

VOLKSWAGEN

GROUP OF AMERICA

MARIA COTTER NAME
CAMPAIGN ADMINISTRATOR TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
AUGUST 12, 2008 DATE

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Subject: Recall Campaign 26E5/R5 (08V-156)

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 revised communications for revised recall campaign 26E5/R5 (08V-156):

- Dealer notification letter
- Work Procedure and Claiming Instructions

If you have any questions or require additional information, please contact me.

Sincerely,



Maria Cotter
Campaign Administrator
Product Compliance -Service and Quality
Enclosures



VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Safety Recall 26E5/R5
Software CD for MY 2001 AUG Engine Vehicles and
SVM Patch

Product Department
Compliance

August 2008 Date

<p>IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 26E5/R5 Software CD for MY 2001 AUG Engine Vehicles and SVM Patch</p>
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During the first few weeks of Safety Recall 26E5/R5, we learned that the SVM software used in the campaign was not communicating properly with the ECM on some 2001 model year Passat vehicles equipped with the AUG engine. We appreciate your feedback on this issue, and have worked as quickly as possible to develop a software solution.

Each Service Manager will receive two copies of the new software CD, part number **26E5/R5_MY2001AUGSWU**. Please note that only the 2001 Passat AUG engine vehicles needing the campaign software update should use this CD. Please refer to the updated 26E5/R5 campaign circular for information on using this CD.

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

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

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

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

Volkswagen Product Compliance

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

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



Recall Circular

Code: **26E5/R5**

Subject: 1999-2005 Passat & Passat Wagon (5th Generation)

Equipped With Gas Engine

Install Underbody Heat Shield(s); Inspect/Replace

Fuel Line, Fuel Tank; Update Software, if Necessary

REVISED

August 8, 2008

Revision Summary

- Criteria Code Contents updated – p. 2
- Clarified fuel line bracket check – p. 23
- Install Software Patch (for all scan tools) – p. 40
- Software Update Using CD-ROM for Vehicles with AUG Motor (Section K - **K1**, **K2**) added to work procedure – pp. 40-45
- Software update CD-ROM (part number 26E5/R5_MY2001 AUGSWU) mailed to dealers

Problem Description

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

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

Corrective Action

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

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

VIN Range & Production Date of Affected Vehicles

U.S.A.

(Emden)

WVW___3B_XE494025 - WVW___3B_5E172033

(Mosel)

WVW___3B_XP489411 - WVW___3B_5P060354

Production date: June 1999 – May 2005

CANADA

(Emden)

WVW___3B_XE494025 - WVW___3B_5E172033

(Mosel)

WVW___3B_XP489411 - WVW___3B_5P060354

Production date: June 1999 – May 2005

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

Allocation Report of Affected Vehicles

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

Parts Information and Allocation

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

Owner Notification Mailing

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

Claim Entry Procedure

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

26E5/R5 RECALL CRITERIA CODE CONTENTS

WORK PROCEDURE	Page 15
Criterion Selection Instruction	Page 16
Criterion 01	Page 3
Section A - Heat Shield Installation	Page 17
Criterion 02	Page 3
Section E - Fuel Tank Inspection (4Motion vehicles)	Page 28
Section F - Visual Inspection/Vent Line Check (4Motion vehicles)	Page 29
Section G - Fuel Tank Removal (4Motion vehicles)	Page 31
Section H - Fuel Sending Unit Removal (4Motion vehicles)	Page 35
Section J - Fuel Sending Unit Installation (4Motion vehicles)	Page 37
Criterion 03	Page 4
Section B - Fuel Line Bracket Removal and Fuel Line Inspection	Page 21
Section C - Fuel Line Foam Block Removal and Bracket Clipping (2001 – 2005 1.8T vehicles)	Page 23
Section D - Fuel Line Replacement	Page 25
Criterion 04	Page 4
Section A - Heat Shield Installation	Page 17
Sections K1- Install Software Patch (for all scan tools)	Page 40
K2- Software Update Using CD-ROM for Vehicles with AUG Motor	Page 40
K3- Software Update Using Software Version Management (SVM)	Page 45
(2001 – 2005 1.8T vehicles with automatic transmission)	
Criterion 05	Page 5
Section A - Heat Shield Installation	Page 17
Section B - Fuel Line Bracket Removal and Fuel Line Inspection	Page 21
Section C - Fuel Line Foam Block Removal and Bracket Clipping (2001 – 2005 1.8T vehicles)	Page 23
Section D - Fuel Line Replacement	Page 25
Sections K1- Install Software Patch (for all scan tools)	Page 40
K2- Software Update Using CD-ROM for Vehicles with AUG Motor	Page 40
K3- Software Update Using Software Version Management (SVM)	Page 45
(2001 – 2005 1.8T vehicles with automatic transmission)	
Criterion 06	Page 6
Section A - Heat Shield Installation	Page 17
Section B - Fuel Line Bracket Removal and Fuel Line Inspection	Page 21
Section C - Fuel Line Foam Block Removal and Bracket Clipping (2001 – 2005 1.8T vehicles)	Page 23
Section D - Fuel Line Replacement	Page 25
Section E - Fuel Tank Inspection (4Motion vehicles)	Page 28
Section F - Visual Inspection/Vent Line Check (4Motion vehicles)	Page 29
Section G - Fuel Tank Removal (4Motion vehicles)	Page 31
Section H - Fuel Sending Unit Removal (4Motion vehicles)	Page 35
Section J - Fuel Sending Unit Installation (4Motion vehicles)	Page 37
Sections K1- Install Software Patch (for all scan tools)	Page 40
K2- Software Update Using CD-ROM for Vehicles with AUG Motor	Page 40
K3- Software Update Using Software Version Management (SVM)	Page 45
(2001 – 2005 1.8T vehicles with automatic transmission)	
Criterion 07	Page 7
Section B - Fuel Line Bracket Removal and Fuel Line Inspection	Page 21
Section C - Fuel Line Foam Block Removal and Bracket Clipping (2001 – 2005 1.8T vehicles)	Page 23
Section D - Fuel Line Replacement	Page 25
Section E - Fuel Tank Inspection (4Motion vehicles)	Page 28
Section F - Visual Inspection/Vent Line Check (4Motion vehicles)	Page 29
Section G - Fuel Tank Removal (4Motion vehicles)	Page 31
Section H - Fuel Sending Unit Removal (4Motion vehicles)	Page 35
Section J - Fuel Sending Unit Installation (4Motion vehicles)	Page 37
Criterion 08	Page 8
Section A - Heat Shield Installation	Page 17
Section E - Fuel Tank Inspection (4Motion vehicles)	Page 28
Section F - Visual Inspection/Vent Line Check (4Motion vehicles)	Page 29
Section G - Fuel Tank Removal (4Motion vehicles)	Page 31
Section H - Fuel Sending Unit Removal (4Motion vehicles)	Page 35
Section J - Fuel Sending Unit Installation (4Motion vehicles)	Page 37

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

Saga Claim Entry Procedure (CHART 1 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

HEAT SHIELD ONLY

Criteria code 01 — Section A

- Install passenger side heat shield (*1.8T automatic*)

Repair operation: 2615 23 99 75 T.U.

- | | | |
|---|--------------|---------------------------|
| 1 | 3B0 825 676 | Heat shield (right) |
| 2 | N 908 235 01 | Sub frame bolt |
| 1 | 357 253 141A | Exhaust clamp (if needed) |

OR

- Install passenger & driver side heat shield (*2.8L & W8 automatic*)

Repair operation: 2615 24 99 85 T.U.

- | | | |
|---|--------------|------------------------------------|
| 1 | 3B0 825 675 | Heat shield (left) |
| 1 | 3B0 825 676 | Heat shield (right) |
| 2 | N 908 235 01 | Sub frame bolt |
| 2 | 191 253 141F | Exhaust clamp (<i>if needed</i>) |

FUEL TANK ONLY

Criteria code 02 — Sections E, F, G, H, J

- Check ventilation line measurement, if greater than 36mm, No further work required

Repair operation: 0183 00 99 20 T.U.

OR

-Ventilation line measurement less than 36mm and no fuel leak found

Repair operation: 2010 05 99 50 T.U.

OR

- Found fuel leak - replace fuel tank & perform rear alignment

Repair operation: 2010 55 99 530 T.U.

- | | | |
|----|---------------|--------------------------------------|
| 1 | 3B0 201 075BK | Fuel tank (<i>1.8T & 2.8L</i>) |
| or | | |
| 1 | 3B7 201 075C | Fuel tank (<i>W8</i>) |
| 2 | 8E0 919 133G | Fuel pump seal |
| 1 | 4B0 919 133 | Fuel sender seal |
| 3 | N 024 1222 | Fuel line clamp |
| 4 | N 909 813 01 | Rear sub-frame bolts |
| 2 | 4B0 201 844 | O-ring |
| 2 | N 904 119 01 | EVAP line clamp |

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Saga Claim Entry Procedure (CHART 2 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

FUEL LINE ONLY

Criteria code 03 — Sections B, C, D

- Check fuel line; unclip bracket – No cracks or leaks found

Repair operation: 0183 00 99 20 T.U.

AND, IF NECESSARY

- Remove and replace air filter box; remove foam block, if necessary

Repair operation: 2425 19 99 40 T.U.

OR

- Found fuel leak - replace fuel line

Repair operation: 2038 19 99 140 T.U.

1	3B0 201 544BS	Fuel line set
3	N 024 1222	Fuel line clamp
2	N 904 119 01	EVAP line clamp

HEAT SHIELD & ECM SOFTWARE UPDATE

Criteria code 04 — Sections A, K

- Install passenger side heat shield (1.8T automatic)

Repair operation: 2615 23 99 75 T.U.

1	3B0 825 676	Heat shield (right)
2	N 908 235 01	Sub frame bolt
1	357 253 141A	Exhaust clamp (if needed)

AND

- Check ECM software; NO update required

Repair operation: 2470 01 99 20 T.U.

OR

- Perform ECM software update

Repair operation: 2470 25 99 50 T.U.

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Saga Claim Entry Procedure (CHART 3 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

HEAT SHIELD, FUEL LINE & ECM SOFTWARE UPDATE

Criteria code 05 — Sections A, B, C, D, K

- Install passenger side heat shield (1.8T automatic)

Repair operation: 2615 23 99 75 T.U.

- | | | |
|---|--------------|---------------------------|
| 1 | 3B0 825 676 | Heat shield (right) |
| 2 | N 908 235 01 | Sub frame bolt |
| 1 | 357 253 141A | Exhaust clamp (if needed) |

AND

- Check fuel line; unclip bracket – No cracks or leaks found

Repair operation: 0183 00 99 20 T.U.

AND, IF NECESSARY

- Remove and replace air filter box; remove foam block, if necessary

Repair operation: 2425 19 99 40 T.U.

OR

- Found fuel leak - replace fuel line

Repair operation: 2038 19 99 140 T.U.

- | | | |
|---|---------------|-----------------|
| 1 | 3B0 201 544BS | Fuel line set |
| 3 | N 024 1222 | Fuel line clamp |
| 2 | N 904 119 01 | EVAP line clamp |

AND

- Check ECM software; NO update required

Repair operation: 2470 01 99 20 T.U.

OR

- Perform ECM software update

Repair operation: 2470 25 99 50 T.U.

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Saga Claim Entry Procedure

(CHART 4 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

HEAT SHIELD, FUEL LINE, FUEL TANK & ECM SOFTWARE UPDATE

Criteria code 06 — Sections A, B, C, D, E, F, G, H, J, K

- Install passenger side heat shield (1.8T automatic)

Repair operation: 2615 23 99 75 T.U.

- | | | |
|---|--------------|---------------------------|
| 1 | 3B0 825 676 | Heat shield (right) |
| 2 | N 908 235 01 | Sub frame bolt |
| 1 | 357 253 141A | Exhaust clamp (if needed) |

AND

- Check fuel line; unclip bracket – No cracks or leaks found

Repair operation: 0183 00 99 20 T.U.

AND, IF NECESSARY

- Remove and replace air filter box; remove foam block, if necessary

Repair operation: 2425 19 99 40 T.U.

OR

- Found fuel leak - replace fuel line

Repair operation: 2038 19 99 140 T.U.

- | | | |
|---|---------------|-----------------|
| 1 | 3B0 201 544BS | Fuel line set |
| 3 | N 024 1222 | Fuel line clamp |
| 2 | N 904 119 01 | EVAP line clamp |

AND

- Check ventilation line measurement, if greater than 36mm, No further work required

Repair operation: 0183 00 99 20 T.U.

OR

-Ventilation line measurement less than 36mm and no fuel leak found

Repair operation: 2010 05 99 50 T.U.

OR

- Found fuel leak - replace fuel tank & perform rear alignment

Repair operation: 2010 55 99 530 T.U.

- | | | |
|---|---------------|-------------------------|
| 1 | 3B0 201 075BK | Fuel tank (1.8T & 2.8L) |
| 2 | 8E0 919 133G | Fuel pump seal |
| 1 | 4B0 919 133 | Fuel sender seal |
| 3 | N 024 1222 | Fuel line clamp |
| 4 | N 909 813 01 | Rear sub-frame bolts |
| 2 | 4B0 201 844 | O-ring |
| 2 | N 904 119 01 | EVAP line clamp |

AND

- Check ECM software; NO update required

Repair operation: 2470 01 99 20 T.U.

OR

- Perform ECM software update

Repair operation: 2470 25 99 50 T.U.

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Saga Claim Entry Procedure (CHART 5 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

FUEL LINE & FUEL TANK

Criteria code 07 — Sections B, C, D, E, F, G, H, J

- Check fuel line; unclip bracket – No cracks or leaks found

Repair operation: 0183 00 99 20 T.U.

AND, IF NECESSARY

- Remove and replace air filter box; remove foam block, if necessary

Repair operation: 2425 19 99 40 T.U.

OR

- Found fuel leak - replace fuel line

Repair operation: 2038 19 99 140 T.U.

1	3B0 201 544BS	Fuel line set
3	N 024 1222	Fuel line clamp
2	N 904 119 01	EVAP line clamp

AND

- Check ventilation line measurement, if greater than 36mm, No further work required

Repair operation: 0183 00 99 20 T.U.

OR

- Ventilation line measurement less than 36mm and no fuel leak found

Repair operation: 2010 05 99 50 T.U.

OR

- Found fuel leak - replace fuel tank & perform rear alignment

Repair operation: 2010 55 99 530 T.U.

1	3B0 201 075BK	Fuel tank (1.8T & 2.8L)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 1222	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 119 01	EVAP line clamp

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Saga Claim Entry Procedure (CHART 6 of 6)

Check in the system Service-Online, FISH (VSI), to determine whether the "26E5" campaign is open.

Service No. : 26E5

Damage Code : 0099

Parts Manufacturer – Removed part: Use vendor code VWE.

Sold vehicle = 7 10

Unsold vehicle = 7 90

HEAT SHIELD & FUEL TANK

Criteria code 08 — Sections A, E, F, G, H, J

- Install passenger and driver side heat shield (2.8L & W8 automatic)

Repair operation: 2615 24 99 85 T.U.

- | | | |
|---|--------------|---------------------------|
| 1 | 3B0 825 675 | Heat shield (left) |
| 1 | 3B0 825 676 | Heat shield (right) |
| 2 | N 908 235 01 | Sub frame bolt |
| 2 | 191 253 141F | Exhaust clamp (if needed) |

AND

- Check ventilation line measurement, if greater than 36mm, No further work required

Repair operation: 0183 00 99 20 T.U.

OR

-Ventilation line measurement less than 36mm and no fuel leak found

Repair operation: 2010 05 99 50 T.U.

OR

- Found fuel leak - replace fuel tank & perform rear alignment

Repair operation: 2010 55 99 530 T.U.

- | | | |
|---|---------------|-------------------------|
| 1 | 3B0 201 075BK | Fuel tank (1.8T & 2.8L) |
|---|---------------|-------------------------|

or

- | | | |
|---|--------------|----------------------|
| 1 | 3B7 201 075C | Fuel tank (W8) |
| 2 | 8E0 919 133G | Fuel pump seal |
| 1 | 4B0 919 133 | Fuel sender seal |
| 3 | N 024 1222 | Fuel line clamp |
| 4 | N 909 813 01 | Rear sub-frame bolts |
| 2 | 4B0 201 844 | O-ring |
| 2 | N 904 119 01 | EVAP line clamp |

If Customer Refused Repairs

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

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

Subject: Safety Recall 26E5/R5
2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and
Service Action 66C8/P9
Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

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

Safety Recall 26E5/R5

What Is The Problem?

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

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

What Will Volkswagen Do?

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

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

Precautions You Should Take

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

Service Action 66C8/P9

Air Plenum Area Service and Pollen Filter Seal Installation

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

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

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

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

Picture

What We Would Like You to Do

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

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

These services will take about four hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Lease Vehicles

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

Have You Changed Your Address Or Sold The Vehicle?

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

Reimbursement of Expenses

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

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

Service Help from Us

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

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

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <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 (U.S.A.) (Vehicles with only 26E5/R5) June 2008

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

Dear Volkswagen Owner:

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

What Is The Problem?

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

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

What Will Volkswagen Do?

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

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

Precautions You Should Take

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

What We Would Like You to Do

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

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

This service will take about three hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

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

Have You Changed Your Address Or Sold The Vehicle?

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

Reimbursement of Expenses

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

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

Service Help from Us

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

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

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <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. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Subject: Safety Recall 26E5/R5
2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and
Service Action 66C8/P9
Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

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

Safety Recall 26E5/R5
What Is The Problem?

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

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

What Will Volkswagen Do?

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

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

Precautions You Should Take

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

Service Action 66C8/P9

Air Plenum Area Service and Pollen Filter Seal Installation

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

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

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

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

Picture

What We Would Like You to Do

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

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

These services will take about four hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

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- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

Service Help from Us

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

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

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

Sincerely, Volkswagen Product Compliance

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

**Subject: Safety Recall 26E5/R5
1999-2000 and 2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary**

Dear Volkswagen Owner:

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

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

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

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- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

Service Help from Us

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

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

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

Sincerely,
Volkswagen Product Compliance

Campaign Work Procedure

R5 (26E5) Safety Recall

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

PARTS:

Heat Shield Replacement – 1999 -2005 Automatic

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

Fuel Tank Replacement – 2001-2005 4Motion

(Replace these parts ONLY IF leak found at fuel tank ventilation valve)

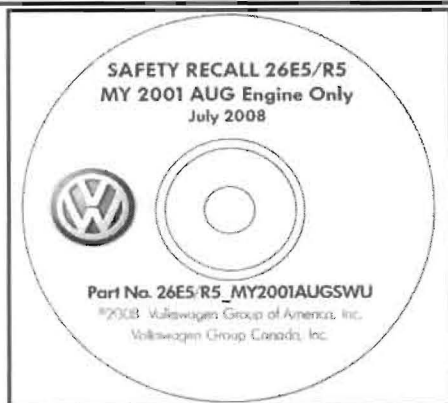
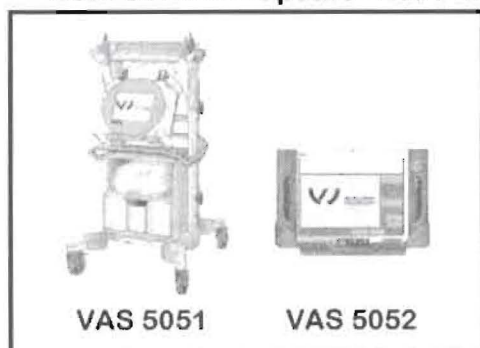
<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	3B0 201 075BK or	Fuel tank (2.8L, 1.8T)
1	3B7 201 075C	Fuel tank (W8)
2	8E0 919 133G	Fuel pump seal
1	4B0 919 133	Fuel sender seal
3	N 024 122 2	Fuel line clamp
4	N 909 813 01	Rear sub-frame bolts
2	4B0 201 844	O-ring
2	N 904 119 01	EVAP line clamp

Fuel Line Replacement – 2001-2005 1.8T

(Replace these parts ONLY IF cracks or leaks in fuel line)

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

ECM Software Update– 2001-2005 1.8T Automatic



⇐ -VAS 5051- or -VAS 5051B- or -VAS 5052 (equipped with Ethernet card and security certificate)

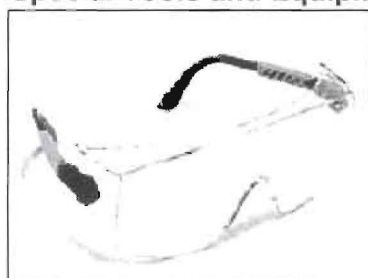
- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed

NEW

⇐ CD-ROM containing software update for vehicles with AUG motor
(part number 26E5/R5_MY2001 AUGSWU)

- DO NOT DULICATE CD-ROM
Additional copies can be obtained by calling Resolve at (800) 544-8021

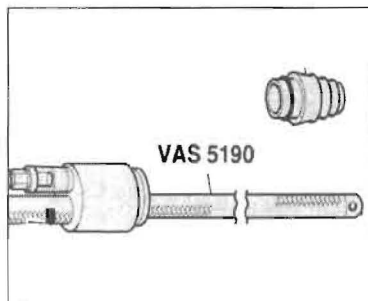
Special Tools and Equipment



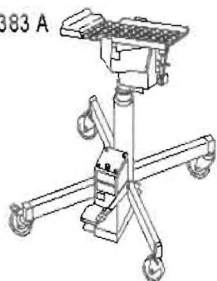
V.A.G 1331



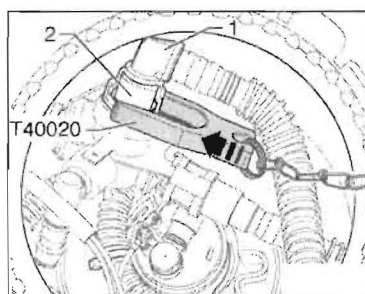
- ⇐ Safety glasses
- ⇐ Torque wrench V.A.G 1331 or equivalent



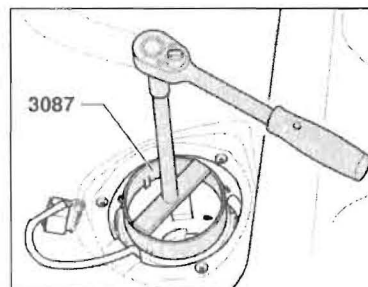
V.A.G 1383 A



- ⇐ Fuel siphoning device VAS 5190 or equivalent
- ⇐ Engine/transmission jack V.A.G 1383A or equivalent



- ⇐ Release tool T40020
- Screw jack or equivalent



3307



- ⇐ Wrench for tank sensor 3087
- ⇐ Fuel pump wrench 3307
- V.A.G 1788/10

Criterion Selection Instruction

Use this Criteria code to determine the work needed. See page 2 for a list of the work procedure sections you will perform.

Note: in this case, the tech would perform Sections A,E,F,G,H,J for Criteria code 08.

No.	Service Number (Campaign Code)	Start Date	Description	Repair Date	Applicable Criteria (S)	Campaign/Action Status
1	3087	2007-05-13		2007-06-13	08	Completed
2	3307	2007-05-13	Service Action (Greater PSI Service for Benetton Area to begin)	2007-06-13	01	Completed

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



WARNING!

To prevent injury, allow exhaust to cool

- Lift vehicle on hoist
- If damage or missing components are observed, notify customer that item(s) must be addressed at customer responsibility, before campaign can be performed; mark notation on repair order accordingly



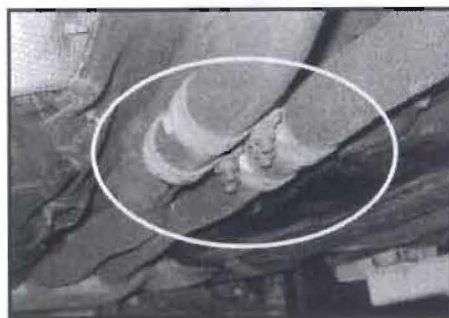
- ⇐ Place screw jack or equivalent on tail housing of transmission to support transmission



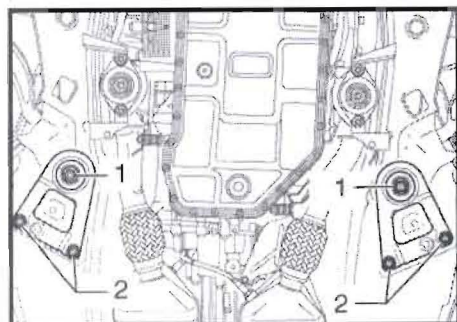
Note: Supporting transmission from the oil pan can cause damage and is not covered under this action



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



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



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



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



(1.8T, 2.8L & W8)

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

(2.8L & W8 Only)

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



Note: Be careful not to distort or damage heat shield



WARNING!

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

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

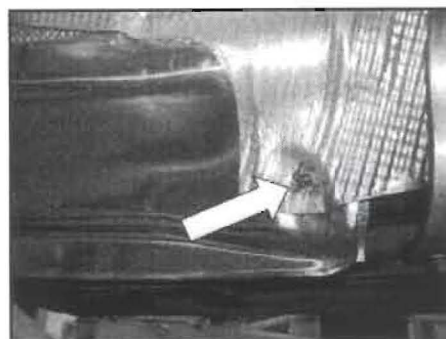
Damage to these parts will not be covered under this action!



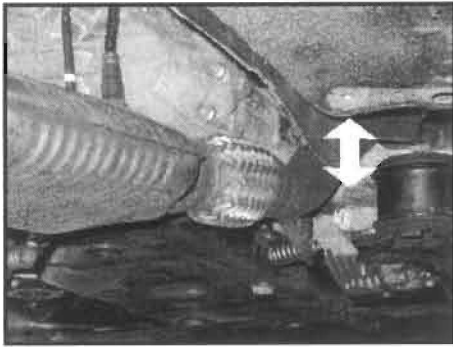
- Bend center shield over to allow new shield to lay under it, bend center shield back into place



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



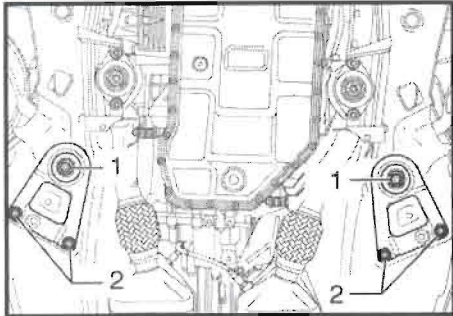
- Ensure heat shield studs are properly aligned with new heat shield openings
- Reinstall heat shield nuts onto passenger side heat shield (all engines) and driver side heat shield (2.8L & W8 only)



- Raise transmission with the screw jack

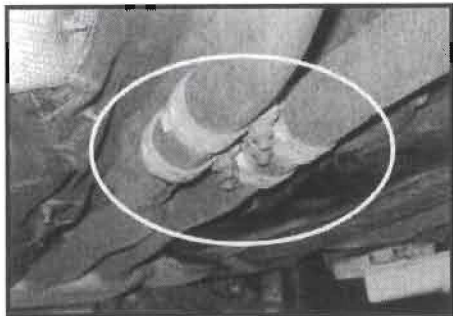


Note: Be careful not to crush old heat shield between sub-frame and body

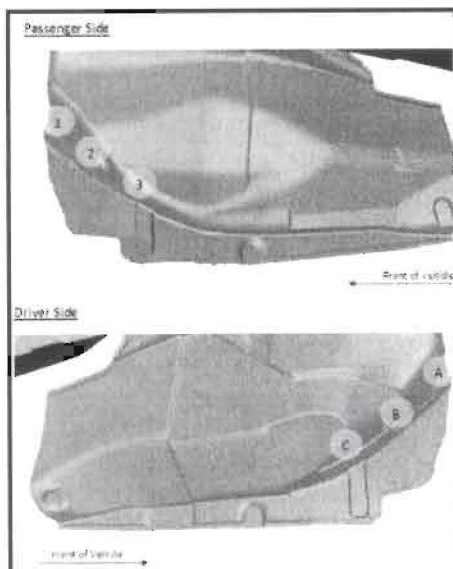


- Install new sub-frame bolts (N 908 235 01) -1- and torque to 110 Nm + ¼ turn

⇐ Reinstall bolts -2- and torque to 30 Nm



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



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



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



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



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

Work is complete for Section A

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



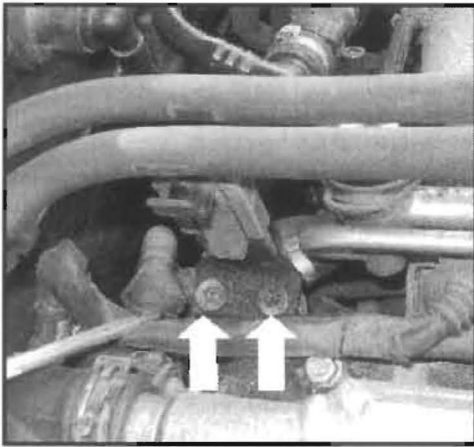
- Open hood



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

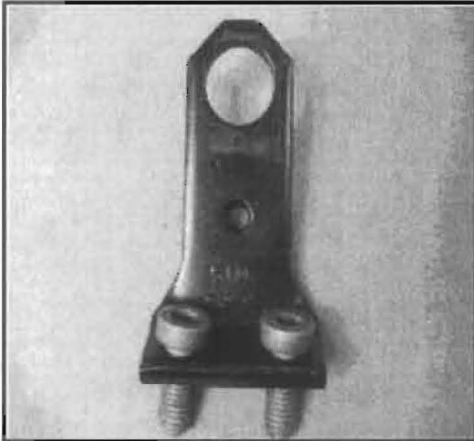


- ⇐ Remove fuel lines from plastic holder -circle-



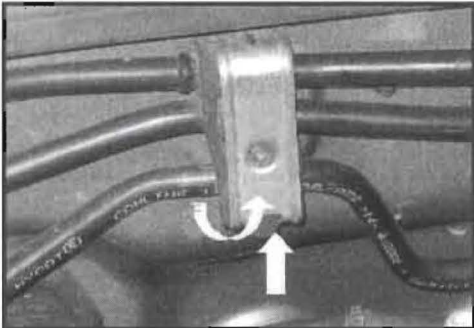
⇐ Remove bolts -arrows- for fuel line bracket

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



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

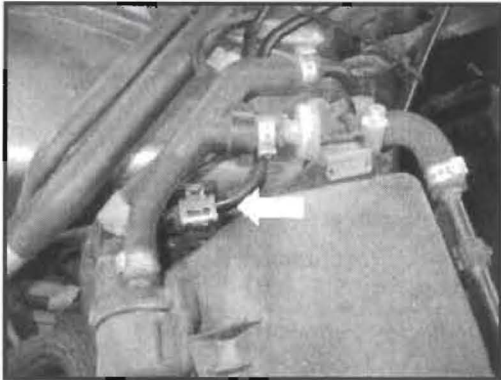
Do not reinstall on engine



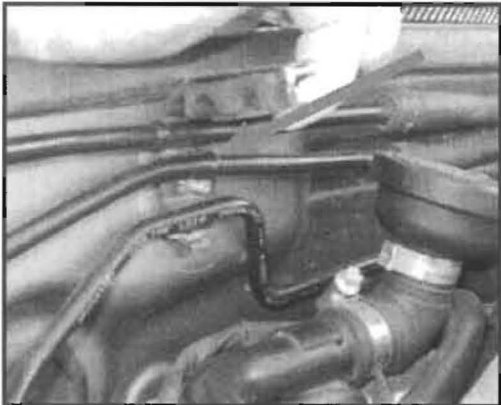
- Unclip bracket latch holding fuel lines by pushing bracket up from underneath to unclip, then pull bracket outward to allow fuel lines to move freely



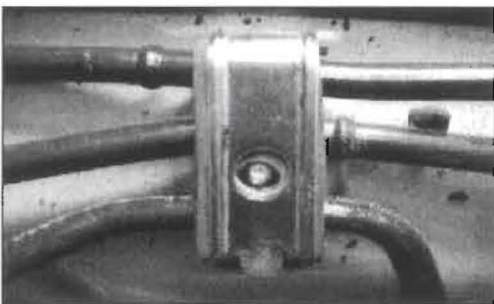
- Remove plastic cover over air filter housing



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



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



- ⇐ Inspect center fuel line to ensure flare joint is positioned to the right and outside of bracket
 - If flare joint is visible outside of bracket approximately 1mm to the right, **reinstall small plastic fuel line retainer and plastic cover for air filter housing, work is complete**
 - If flare joint is not visible outside of bracket approximately 1mm to the right, **proceed to Section C**

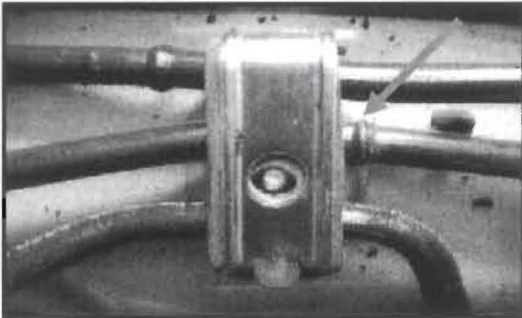
Section C – Fuel Line Foam Block Removal and Bracket Clipping (2001-2005 1.8T vehicles)



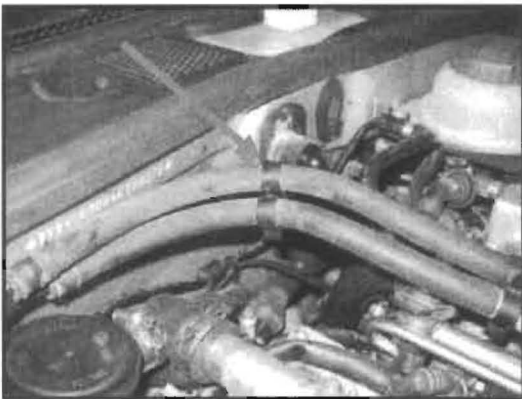
- Remove air filter housing



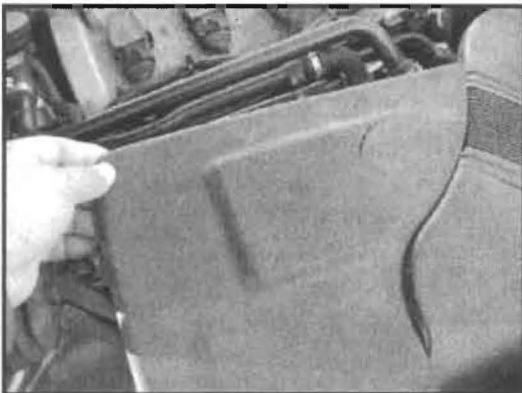
- Remove and discard insulating foam -circle- located below air filter housing



- Close connector at rear wall
- Check to see if flare joint is now visible outside bracket -arrow-
 - **If not visible** outside bracket, carefully pull fuel line to the right to move flare joint outside of bracket
- Close bracket near air filter



- Reinstall air filter housing
- ← Reinstall plastic fuel line retainer -arrow-



- Reinstall plastic cover over air filter housing



- Reinstall engine cover by turning three retainers ¼ turn to secure
- Reconnect battery, if not a 4Motion vehicle
- Close hood

Work is complete, if not a 4Motion vehicle

- 4Motion vehicles **proceed to Section E**

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

If not already done:

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



WARNING!

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

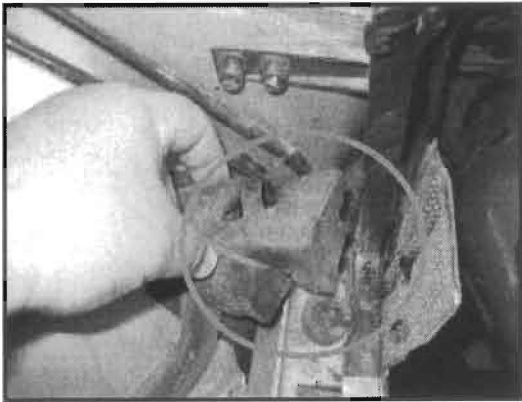
Fuel system is under pressure! Before opening system, place a cloth around the connection. Release pressure by carefully loosening the connection

Always wear eye protection and wear fuel-resistant gloves when disconnecting system connections

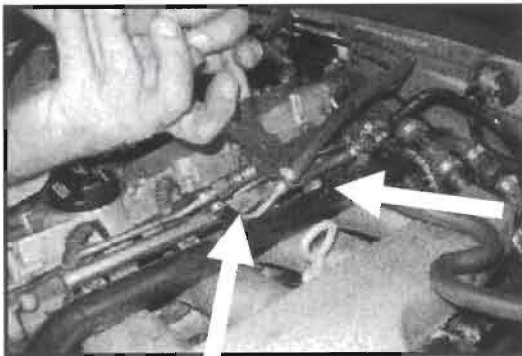
Ensure battery is disconnected



- Remove air filter housing



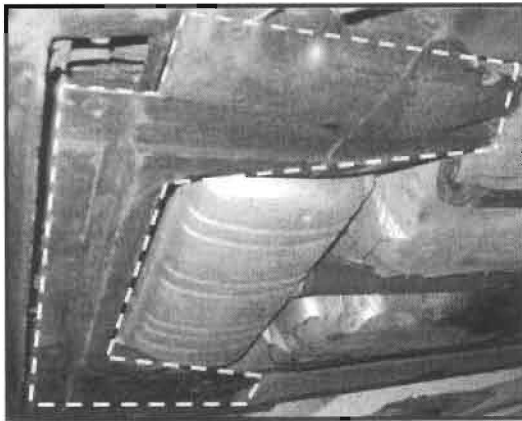
- Remove and discard insulating foam -circle- located below air filter housing



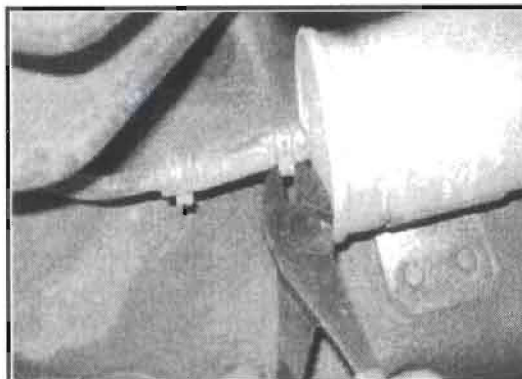
- Disconnect fuel lines at fuel rail -arrows-



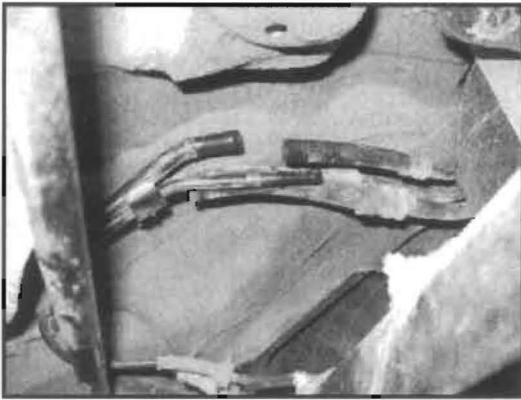
Tip: Before removing lines, place a cloth around connection to capture excess fuel



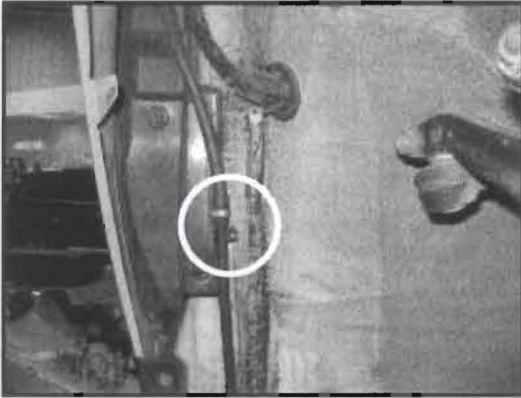
- Raise vehicle
- Remove underbody cover plate -dotted line-



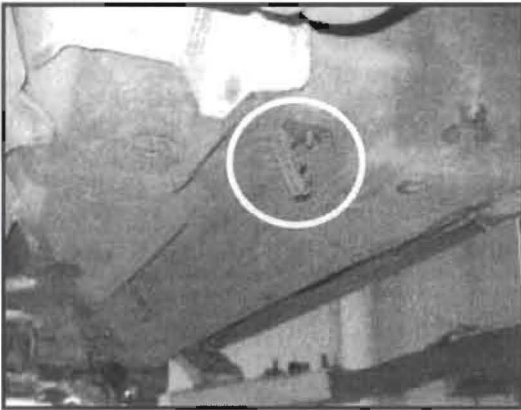
- Remove fuel line clamp for supply line located at fuel filter, then disconnect line from fuel filter



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



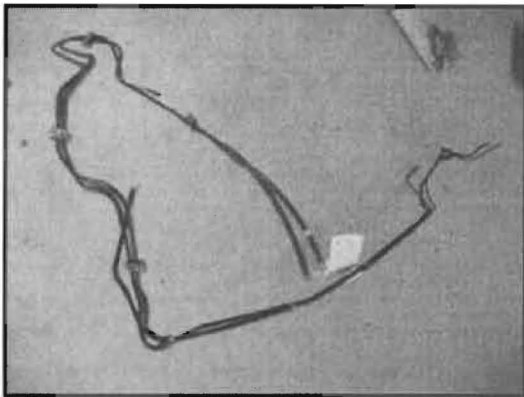
- Remove passenger side wheel
- Disconnect EVAP line -circle- located in passenger side wheel well



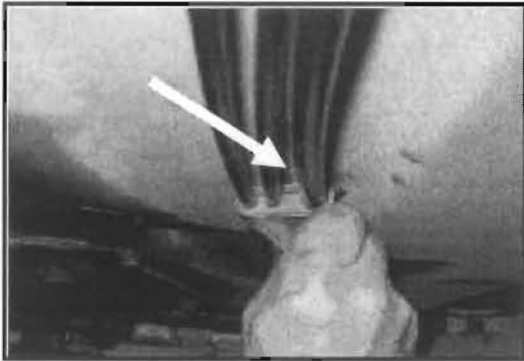
- Unclip fuel lines along underbody
- Remove and discard old fuel line clips -circle-




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

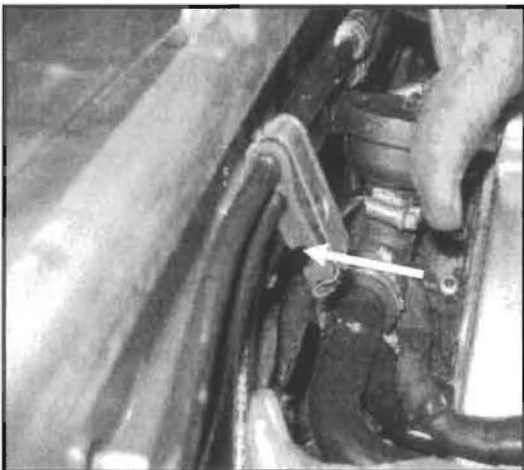


- Insert new fuel lines (3B0 201 544BS) into clip along underbody and gently push through opening at wheel well
- Reconnect fuel lines at fuel filter and install three new clamps (N 024 1222)
- Reconnect EVAP line and install two new clamps (N 904 119 01)



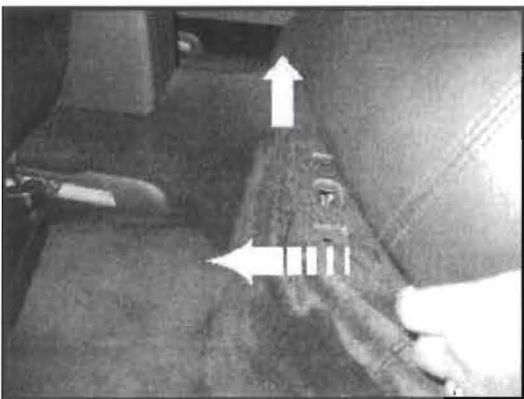
- ⇐ Secure new fuel line clips in place by pushing clip onto existing stud -arrow-

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



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

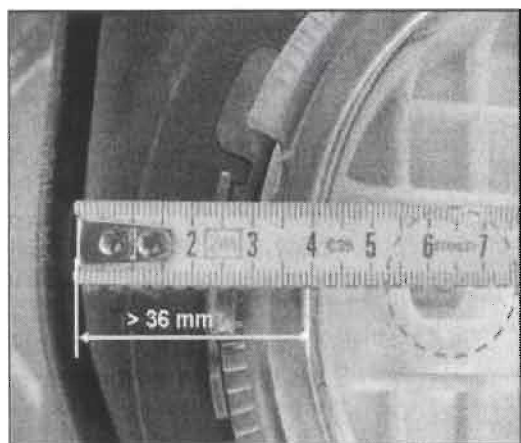
Section E – Fuel Tank Inspection (2001-2005 4Motion vehicles)



- Remove rear seat bottom by pulling up on seat bottom



- Remove cover from fuel sending unit on driver side

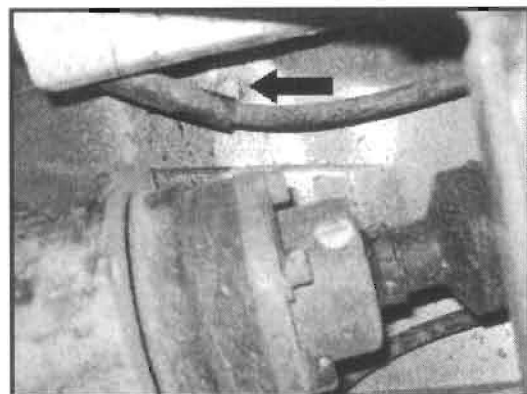


- ⇐ Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring - arrow-, it should be at least 36mm
 - If the measurement is 36mm or greater, reinstall cover for fuel sending unit and rear seat bottom

Work is complete for Section E

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

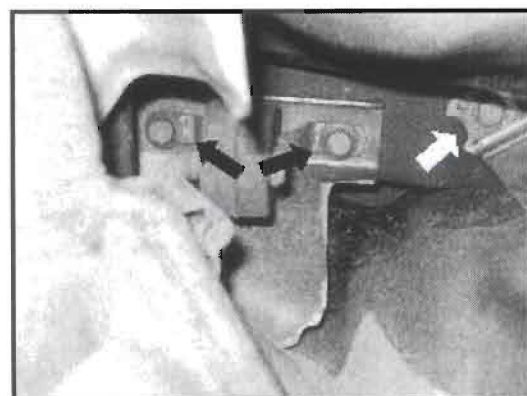
Section F – Visual Inspection/Vent Line Check (2001-2005 4Motion vehicles)



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



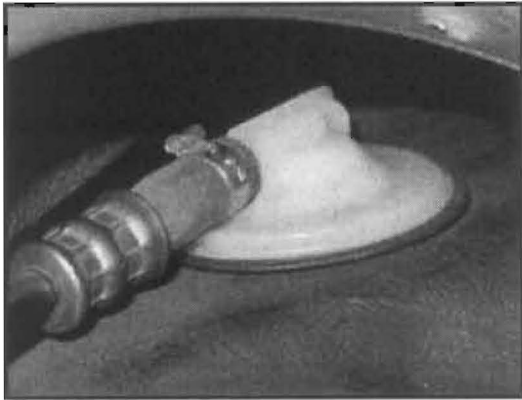
Tip: If parking brake cable is obstructing bolts on either side, move cable over to remove bolts



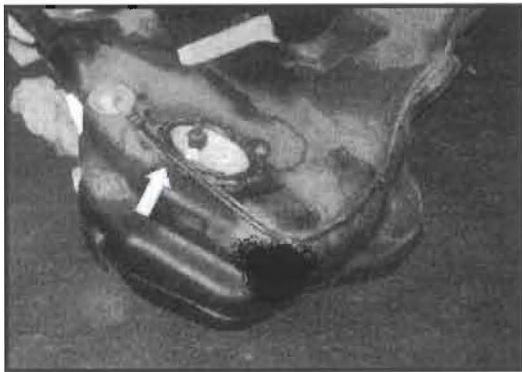
- ⇐ Remove bolts -black arrows- for exhaust hangers on both left and right exhaust pipe, then remove both bolts -white arrow- for left and right fuel tank straps



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

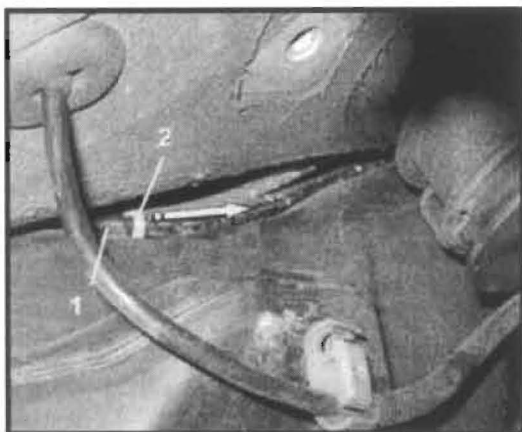


- Visually check fuel tank ventilation valve and surrounding area for fuel leak
 - If fuel leak is found go to **Section G**
 - If no fuel leak is found, continue with procedure

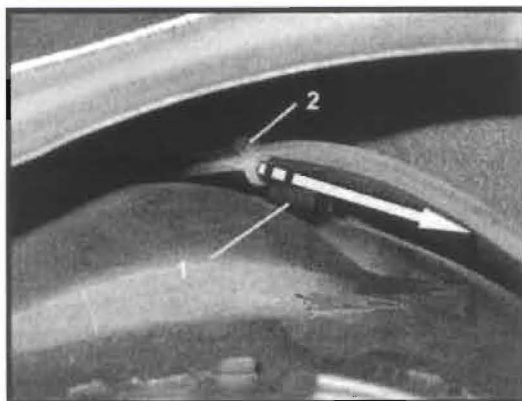


Note: Picture shows tank removed for clarity
DO NOT REMOVE TANK UNLESS FUEL LEAK IS FOUND

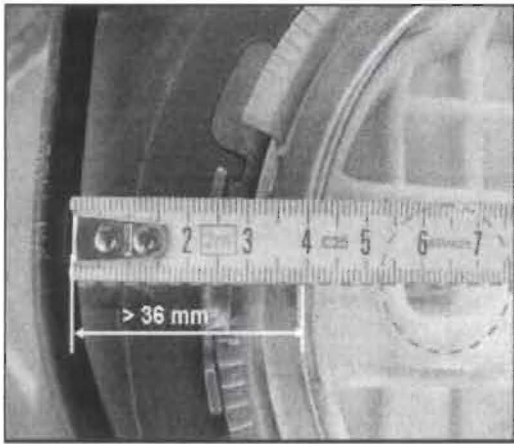
- ⇐ Remove zip tie -arrow- securing vent line to electrical wiring to allow vent line to move freely



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



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



⇐ Using measuring tape centered over electrical connector -dotted circle-, measure distance between vent line and fuel sender retainer ring -arrow-, it should be at least 36mm

- If measurements are within specification, reinstall fuel tank straps, exhaust hangers, bolts for heat shield, sending unit cover and seat bottom
 - 1.8T 4Motion with automatic transmission **go to Section K**
 - All other models **Work is complete**

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

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

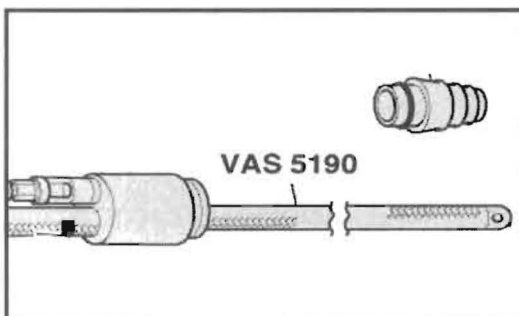


WARNING!

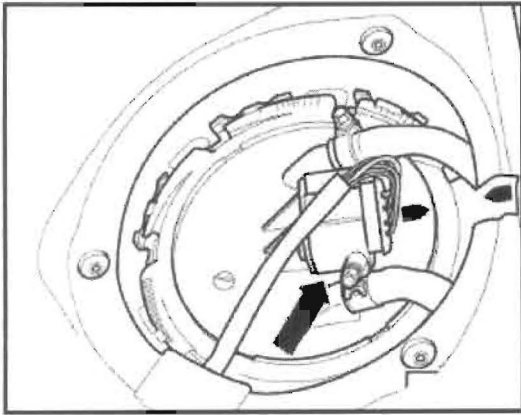
Fire hazard! Do not smoke or work near heaters or have anything in the area that could ignite fuel or fumes

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

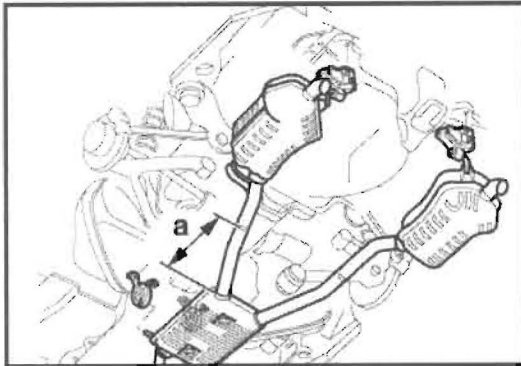
Always wear eye protection and wear fuel-resistant gloves when disconnecting system connections



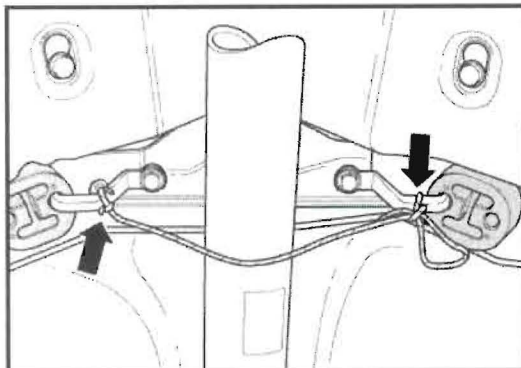
- Open fuel filler cap to relieve tank pressure
- Use VAS 5190 or equivalent to siphon fuel from tank



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



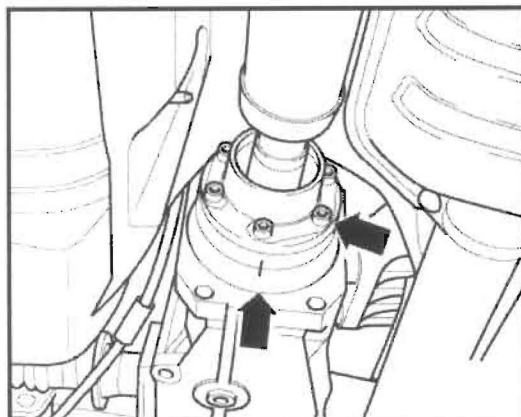
- Move exhaust clamp between downpipe and tailpipe rearward to allow exhaust to move freely, then remove exhaust from center and rear hangers to remove exhaust from the vehicle



- Secure drive shaft using a wire or equivalent otherwise the constant velocity joint can be damaged

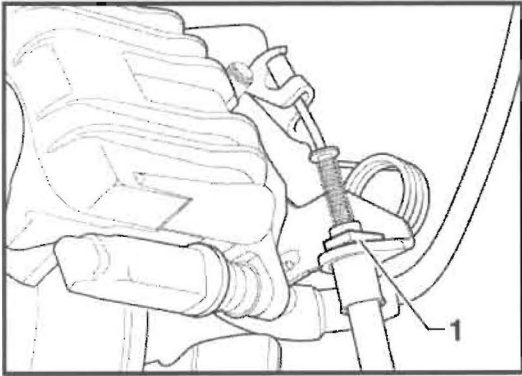
! Note: Ensure drive shaft is secure to avoid damage to the constant velocity joint which is not covered under this action

- Remove rear wheels



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

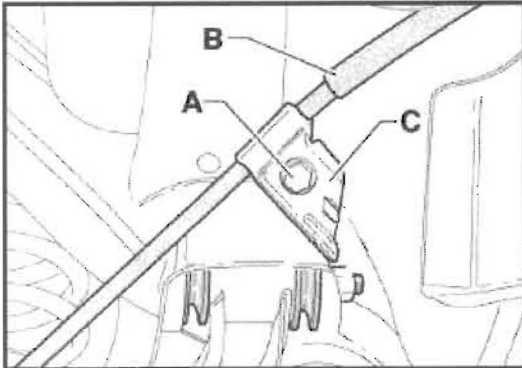
- Remove drive shaft from rear final drive



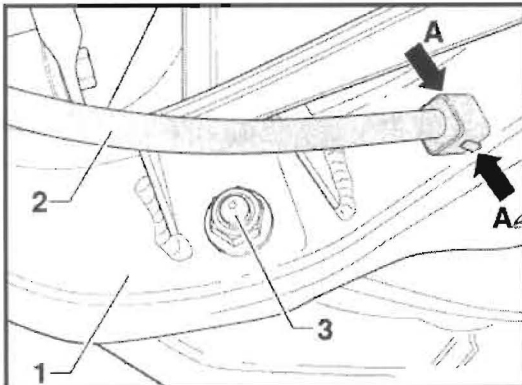
- ⇐ Pull out securing clip -1- and unhook parking brake cable from brake caliper



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

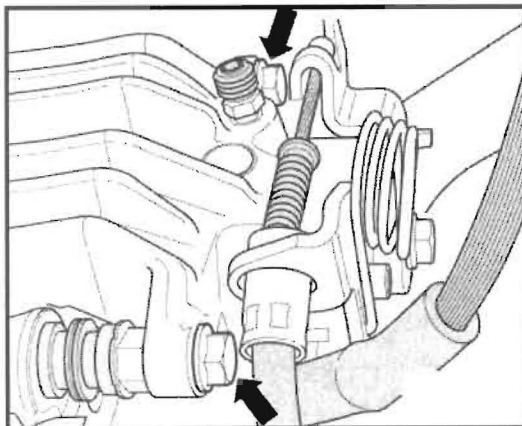


- ⇐ Loosen bolt -A- on both sides
- ⇐ Unhook parking brake cable -B- from retainer -C-
- Repeat on opposite side

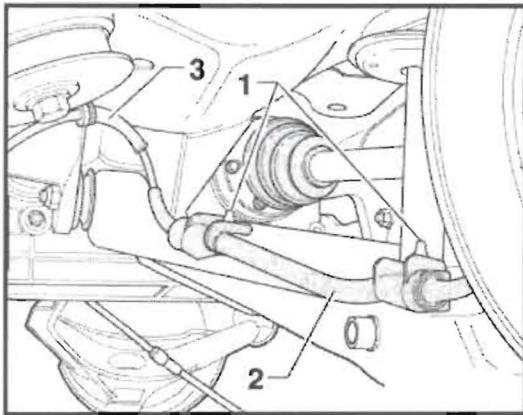


Tip: Mark position of rear sub-frame prior to removing bolts

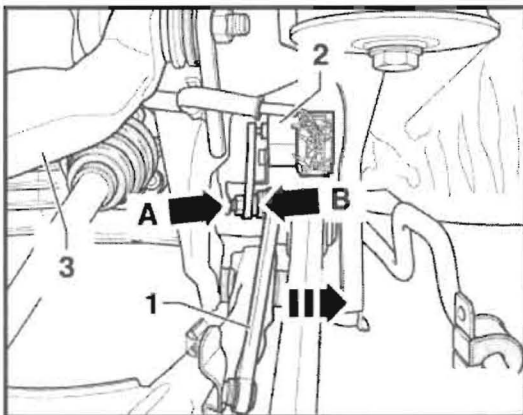
- ⇐ Press locking tabs -A- together and push parking brake cable -2- out from control arm -1-
- ⇐ Remove control arm -1- from shock absorber by removing bolt -3-
- Repeat on opposite side



- ⇐ Remove securing bolts -arrows- from brake caliper housing, while holding guide pins
- Remove brake caliper housing and secure with wire so weight of the brake caliper does not stress or damage brake hose



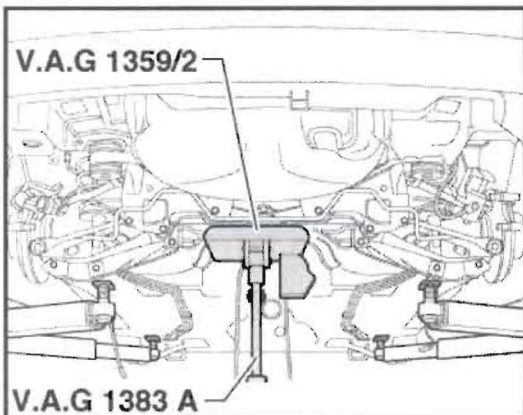
- ⇐ Unbolt vehicle speed sensor wiring -2-
- ⇐ Remove securing pins -1-
- Unclip vehicle speed sensor wiring from axle beam
- ⇐ Remove wiring from axle beam -3-
- Disconnect ABS vehicle speed sensor from wheel bearing housing



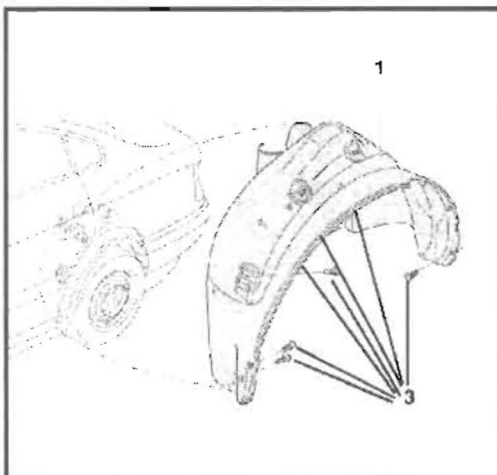
In this illustration -3- is Upper Control Arm

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

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

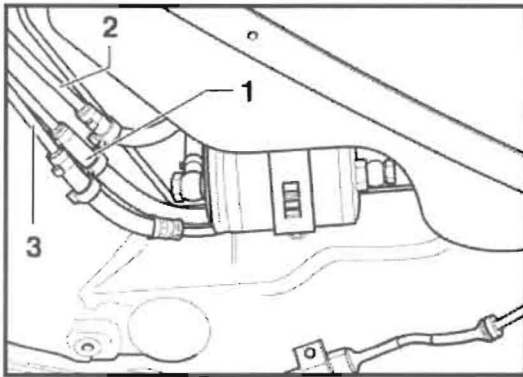


- ⇐ Set engine/transmission jack -V.A.G 1383A- or equivalent under rear final drive
- Remove axle beam bolts
- Lower sub frame using engine/transmission jack - V.A.G 1383A- or equivalent

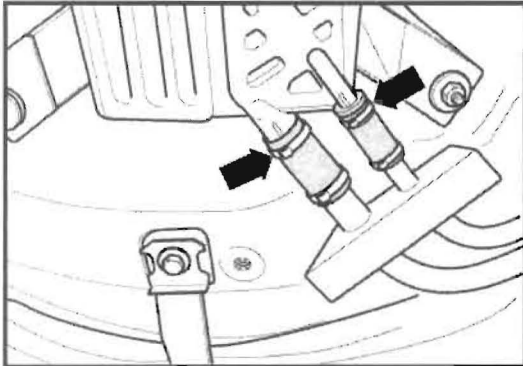


- ⇐ Remove right rear wheel well liner -1- by unscrewing seven bolts -3-
- Remove shielding plate for fuel filler tube
- Clean area surrounding fuel filler tube
- Unscrew mounting bolt for fuel flap and remove fuel flap unit with rubber gasket
- Remove securing bolts from filler neck

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



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

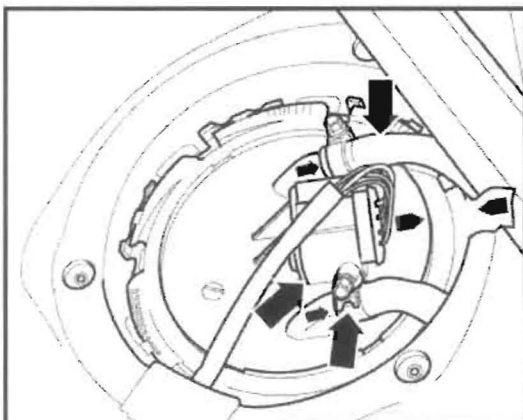


- Remove cover from EVAP canister
- ⇐ Disconnect ventilation lines at EVAP canister -arrows-

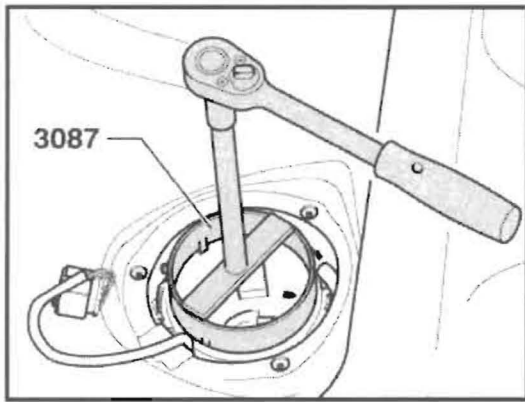


- Remove tensioning straps and support fuel tank using engine/transmission jack -V.A.G 1383 A- or equivalent, if not already done
- Lower fuel tank and proceed to Section H

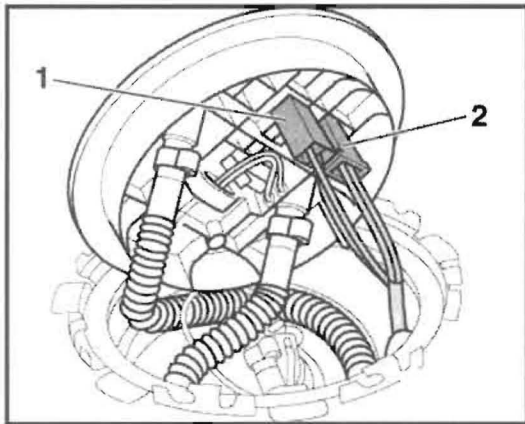
Section H – Fuel Sending Unit Removal (2001-2005 4Motion vehicles)



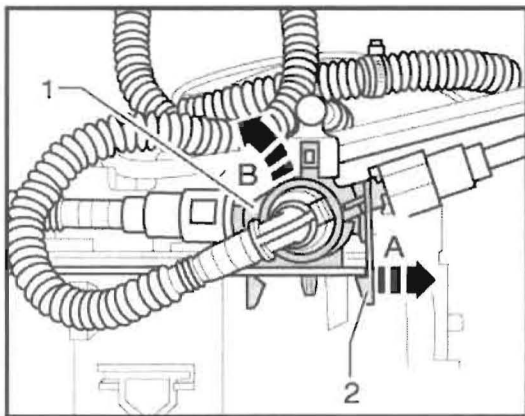
- Mark supply and return line and disconnect
- Seal lines so the fuel system is not contaminated with debris



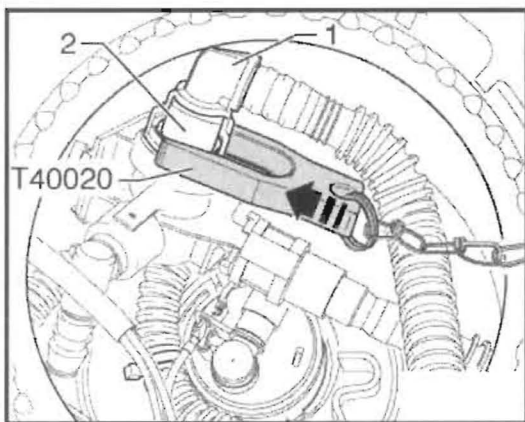
- Remove locking ring using special wrench -3087-for tank sensor



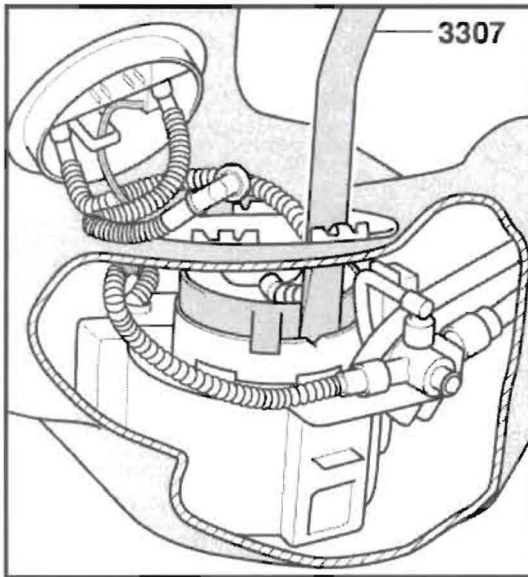
- Pull flange and seal out of the opening in fuel tank
- ⇐ Disconnect connectors -1- (white) and -2- (black) from inside of flange



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

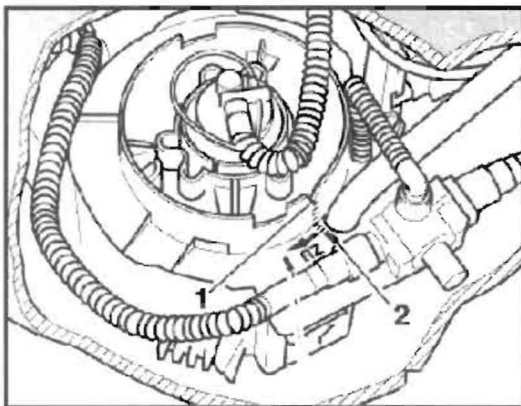


- ⇐ Disconnect fuel return line -1- from distributor piece -2- by releasing hose coupling of return line using release tool -T40020-

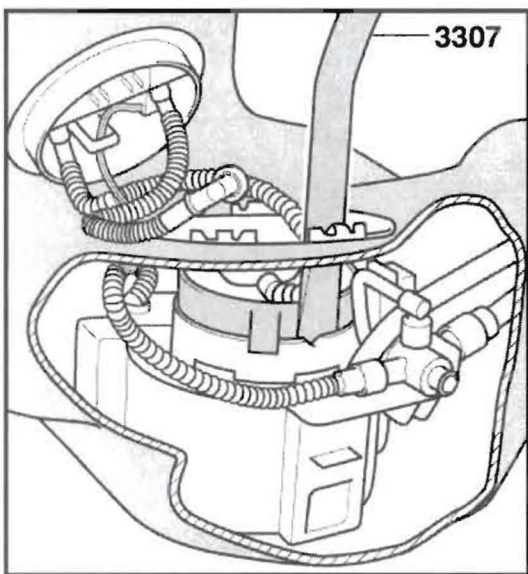


- Turn fuel pump approximately 15° toward left to stop using fuel pump wrench -3307- and remove it

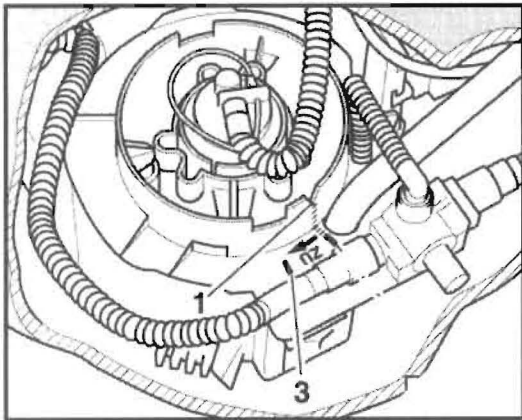
Section J – Fuel Sending Unit Installation (2001-2005 4Motion vehicles)



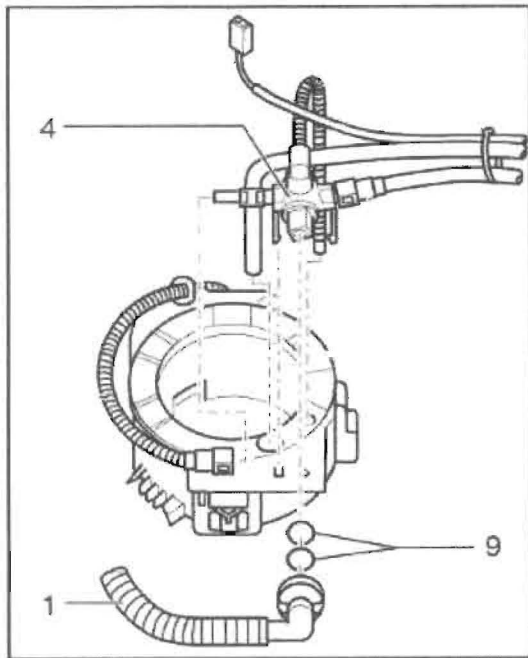
- ⇐ Insert fuel pump into baffle housing of new fuel tank so that notch -1- at fuel delivery unit aligns with marking -2- at the baffle housing
- In this position, fuel pump can be pressed downward noticeably



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



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

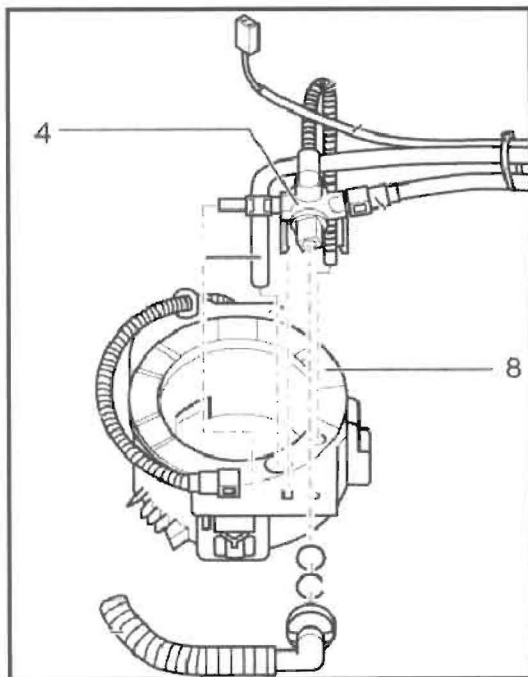


⇐ Press on return line -1- on distributor piece -4- until hose coupling engages

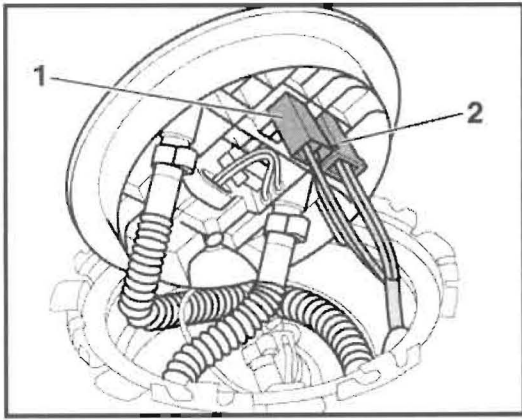


Note: Always use new O-rings -9- for fuel return line

Coat O-rings for fuel return line with fuel

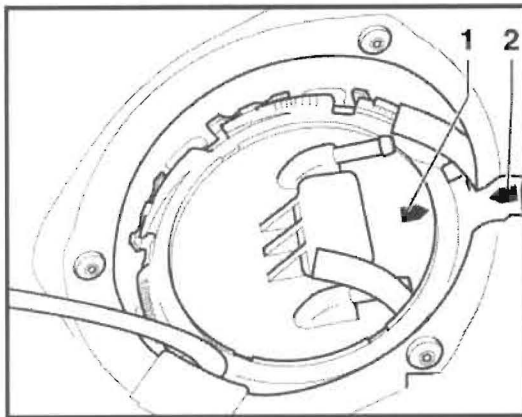


⇐ Connect distributor piece -4- to baffle housing -8- and ensure distributor piece is fully seated



⇐ Reattach connectors -1- and -2- to inside of flange

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



- Insert lines into fuel tank and install flange

⇐ Marking on flange -1- must align with marking on fuel tank -2-

- Check sealing ring for correct position
- Tighten locking ring using special wrench for tank sensor -3087-
- Reinstall removed parts in reverse order, using new sub-frame bolts
- Align sub-frame to vehicle, using marks made prior to sub-frame removal
- Perform rear alignment
- **Check parking brake cable adjustment;** adjust if necessary
- Set basic settings
- Reset clock, radio station pre-sets and window "one-touch" feature
- Ensure proper function of remote control key; adapt key if necessary



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

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

Work is Complete

Section K – Software Update

Section K1 – Install Software Patch (for all scan tools)



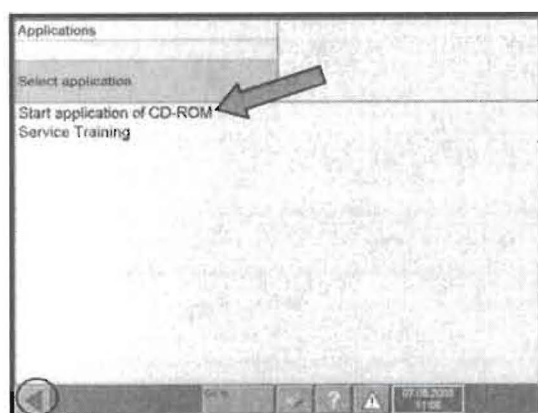
Tip: DO NOT DUPLICATE CD-ROM

Additional copies can be obtained by calling Resolve at (800) 544-8021

- Insert CD-ROM (26E5/R5_MY2001 AUGSWU) and wait until light on CD drive goes out
- Select Applications -arrow-



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



- Select "Start application of CD-ROM" -arrow-




Tip: Screen will flicker within a few seconds

- Select ◀ -circle-

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



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


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


Current Tuned ECM or TCM

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


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

See ECM/TCM Tuning form on p. 54

 **Note:** ECM DTCs will be erased when performing the update programming procedure

 **Note:** For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply


Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)


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

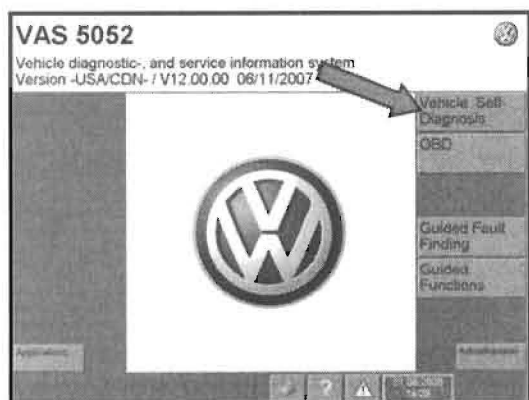
VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

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

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

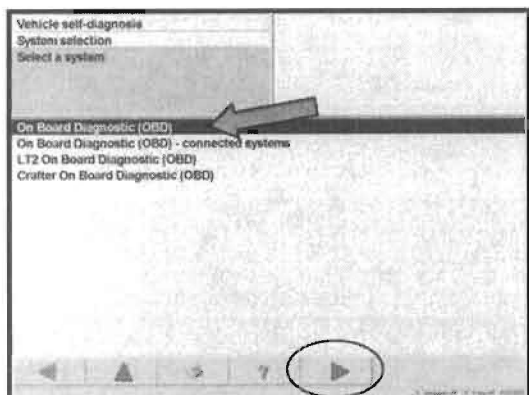
 Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

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

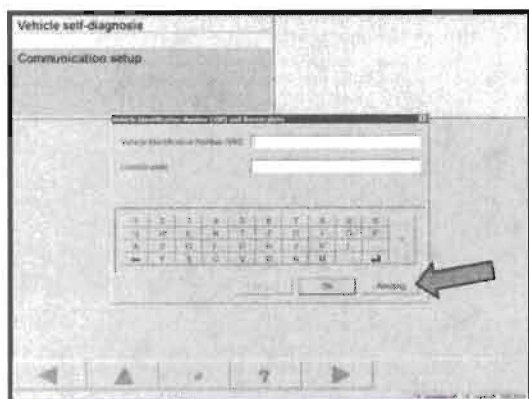


- Insert CD-ROM (26E5/R5_MY2001 AUGSWU) and wait until light on CD drive goes out

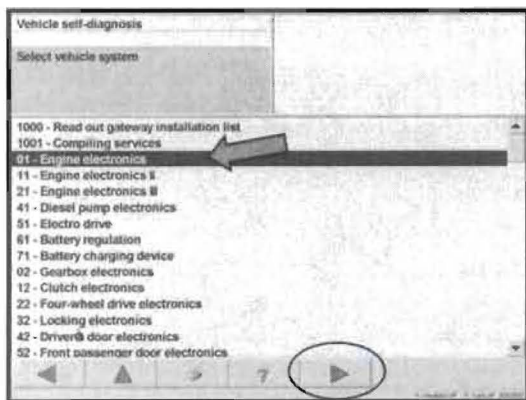
⇐ Select "Vehicle Self-Diagnosis" -arrow-



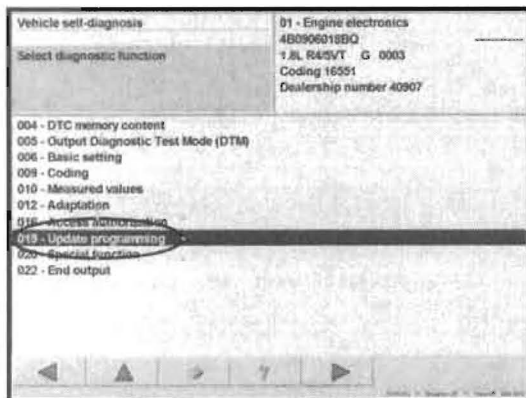
⇐ Select "On Board Diagnostic (OBD)" -arrow- then ►-circle-



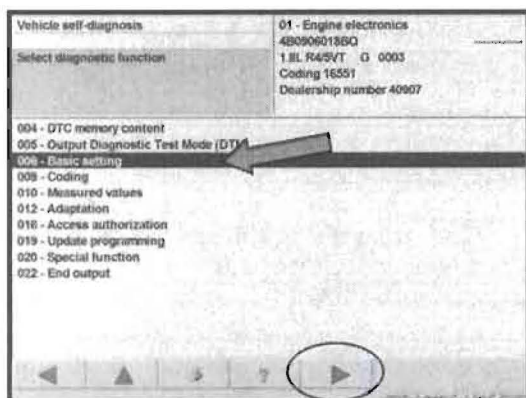
⇐ Select "Aborting" -arrow-



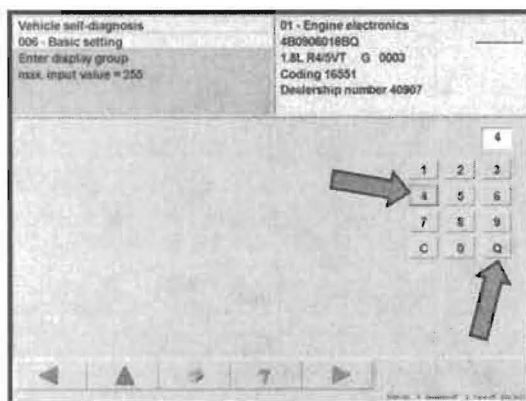
⇐ Select "01 - Engine electronics" -arrow- then ►-circle-



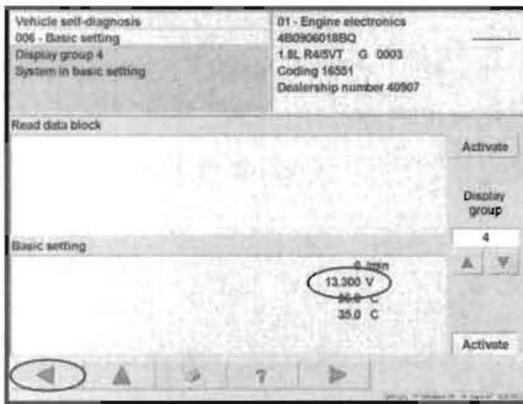
⇐ If "019-Update programming" -arrow- does not appear, **work is complete for Section K2**; otherwise, continue



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

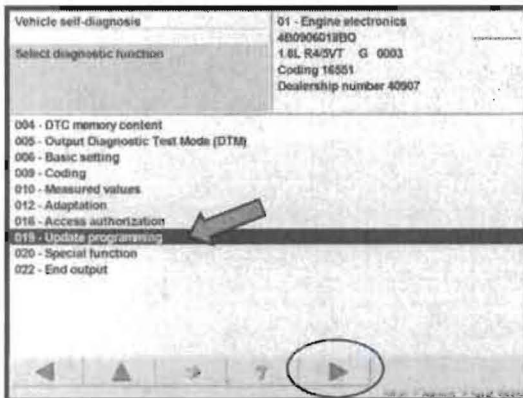
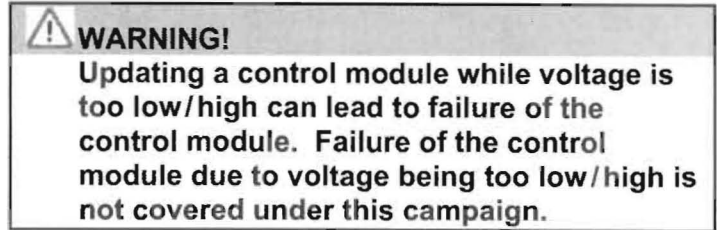


⇐ Select "4" -arrow- then select "Q" -arrow-

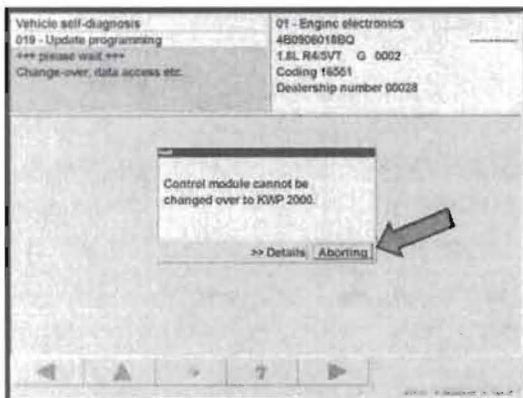


⇐ Check the voltage -circle- to ensure that it is not lower than 12.5 V and not higher than 14.5 V

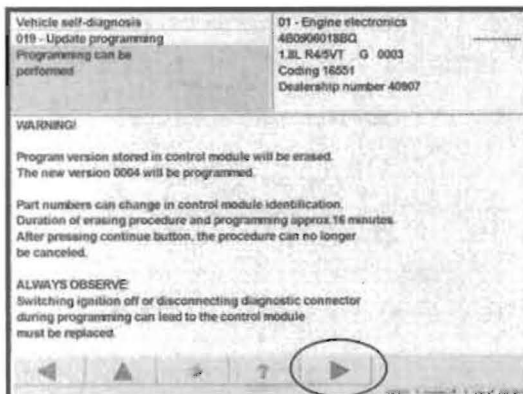
⇐ Select ◀ -circle- twice



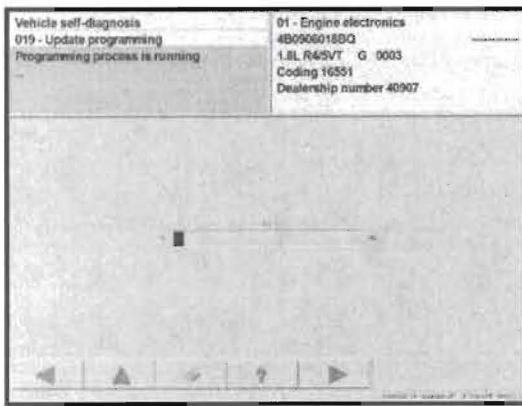
⇐ Select "019 – Update programming" -arrow- then select ▶-circle-



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



⇐ Read information then select ▶-circle-

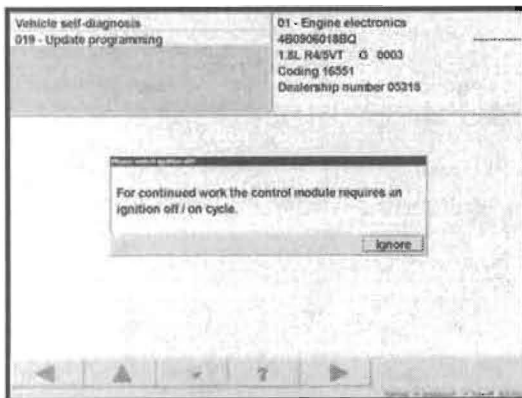


- Observe control module update until 100% complete

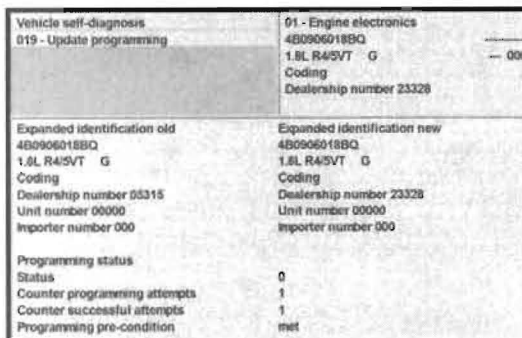
Note: Do not interrupt software update process

Interruption of the software update process will lead to failure of the control module

Failure of the control module due to interruption is not covered under this action



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




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

Work is complete for Section K2

Section K3 – Software Update Using Software Version Management (SVM) ***(2001-2005 1.8T vehicles with automatic transmission)***

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


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


Current Tuned ECM or TCM

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


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

See ECM/TCM Tuning form on p. 54

 **Note:** ECM DTCs will be erased when performing the update programming procedure

 **Note:** For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply

Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)

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

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

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

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



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

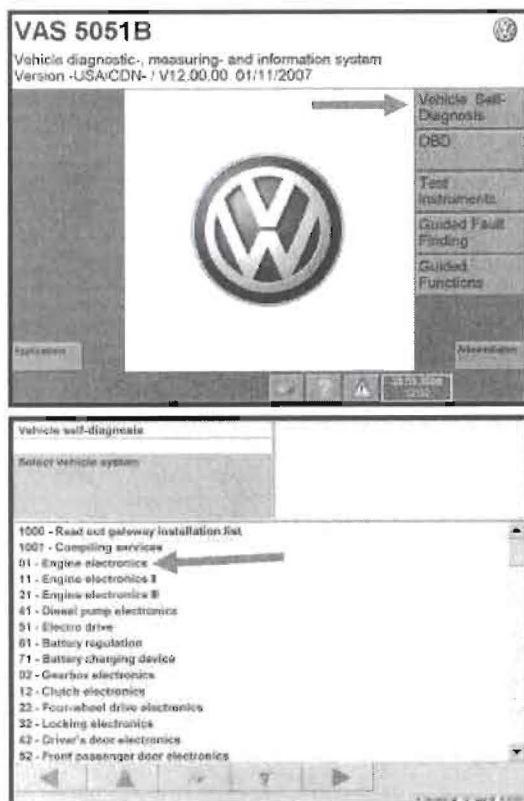


Note: Only use VAS 5051B or VAS 5052 diagnostic tester

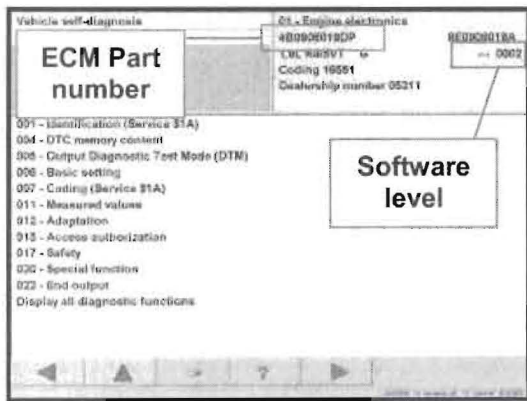


Tip: MY 2001 AUG motor vehicles must use Section K2 ONLY

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



⇐ Select 01 – Engine electronics -arrow-

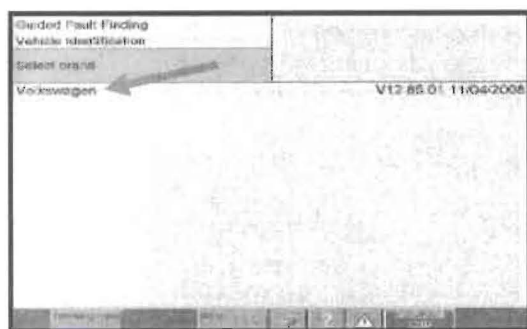


- If ECM part number and software level matches table below, no software update is required, **work is complete for Section K3**; otherwise, proceed to next step

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



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



- ← Select brand, select Volkswagen -arrow-

Guided Fault Finding	Volkswagen	V12.85.01 11/04/2008
Vehicle Identification		
Select type		
1G - New Beetle 1998 > only USA / Canada 1F - Eos 2006 > only USA/Canada 1J - Golf 1998 > only USA/Canada 1K - Golf 2004 > only USA/Canada 1K - Jetta 2005 > USA / Canada only 1K - Passat 2006 > only USA/Canada 1Y - New Beetle Convertible 2003 > only USA/Canada 3B - Passat 1998 > only USA/Canada 3C - Passat 2006 > only USA/Canada 5D - Phaeton 2003 > only USA/Canada 5N - Tiguan 2008 > only USA/Canada 7L - Touareg 2003 > only USA/Canada 95 - Golf 1999 - Canada 2006 > 95 - Golf 1999 - USA / Canada > 9M - Jetta 1999 > only USA / Canada		

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

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

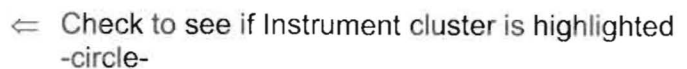
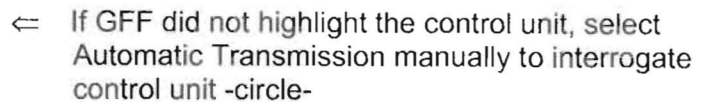
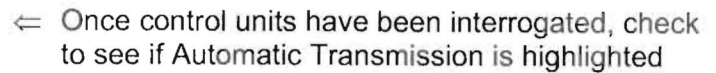
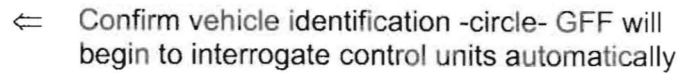
← Select model year

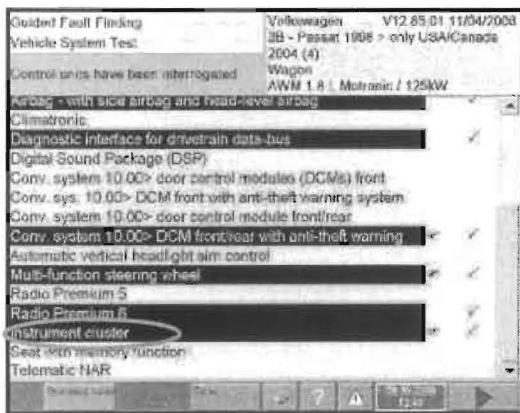
Guided Fault Finding	Volkswagen	V12.85.01 11/04/2008
Vehicle Identification	3B - Passat 1998 > only USA/Canada	
Select version	2004 (4)	
Sedan Wagon		

• Select version - select version as applicable

Guided Fault Finding	Volkswagen	V12.85.01 11/04/2008
Vehicle Identification	3B - Passat 1998 > only USA/Canada	
Select engine code	2004 (4) Wagon	
ATQ 2.5 L Motronic / 142kW AWM 1.8 L Motronic / 125kW BDP 4.0 L Motronic / 169kW BHW 2.0 L TDI-PI / 100kW		

← Select applicable engine code





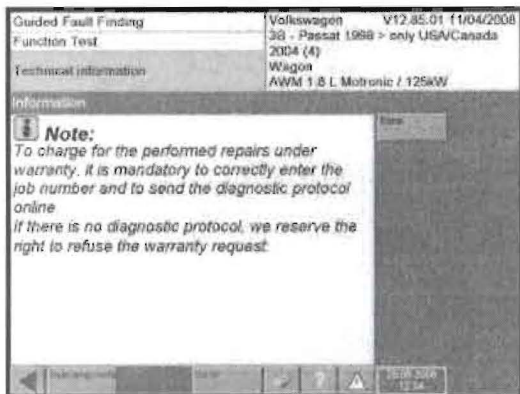
⇐ If GFF did not highlight the control unit, select Instrument cluster manually to interrogate control unit -circle-

- Address any relevant fault codes prior to proceeding with Software Version Management

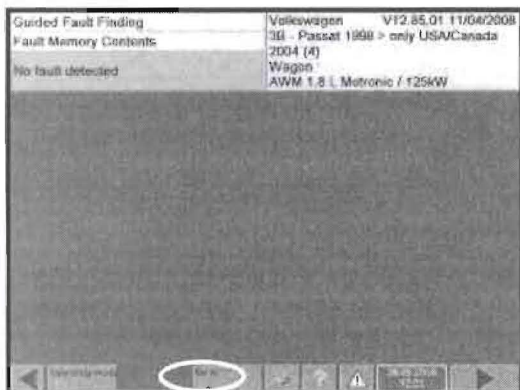


Note: Fault codes will be erased once GFF is complete

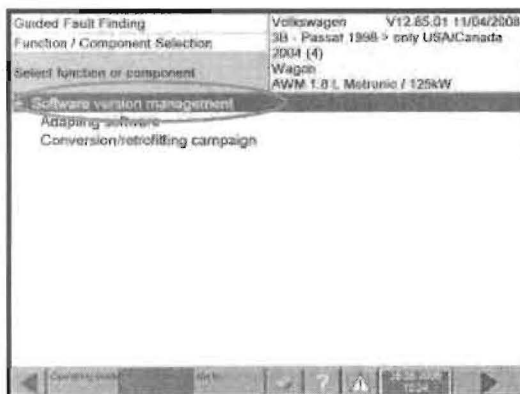
⇐ Press ►



- Read Note and press "Done"

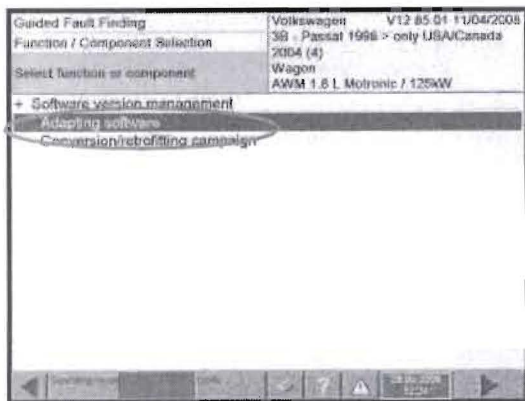


⇐ Go to >> Function / Component Selection >>



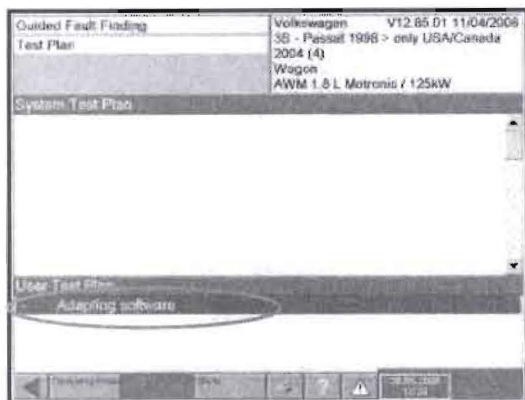
⇐ Select Software version management -circle-

⇐ Press ►



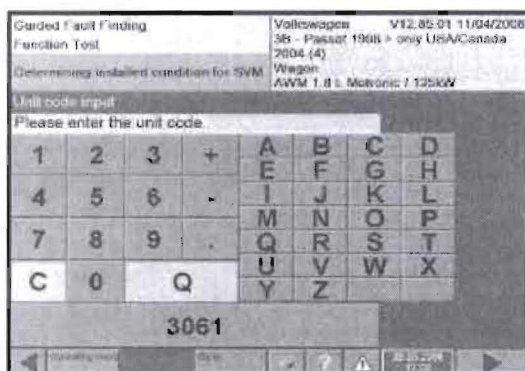
⇐ Select Adapting software -circle-

⇐ Press ►



⇐ Perform User Test Plan. Select "Adapting software" -circle-

- Follow on-screen prompts for Adapting software test plan



⇐ Enter unit code "3061"

⇐ Press ► to continue with Adapting software test plan

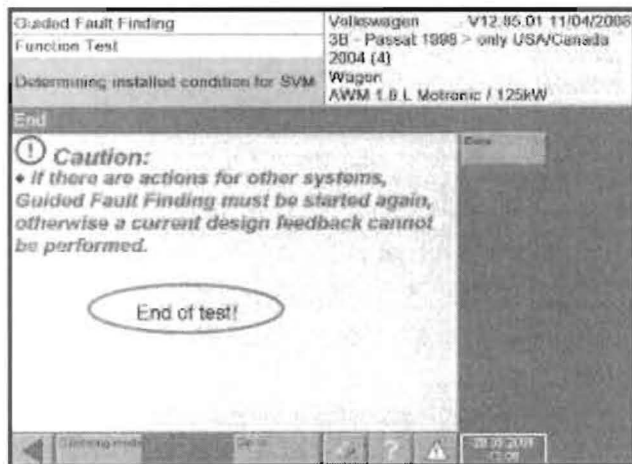
- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue

WARNING!

DO NOT interrupt or stop Test Plan once software update begins

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

ECM replacement is not covered by this action



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



Note:

- ◆ *If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions*
- ◆ *If unable to resolve issues with SVM, please contact the Campaign Helpline at (800) 741-2919*

- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the “Go to” button

ALL WORK IS COMPLETE



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

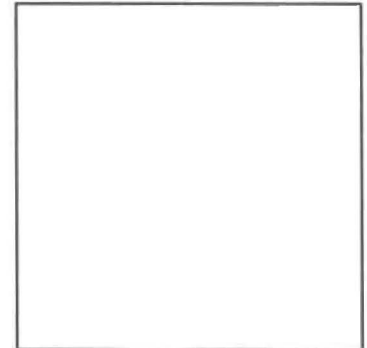
**) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..*

Date: _____

Dealer Number: _____

Vehicle Identification Number: _____

Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

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

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

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

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

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

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

Signature of Customer