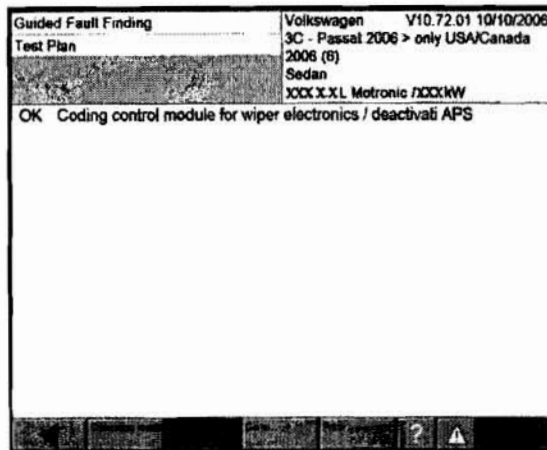
← Select "Coding control module for wiper electronics / deactivati APS", then press forward arrow button



← **Note** will be displayed, read and press "Yes" button to deactivate APS



← Screen will be displayed indicating that *Coding was performed successfully.* Press "Done" button



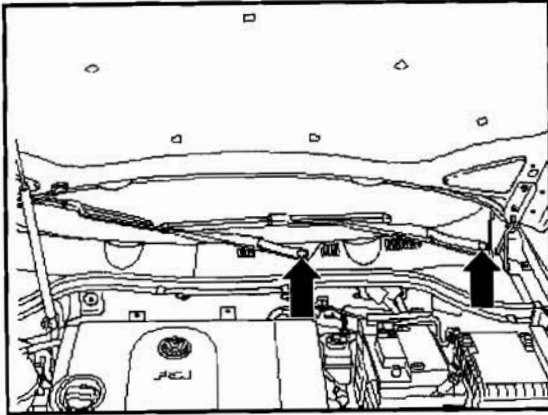
← Test Plan will display an **OK** in front of *Coding control module for wiper electronics / deactivate APS*, select exit by pressing "Go to" button

- Operate wipers briefly and allow them to move to park position

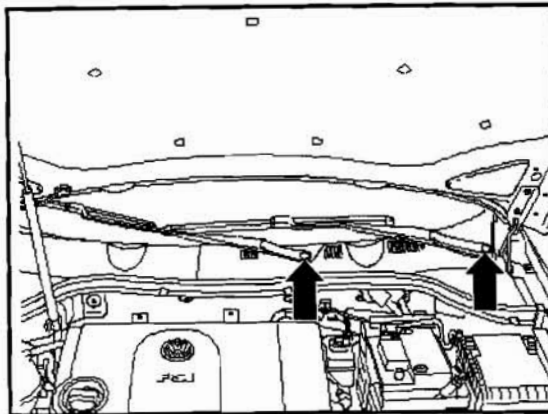
**Note:** Wipers will only operate with hood closed

- Switch off ignition
- Disconnect Scan Tool

## Section B - Wiper Arm Removal



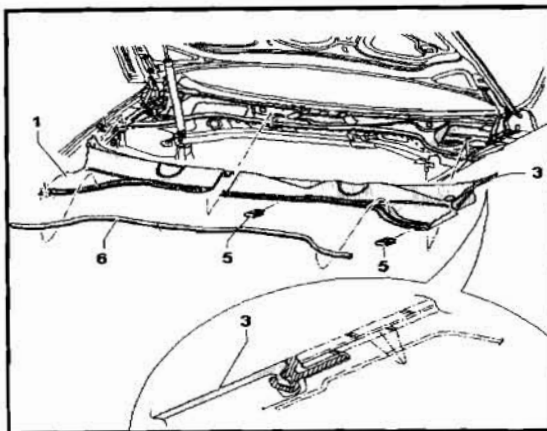
⇐ Pry off covers -arrows- using an appropriate screwdriver



⇐ Loosen nuts -arrows-, do not remove

- Lift wiper arm and loosen by gently rocking back and forth on shaft until wiper arm releases from shaft
- Remove nut and wiper arm
- Repeat procedure for passenger's side

## Section C - Plenum Chamber Cover Removal

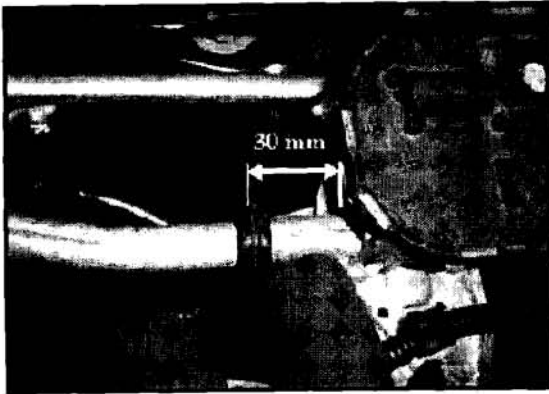


⇐ Remove seal -6- from entire length of plenum chamber cover -1 to 3-

⇐ Remove mounting clips -5- from plenum chamber cover and plenum chamber

⇐ Remove plenum chamber cover -3- starting at center by carefully pulling upward

## Section D - Wiper Motor Cover Kit Installation

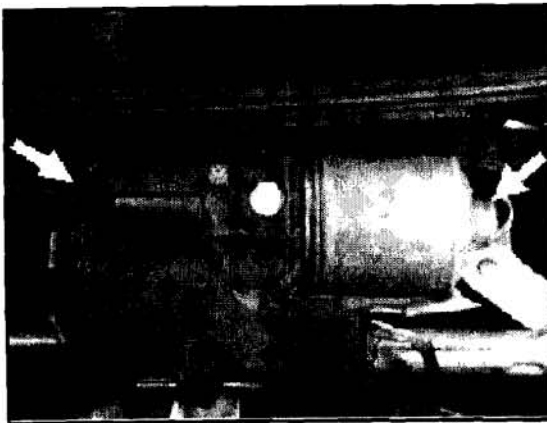


⇐ Cut rubber grommet on one side and slide it onto wiper motor support pipe about 30mm (1.18 in.) away from wiper motor - arrow-

- Secure rubber grommet using cable tie supplied in kit



Note: Lock portion of cable tie must be positioned towards firewall

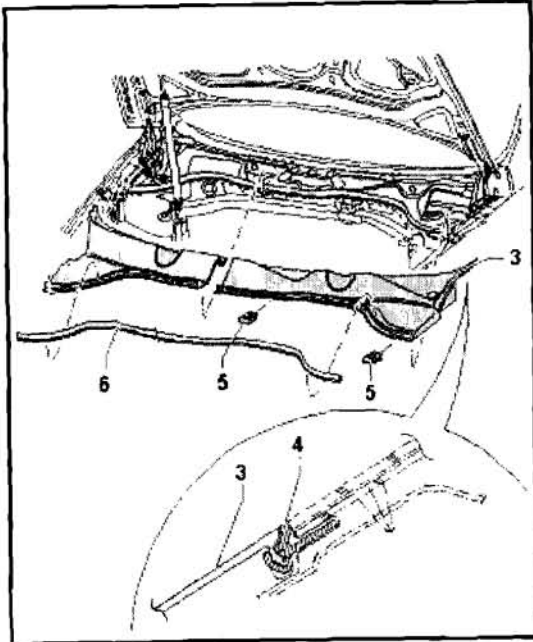


⇐ Slide wiper motor cover over left tab on wiper motor -left arrow-, then slide other side of wiper motor cover over wiper motor end -right arrow-



⇐ After wiper motor cover has been installed, edge of cover should align with rubber grommet -arrow-

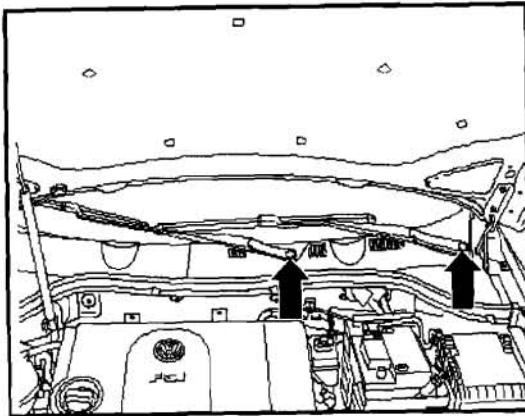
## Section E - Plenum Chamber Cover Installation



Tip: Soapy solution can be used to ease reinstallation of plenum chamber cover

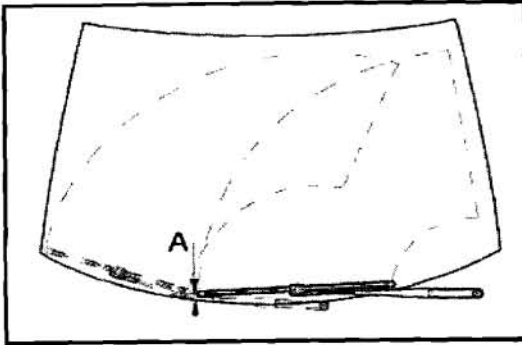
- ← Place plenum chamber cover -3- onto lower windshield molding -4- and push into place starting from center pressing downward
- ← Secure plenum chamber cover onto plenum chamber with securing clips -5-
- ← Reinstall seal -6- onto plenum chamber cover and plenum chamber

## Section F - Wiper Arm Installation



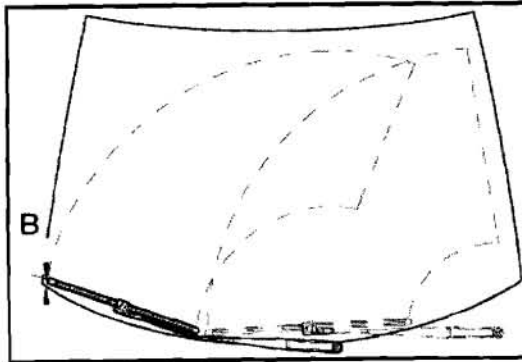
Note: Tighten wiper arm nuts only after adjusting windshield wiper park position

- ← Place wiper arms onto shafts in the approximate park position and hand tighten nuts -arrow-
- Adjust windshield wiper blade park position



Driver's side:

- ⇐ Set gap dimension -A- between center of wiper blade and lower edge of the windshield to 39 mm (1.5in.)
- Torque nut to 20Nm (15 ft. lbs.)



Passenger's side:

- ⇐ Set gap dimension -B- between wiper blade and lower edge of windshield to 14 mm (0.5in)
- Torque nut to 20Nm (15 ft. lbs.)

- Switch on ignition
- Ensure that wipers function properly
- Switch off ignition

**WORK IS COMPLETE**