

VOLKSWAGEN

GROUP OF AMERICA

MARIA COTTER NAME
LEAD CAMPAIGN ADMINISTRATOR TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
DECEMBER 05, 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 08V-577 (48J1/P3)

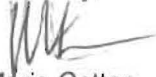
Dear Ms. Wallace:

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 campaign 08V-577 (48J1/P3):

- Dealer notification letter
- Work Procedure and Claiming Instructions

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

Sincerely,



Maria Cotter
Lead 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 48J1/P3
2009 Passat, Passat Wagon and Passat CC
Inspect and Replace Steering Gear if Necessary

Product
Compliance

Department

December Date
2008

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Safety Recall 48J1/P3

Effective immediately, dealers with affected vehicles in inventory must ensure that this safety recall has been completed prior to vehicle sale or lease.

This is to inform you of the launch of Safety Recall 48J1/P3, affecting a small number of 2009 Passat, Passat Wagon and Passat CC vehicles in the United States and in Canada. Please read this message carefully, as it contains important details regarding this campaign.

What is the Problem?

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

What does the repair involve?

Dealers will inspect and, if necessary, replace the steering gear on affected vehicles. The 48J1/P3 campaign circular will be available on ServiceNet shortly, and will be available on ElsaWeb on or about December 5, 2008.

When will customer notification take place?

- ⇒ Customer notification will begin on or about December 5, 2008, and the 48J1/P3 code will show open on affected vehicles on or about December 5, 2008.
- ⇒ Customer CARE will begin making outbound calls to customers with affected vehicles at that time, and customers are being encouraged to return to their selling dealer for this repair.
- ⇒ To minimize customer inconvenience when scheduling repairs, please ensure that repair parts are at the dealership **BEFORE** the customer arrives for their service appointment.

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.

Parts, Tools and Allocation List Information

- ⇒ Due to the small number of affected vehicles, software update CDs for this action will be sent only to dealers who are receiving an allocation list. Dealers without a software CD who need to update a vehicle should contact Resolve by calling (800) 544-8021. Have the vehicle VIN available when ordering, as CDs will only be released with a valid, affected VIN.
- ⇒ Prior to owner notification, parts allocation will be made to dealers to cover affected in-stock and retail sold units. Ensure that these parts are inventoried in a secure manner and are used **ONLY** for this campaign. Dealers without affected vehicles in inventory or showing as sold units will not receive a parts allocation. Dealers without parts who need to update a vehicle should contact Parts Special Services.
- ⇒ Submit claims **on the day of repair**, if possible. This will close out the campaign on the vehicle and help prevent another dealer from performing the same repair if the vehicle goes to another dealership.
- ⇒ Parts return is mandatory under this campaign. Please refer to the parts return instructions in the campaign circular. Claims will be charged back if parts are not returned within 10 days as instructed in the campaign circular.

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 have this recall open in ElsaWeb on the day of the repair.

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

Volkswagen Product Compliance

IMPORTANT!

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

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: 48J1/P3

Subject: 2009 Model Year Passat, Passat Wagon and Passat CC Inspect and Replace Steering Gear if Necessary

December 2008

Problem Description

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

Corrective Action

Inspect, and if necessary replace steering gear.

VIN Range & Production Date of Affected Vehicles

U.S.A.

Passat & Passat Wagon

WVW__3C_9E031439 - WVW__3C_9E057756 (Emden)

WVW__3C_9P026729 - WVW__3C_9P031168 (Mosel)

Production date: August 15, 2008 – September 23, 2008

Passat CC

WVW__3C_9E515869 - WVW__3C_9E523742 (Emden)

Production date: August 15, 2008 – September 23, 2008

CANADA

Passat & Passat Wagon

WVW__3C_9E031439 - WVW__3C_9E057756 (Emden)

WVW__3C_9P026729 - WVW__3C_9P031168 (Mosel)

Production date: August 15, 2008 – September 23, 2008

Passat CC

WVW__3C_9E515869 - WVW__3C_9E523742 (Emden)

Production date: August 15, 2008 – September 23, 2008

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 & VIM System

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles. Additionally, dealers can use the VIM system to check for affected inventory vehicles.

Parts Information and Allocation

Prior to owner notification, parts will be allocated to dealers with affected vehicles in inventory. Inventory these parts in a secure manner and use them **ONLY** for this campaign. If you have exhausted your allocated parts for this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com. If you have questions regarding parts call the Parts Helpline at 800-767-6552. **To minimize customer inconvenience, dealers are asked to ensure that repair parts are at the dealership BEFORE the customer arrives for this repair.**

Parts Return

The SAGA system will **not** generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order to removed steering gear, and ship to the applicable Volkswagen address below. Parts can be returned in bulk on a weekly basis.

IMPORTANT!

When returning parts under this action, do not include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned steering gears will not be acknowledged or returned.

USA Dealers ship to:

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

ATTN: 48J1/P3 Parts Return – GE024

CANADA Dealers ship to:

Volkswagen Canada Inc.
777 Bayly Street West
Ajax, ON L1S 7G7

ATTN: Parts Return (48J1/P3)

Owner Notification Mailing

On or about December 5, 2008 Volkswagen will notify all known owners of affected vehicles by first class mail. A sample of the owner letter is enclosed. Customer CARE will begin making outbound calls to customers with affected vehicles at that time, and customers are being encouraged to return to their selling dealer for this repair.

Claim Entry Procedure

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

Saga Claim Entry Procedure

Check in the system Service-Online, FISH (VSI), to determine whether the "48J1" campaign is open.

Service No.: 48J1

Damage Code: 0099

Parts Manufacturer – Removed part: Use vendor code VWA

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Replace steering rack and perform wheel alignment;
Adapt steering rack

Repair operation: 4835 56 99 330 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	N 105 131 02	Pendulum support to transmission (large 3.6L bolt)
		OR
1	N 911 671 01	Pendulum support to transmission (large 2.0T bolt)
		AND
1	3C1 423 050G	Steering gear
4	N 105 607 02	Steering gear to subframe
5	N 909 158 02	Heat shield to steering gear and shield to front subframe
2	WHT 000 431A	Subframe to body (black bolts)
2	N 106 403 01	Subframe to body (rear of subframe)
2	N 910 398 02	Subframe to body (front of subframe)
1	N 910 661 01	Pendulum support to transmission (small bolt for both engines)
2	WHT 000 785	Tie rod end to wheel bearing housing (nuts)
6	N 103 320 02	Control arm to ball joint (nuts)
2	N 015 081 6	Stabilizer bar to coupling rod (nuts)
1	N 010 335 17	Universal joint to steering gear

There is NO reimbursement for Vehicle Wash or Loaner

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

Customer Letter Example (U.S.A.)

December 2008

Subject: Safety Recall 48J1/P3
2009 Model Year Volkswagen Passat, Passat Wagon and Passat CC
Inspect and Replace Steering Gear 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 2009 model year Volkswagen Passat, Passat Wagon, and Passat CC vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will inspect and, if necessary, replace the steering gear on affected vehicles.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. Repair parts for your vehicle will be available at the dealership where your vehicle was purchased. Our records show your vehicle was purchased from:

SELLING DEALER NAME
SELLING DEALER ADDRESS
SELLING DEALER PHONE NUMBER

Because of this, we encourage you to return to this dealer to have the recall repair performed. This service 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.

Precautions You Should Take

Affected vehicles can continue to be driven as usual, but if the red steering system malfunction lamp in the instrument panel comes on and chimes sound, the steering system power assist could be reduced or lost completely. If this happens, customers should stop driving the vehicle and have it towed to an authorized Volkswagen dealer for service immediately.

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 steering gear, 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 (48J1/P3)
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.

Customer Letter Example (CANADA)

December 2008

Subject: Safety Recall 48J1/P3
2009 Model Year Volkswagen Passat, Passat Wagon and Passat CC
Inspect and Replace Steering Gear 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 2009 model year Volkswagen Passat, Passat Wagon, and Passat CC vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some affected vehicles may have an electromechanical steering gear control unit that can, in rare cases, malfunction due to a damaged capacitor. If this malfunction occurs, the driver's steering input is not properly processed by the system and the vehicle may not respond as the driver intends. This defect can only occur immediately after vehicle start-up when the steering wheel is moved for the first time and at speeds less than 5 mph (7 km/h). Driver attempts to overcome the system during malfunction will cause (1) vibrations in the steering wheel; (2) the steering system motor to turn off; (3) the red steering system malfunction indicator light to illuminate; and (4) audible warnings to chime. These four events will alert the driver that a steering system malfunction has occurred. A malfunctioning steering system could lead to a crash without warning.

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SELLING DEALER NAME
SELLING DEALER ADDRESS
SELLING DEALER PHONE NUMBER

Because of this, we encourage you to return to this dealer to have the recall repair performed. This service will take about four hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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Reimbursement of Expenses

If you have previously paid for replacement of the steering gear, 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 Canada
Attn: Customer CARE Center (48J1/P3)
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

Campaign Work Procedure

48J1/P3 Safety Recall

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

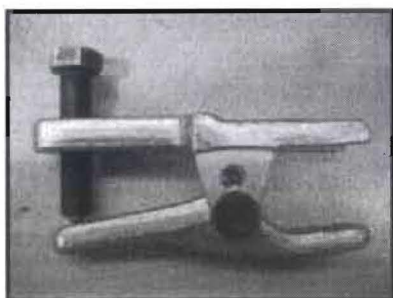
Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
1	3C1 423 050 G	Steering gear
4	N 105 607 02	Steering gear to subframe
5	N 909 158 02	Heat shield to steering gear and shield to front subframe
2	WHT 000 431 A	Subframe to body (black bolts)
2	N 106 403 01	Subframe to body (rear of subframe)
2	N 910 398 02	Subframe to body (front of subframe)
1	N 105 131 02	Pendulum support to transmission (large 3.6L bolt)
1	N 911 671 01	Pendulum support to transmission (large 2.0T bolt)
1	N 910 661 01	Pendulum support to transmission (small bolt for both engines)
2	WHT 000 785	Tie rod end to wheel bearing housing (nuts)
6	N 103 320 02	Control arm to ball joint (nuts)
2	N 015 081 6	Stabilizer bar to coupling rod (nuts)
1	N 010 335 17	Universal joint to steering gear

Required Tools:



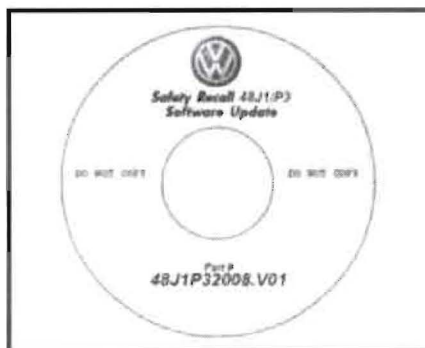
- ⇐ VAS 5051B or VAS 5052 Diagnostic Tester
- Torque wrench V.A.G. 1331 (or equivalent)
- Torque wrench V.A.G. 1332 (or equivalent)
- Engine and transmission jack V.A.G. 1383 A (or equivalent)
- PSC 550S or INC 940 battery charger



- Ball joint puller 3287 A (or equivalent)



- ⇐ Locating pins T10096

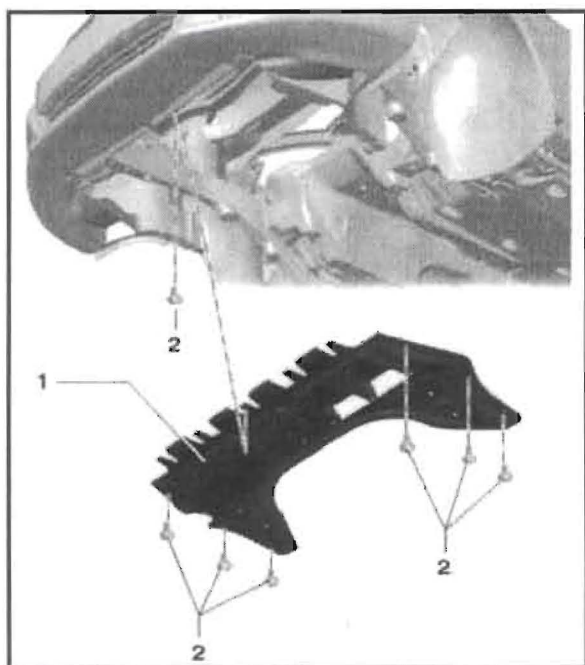


- ⇐ CD ROM containing reprogramming information
(part number 48J1P32008.V01)
- DO NOT DULICATE CD-ROM
Additional copies can be obtained by calling Resolve at (800) 544-8021

NOTE TO DEALERS NOT RECEIVING AN ALLOCATION LIST

Due to the small number of affected vehicles, software update CDs for this action will be sent only to dealers who are receiving an allocation list. Dealers without a software CD who need to update a vehicle should contact the Resolve at 800-544-8021.

Work Sequence

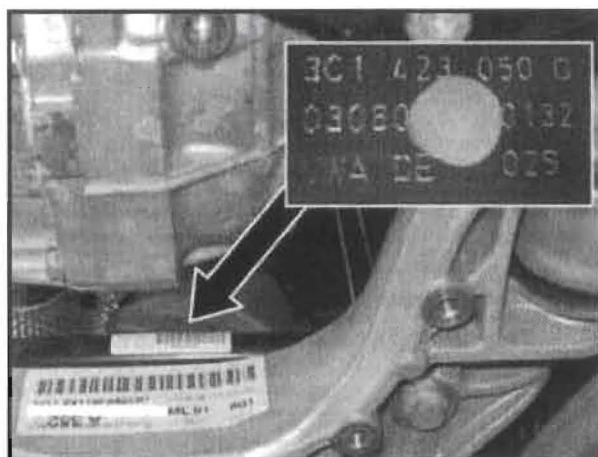


Section A – Check Steering Gear

- Raise vehicle on hoist
- ⇐ Remove noise insulation -1- by removing seven screws -2-

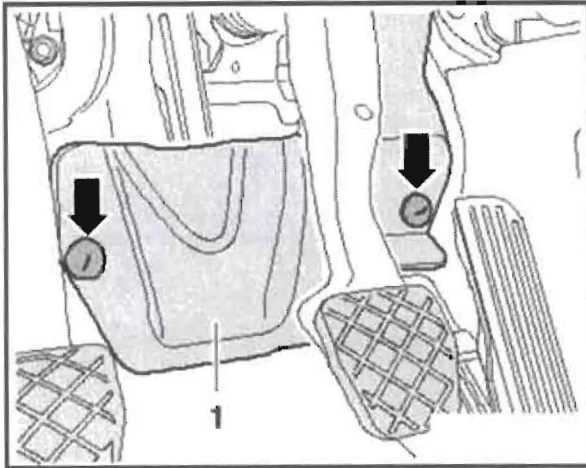


Tip: 3.6L vehicles have three additional bolts at rear of noise insulation



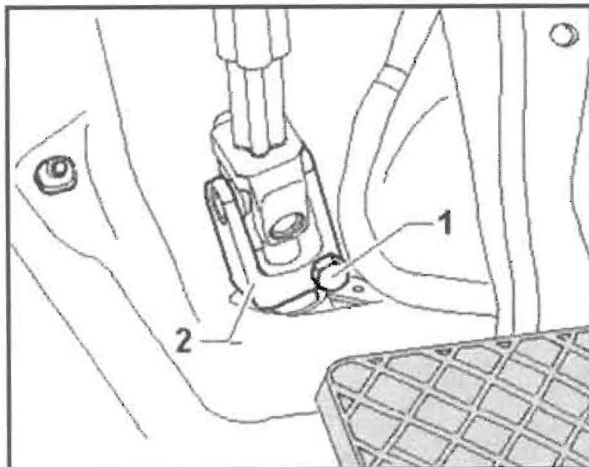
- ⇐ Check for yellow paint mark located on front of steering gear (as pictured):
 - If paint mark is present, call **Campaign Helpline @ (800) 741-2919**
 - If paint mark is not present, **continue with work procedure**

- Lower vehicle to comfortable level and remove foot well trim -1- by removing nuts -arrows-



Tip: Obtain wheel nut key from trunk prior to disconnecting battery

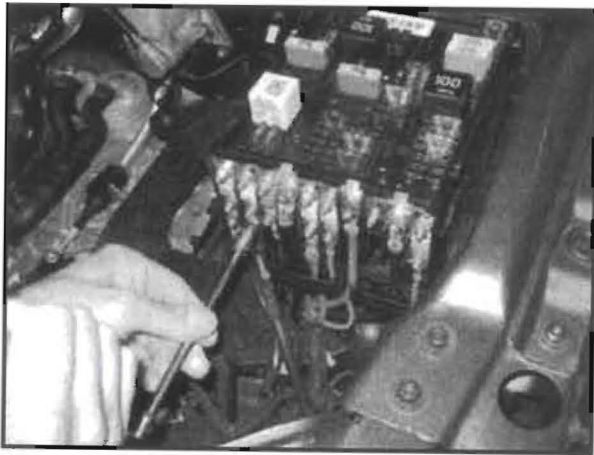
- Disconnect battery



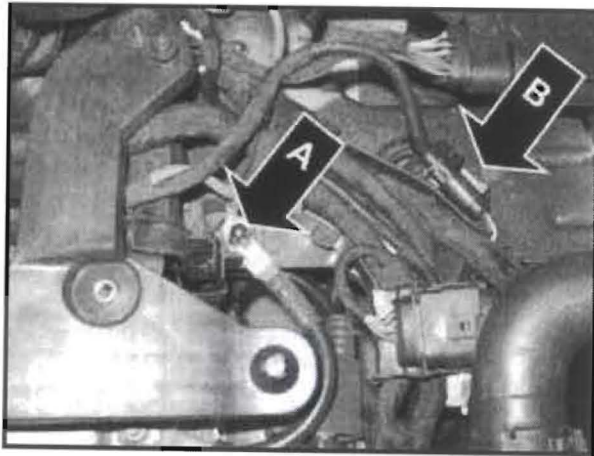
Tip: To prevent misalignment of steering wheel, ensure that front wheels and steering wheel are straight

- ⇐ Remove bolt -1- and remove universal joint -2- from steering gear

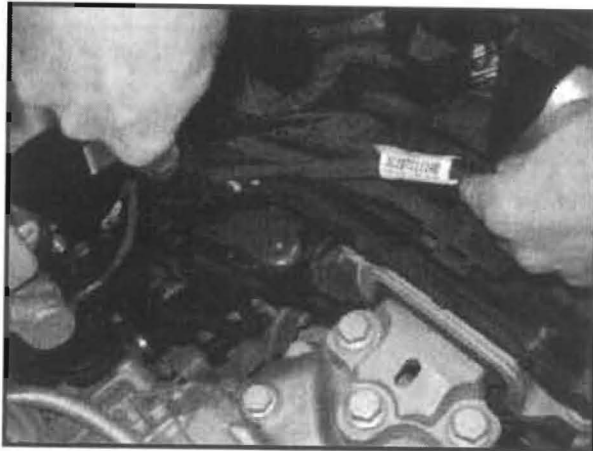
- Open hood
- Disconnect mass air flow sensor
- Remove air box
- Disconnect and remove battery on 2.0L
- Remove electrical box cover



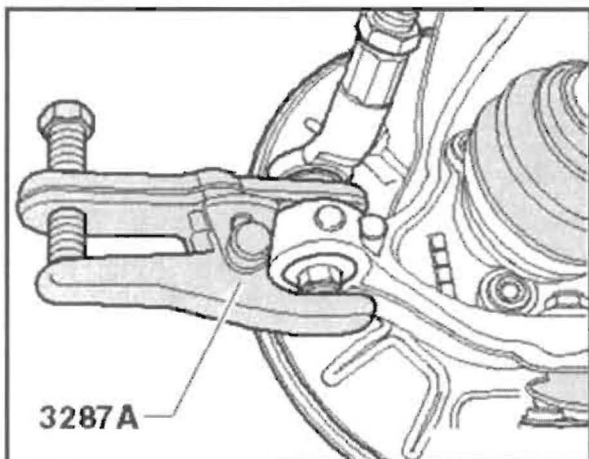
- ⇐ Remove harness for steering gear in electrical box (as shown)



- ⇐ Remove nut for steering gear ground -A- and disconnect harness connector -B-
- Remove air box tray (3.6L) and battery tray (2.0L)



- Disconnect harness from channel and ensure harness is disconnected from all securing points
- Raise vehicle on hoist

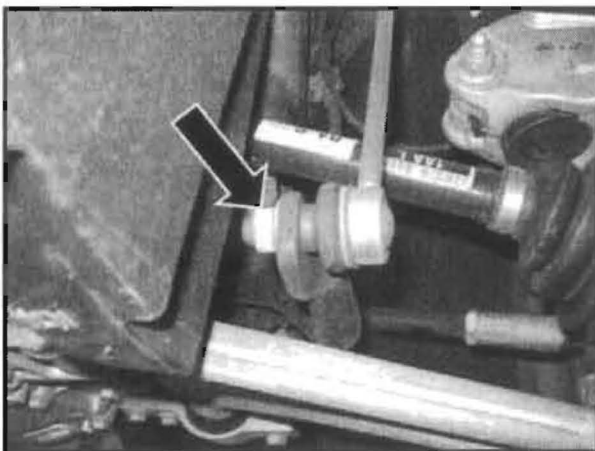


- Remove front wheels
- Loosen nut of tie rod end, but do not remove yet

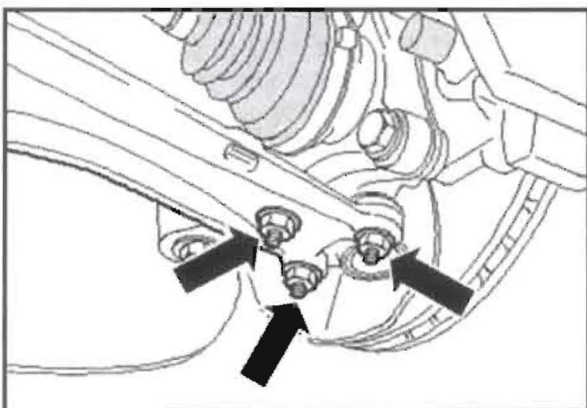


Note: To protect thread, screw nut on pin with a few turns

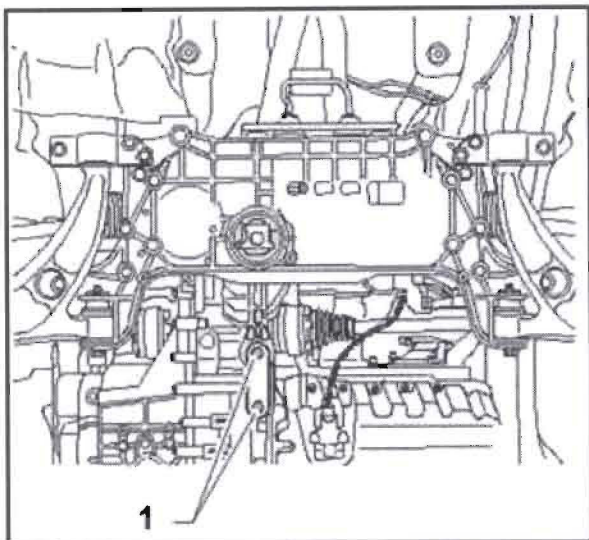
- Press tie rod end off wheel bearing housing using ball joint puller -3287A- and remove nut
- Perform same on other side



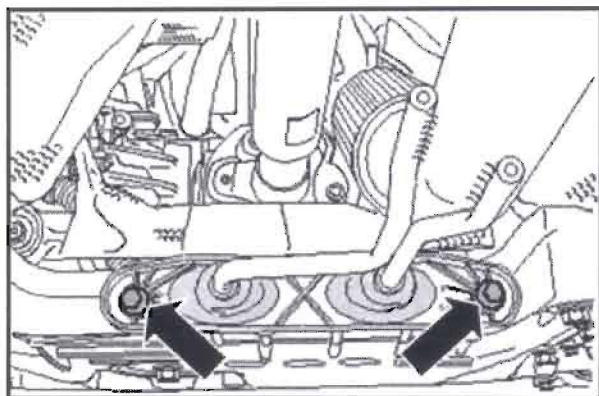
- Remove nut for coupling rod from stabilizer bar -arrow-
- Perform same on other side



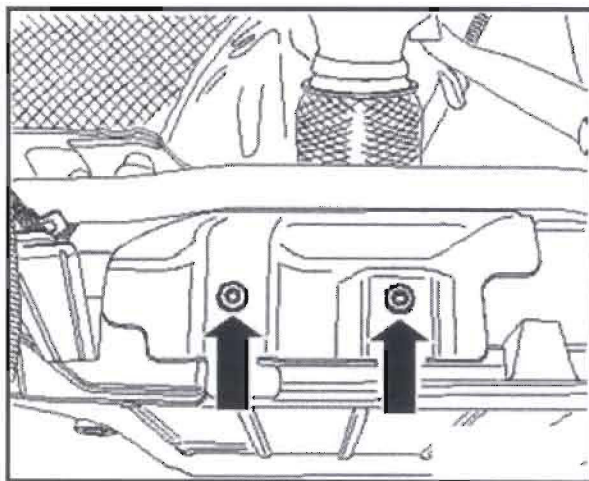
- ← Remove three retaining nuts -arrows- from lower control arm at lower ball joint
- Perform same on other side



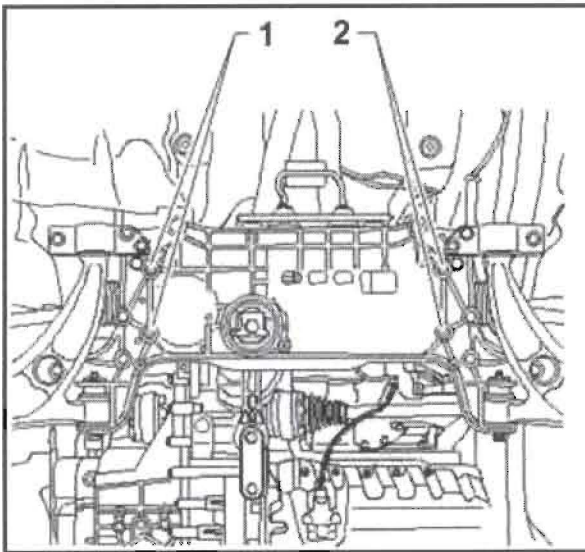
⇐ Remove bolts -1- for pendulum support to transmission



⇐ Remove exhaust system bracket from subframe
-arrows-

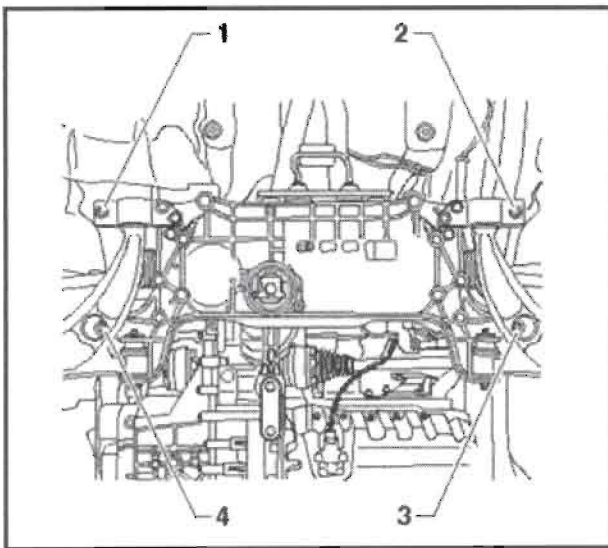


⇐ Remove bolts -arrows- from heat shield
(if equipped) and remove heat shield from subframe



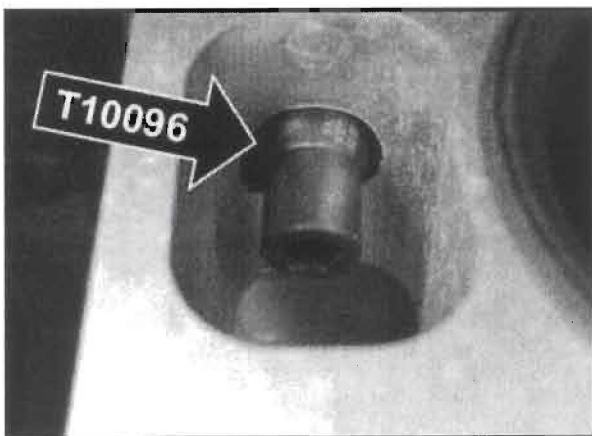
⇐ Remove steering gear bolts -1- and -2-

! Note: Do not remove bolts for the stabilizer bar clamp
Removal of stabilizer bar clamp bolts is not covered under this campaign

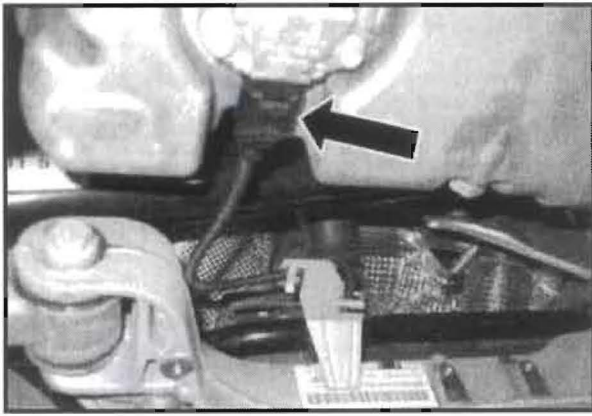


- One at a time, remove bolts from positions -1-, -2-, -3- and -4-, and install subframe locating pins -T10096-. Torque pins to 20 Nm

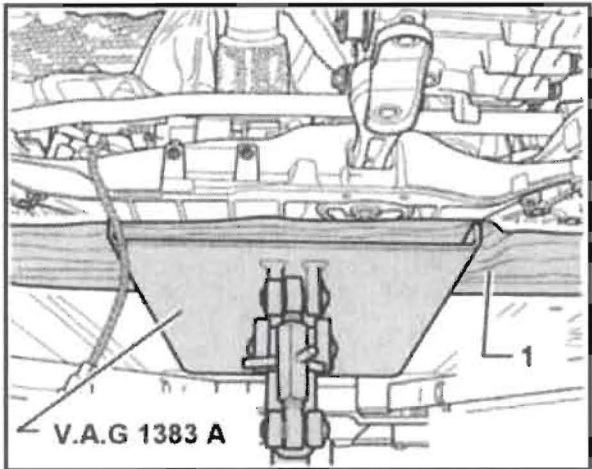
! Note: Locating pins -T10096- may only be tightened to a maximum of 20 Nm; otherwise, damage will occur to threads of locating pins



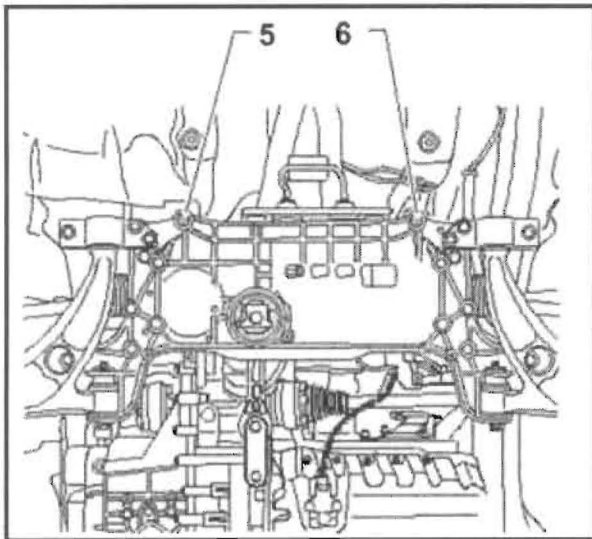
! Note: Locating pin -T10096- properly installed with taper side down prevents misalignment of subframe to the body



⇐ Disconnect connector -arrow- for service interval extension to oil pan (if equipped)

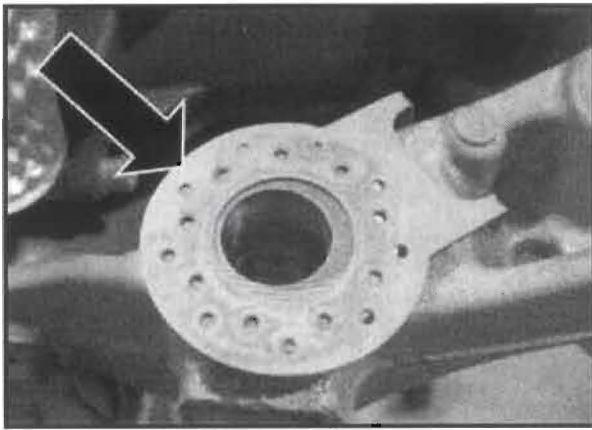


- Place engine and transmission jack -V.A.G 1383 A- under subframe
- ⇐ Place (for example) a piece of wood -1- between engine and transmission jack and subframe



⇐ Remove bolts -5- and -6- and slightly lower subframe

Note: Pay attention to electrical wiring while doing this to avoid wiring damage



⇐ When lowering subframe, pay attention that the two washers (if equipped) -arrow- located at rear of subframe do not fall out. They will need to be reinstalled

⚠ Note: If washers become lost during removal of subframe, replace with part number (7M3 499 349 A)

Lost washers are not covered under this campaign

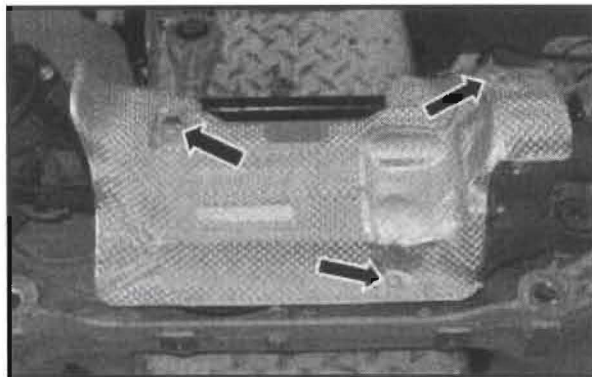


- Move subframe with steering gear assembly to a comfortable working area



WARNING

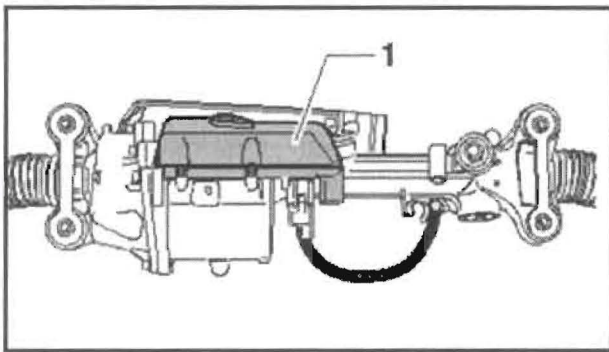
Make sure that assembly is balanced properly while moving and that care is taken to prevent damage or injury



⇐ Remove bolts for heat shield -arrow- and remove heat shield



- Disconnect wiring harness at mounting points and remove connectors
- Remove original steering gear from subframe and replace with new steering gear part number (3C1 423 050 G)



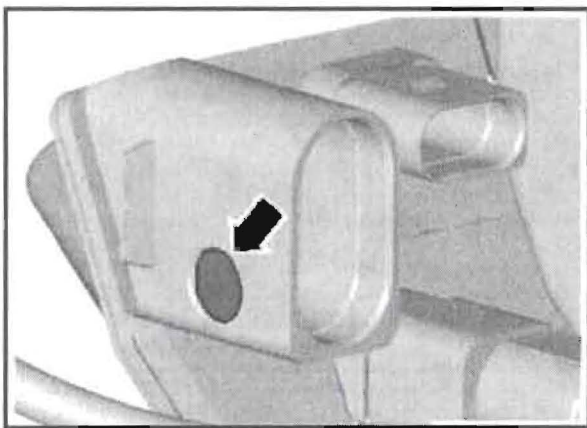
- Lay removed steering gear aside (as shown in illustration) to avoid damage to control module -1-

Section B – Steering Gear Installation



Tip: Always measure bolt length and size to ensure proper bolt dimensions are used for reinstallation purposes

Damage to body, subframe, or steering components is not covered by this campaign when incorrect bolt dimensions are used



Prepare to install new steering gear part number (3C1 423 050 G):

- ← Make sure the white pressure membrane -arrow- is clean and not damaged
- If necessary, carefully clean the pressure membrane



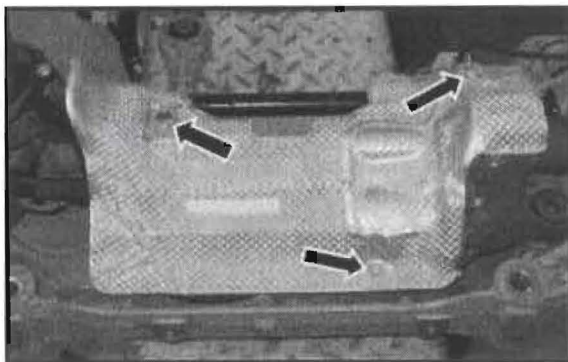
Note: If the pressure membrane is damaged, then the steering gear cannot be used. Contact the Campaign Helpline at (800) 741-2919



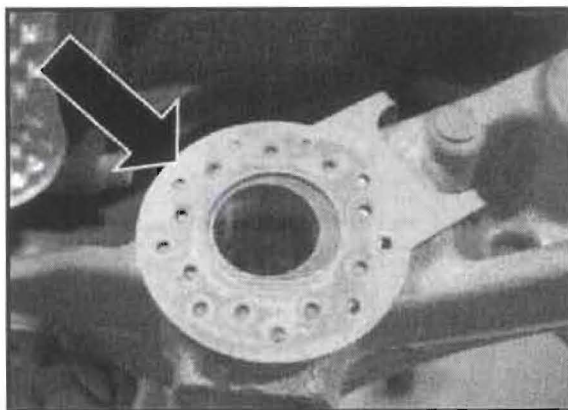
- Paint a yellow dot (*about the size of a penny*), on new steering gear housing, in part number location (as shown)



- Reconnect connectors to new steering gear and reassemble harness to mounting points

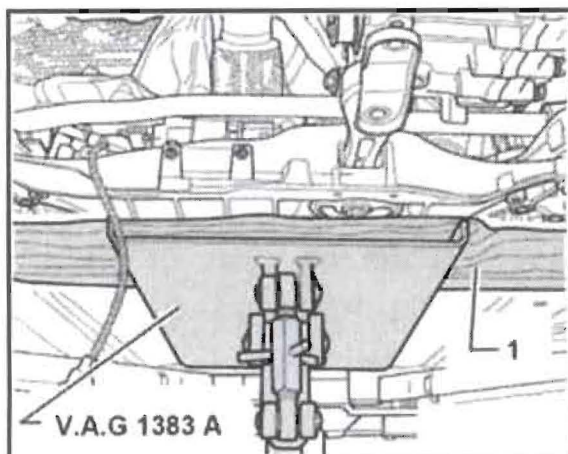


- ⇐ Reinstall heat shield and install three new M6 x 7mm self tapping bolts -arrows- with part number (N 90915802) and torque to 6 Nm



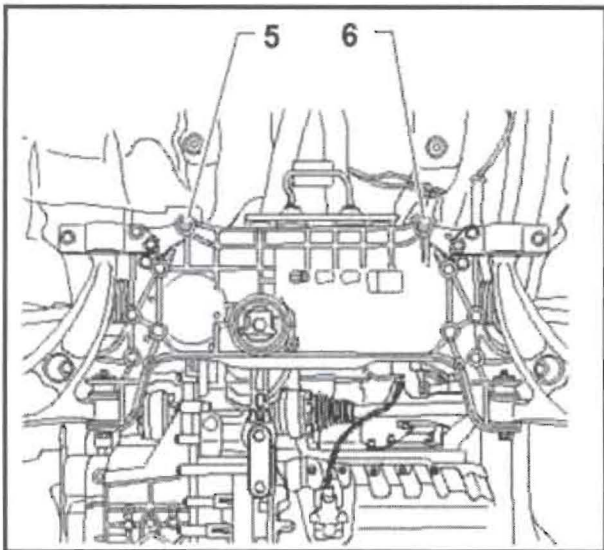
- ⇐ Place washers (if originally equipped) onto subframe -arrow- with tabs facing down and located (as shown)

Note: If washers were lost during removal of subframe, replace with part number (7M3 499 349 A)
Lost washers are not covered under this campaign



- Carefully raise new steering gear and subframe assembly using engine and transmission jack -V.A.G 1383 A-

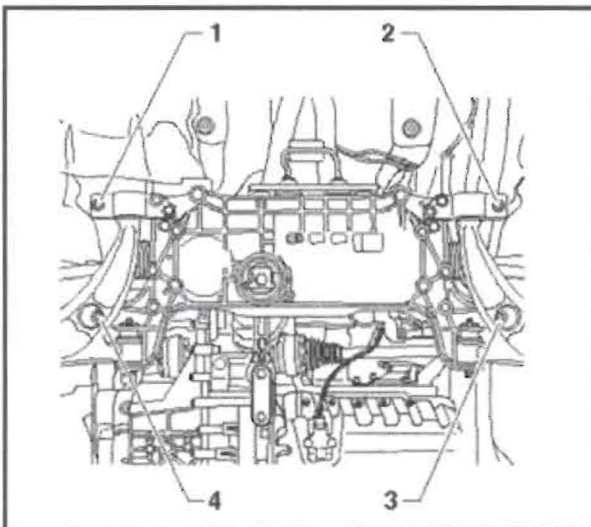
Tip: Pay attention to electrical wiring and subframe locating pins -T10096- while raising assembly



- Install new bolts -5- and -6-
 - 2.0T vehicles:
(N 10640301) - M12 x 1.5 x 100mm – torque to 70 Nm + 90° additional turn
 - 3.6L vehicles:
(WHT 000 431 A) - M12 x 1.5 x 110mm – torque to 70 Nm + 90° additional turn



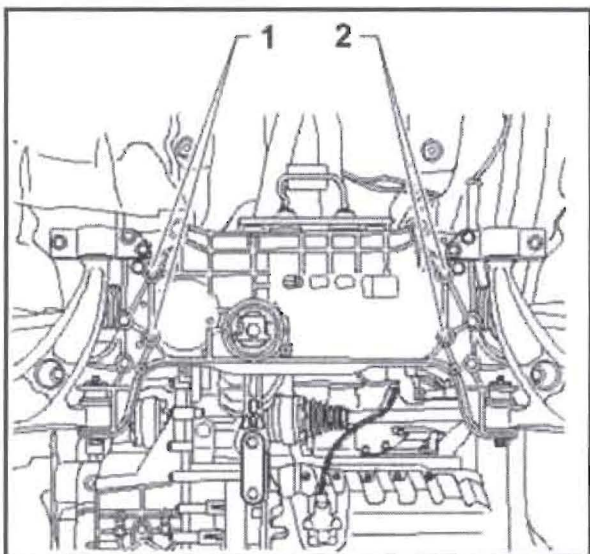
- ⇐ Reconnect connector -arrow- for the service interval extension to the oil pan (if equipped)



- ⇐ One at a time, remove subframe locating pins - T10096- and install new bolts into positions -1-, -2-, -3- and -4-

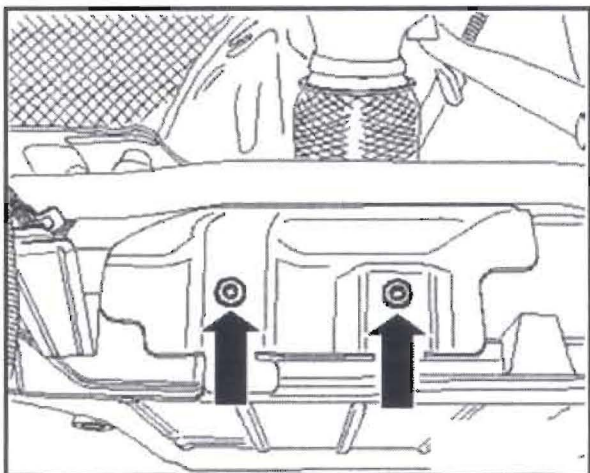
All vehicles:

- Positions -1- and -2- (rear of subframe)
(N 106 40301) - M12 x 1.5 x 100mm – torque to 70 Nm + 90° additional turn
- Positions -3- and -4- (front of subframe)
(N 910 39802) - M12 x 1.5 x 90mm – torque to 70 Nm + 180° additional turn

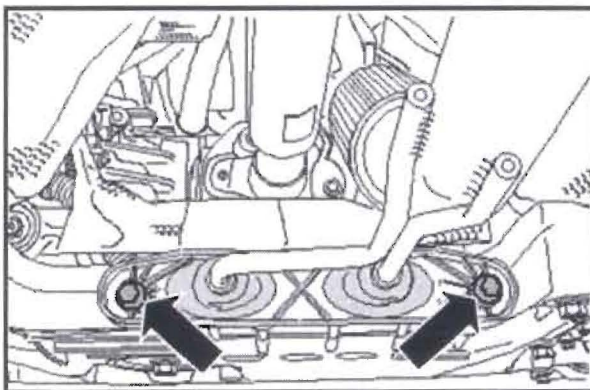


⇐ Install new steering gear bolts -1- and -2-

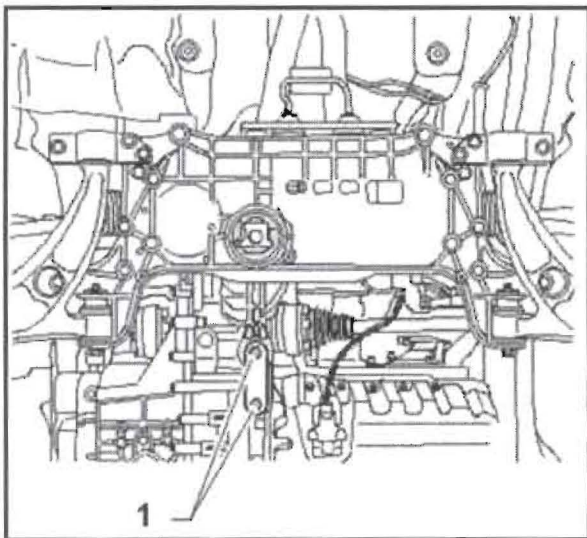
- All vehicles:
(N 10560702) - M10 x 70mm – torque to
50 Nm + 90° additional turn



⇐ Reinstall heat shield (if equipped) using two new
M6 x 7mm self tapping bolts -arrows-, part
number (N 90915802) and torque to 6 Nm



⇐ Reinstall exhaust system bracket to subframe
-arrows- using original bolts and torque to 25 Nm



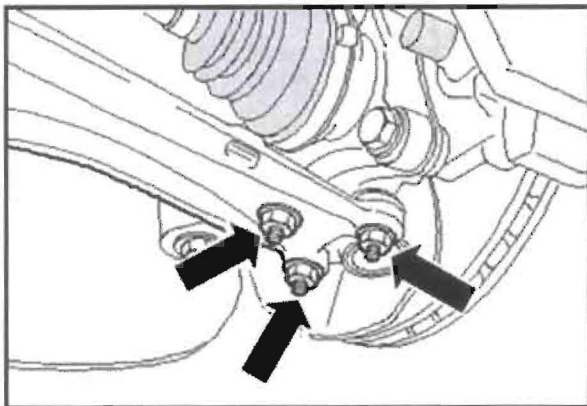
⇐ Install new bolts -1- for pendulum support to transmission

2.0T vehicles:

- Rear bolt (N 91167101) - M10 x 75mm – torque to 50 Nm + 90° additional turn
- Front bolt (N 91066101) - M10 x 35mm – torque to 50 Nm + 90° additional turn

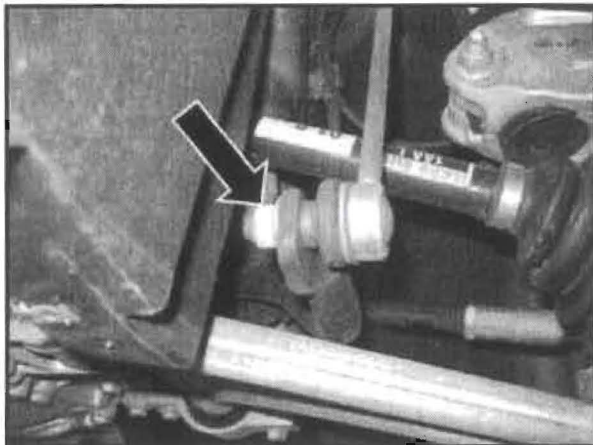
3.6L vehicles:

- Rear bolt (N 10513102) - M12 x 1.5 x 85mm – 60 Nm + 90° additional turn
- Front bolt (N 91066101) - M10 x 35mm – torque to 50 Nm + 90° additional turn



⇐ Install three new size M10 retaining nuts -arrows- using part number (N 10332002), onto lower control arm to lower ball joint and torque to 60 Nm

- Perform same on other side

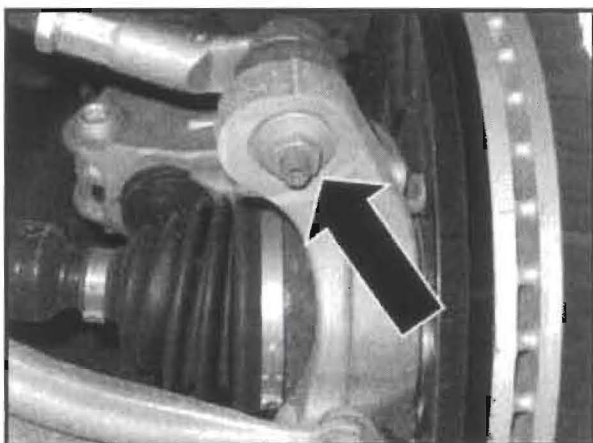


⇐ Install new size M12 x 1.5 nut for coupling rod to stabilizer bar -arrow- using part number (N 0150816) and torque to 65 Nm



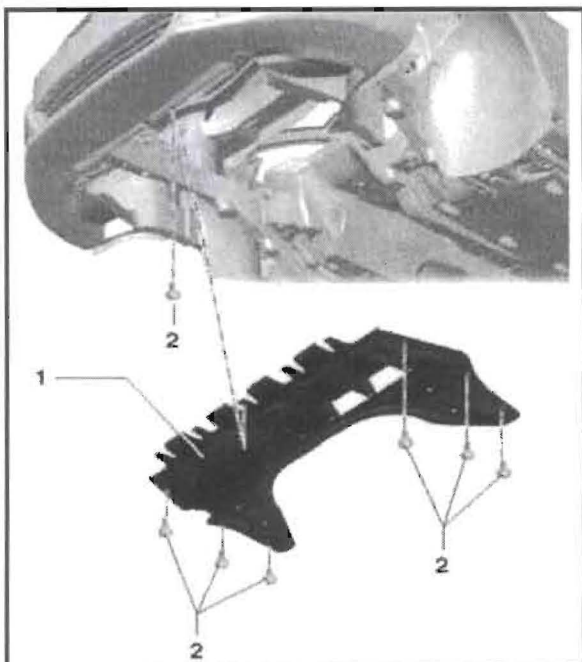
Tip: Counter hold at multi-point fitting on inner joint pin

- Perform same on other side



⇐ Install new size M12 x 1.5 nut -arrow- onto tie rod end using part number (WHT 000 785) and pre-tighten to 100 Nm, then loosen by 180° and tighten to 100 Nm again

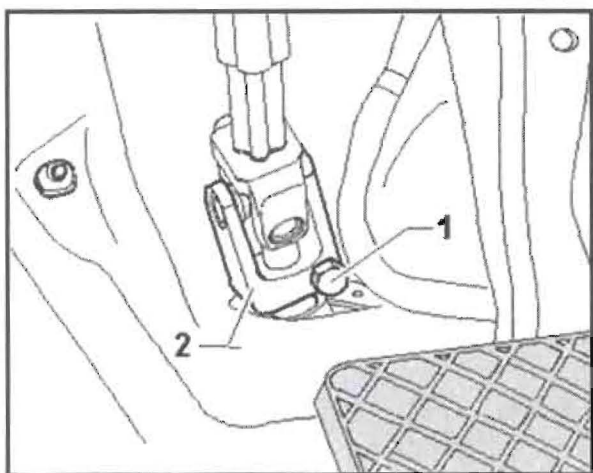
- Perform same on other side



⇐ Reinstall noise insulation -1- by installing seven screws -2- and torque to 2 Nm

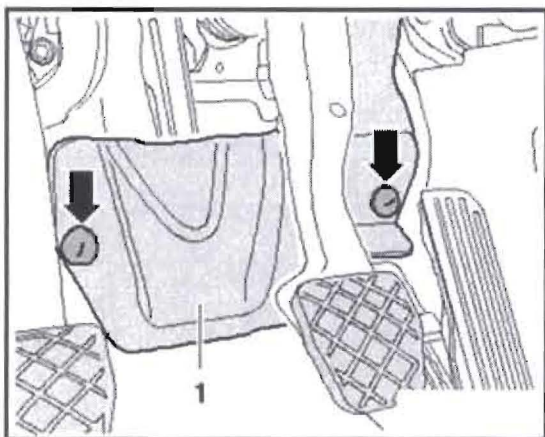


Tip: 3.6L vehicles have additional three bolts at rear of noise insulation

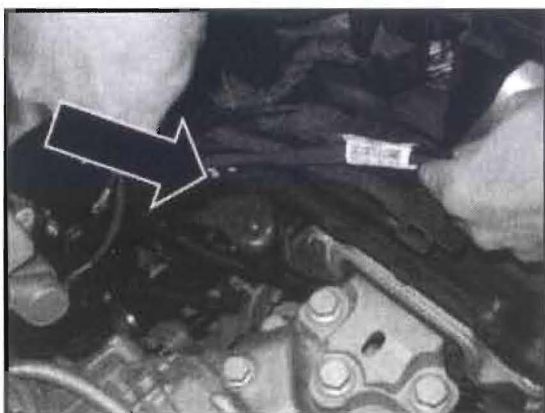


⇐ Lower vehicle to comfortable level and install universal joint -2- onto the steering gear

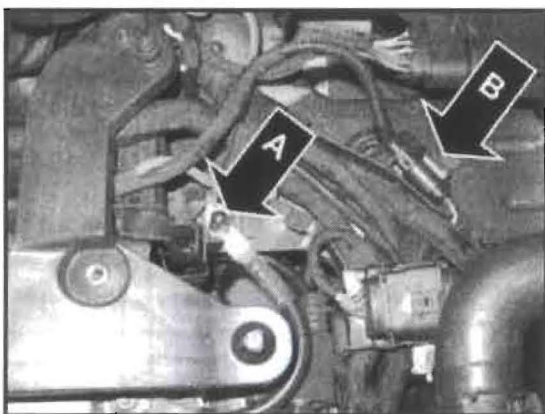
⇐ Install new size M8 x 35 x 15 bolt -1- with part number (N 01033517) and torque to 30 Nm



⇐ Install foot well trim -1- by inserting original nuts -arrows-



⇐ Route steering gear harness into channel -arrow- and resecure all mounting points in original locations



- Reinstall airbox tray (3.6L) and battery tray (2.0L)
- ⇐ Reinstall nut for steering gear ground -A- and reconnect harness connector -B-



⇐ Reinstall harness for steering gear in electrical box (as pictured)

- Install cover for electrical box
- Reinstall air box
- Reconnect mass air flow sensor
- Reconnect battery and install battery cover
- Reinstall front wheels and torque to 120 Nm



Tip: Replace wheel nut key in trunk

- Close hood

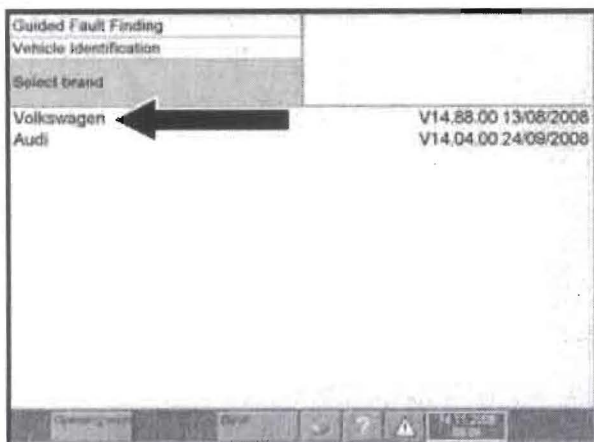
Section C – Adapting Steering Gear



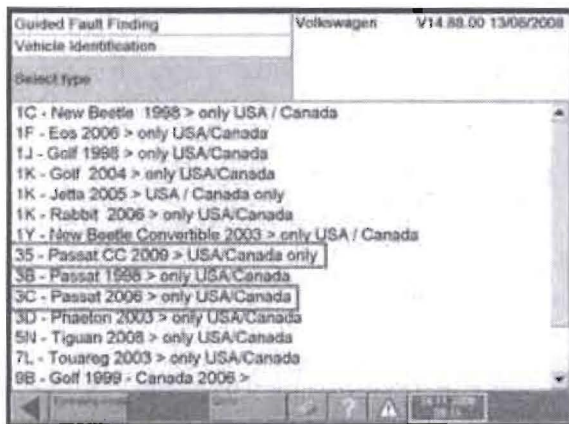
Tip: Test plans can vary in some cases. Screens may not always match exactly as shown in this document



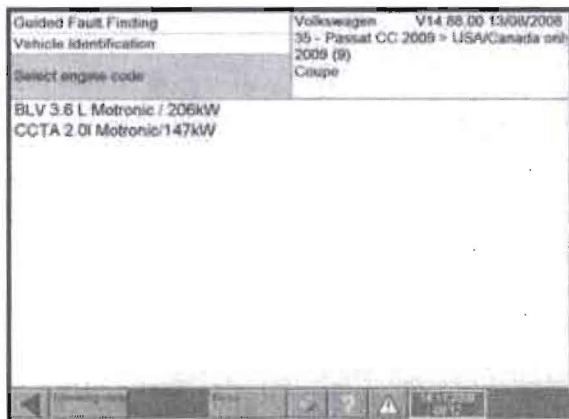
- ⇐ Install a battery charger on vehicle and ensure voltage is maintained at 12.5V to 14.5V
- ⇐ Attach scan tool VAS 5051B/5052 to vehicle and select Guided Fault Finding (GFF) -arrow-



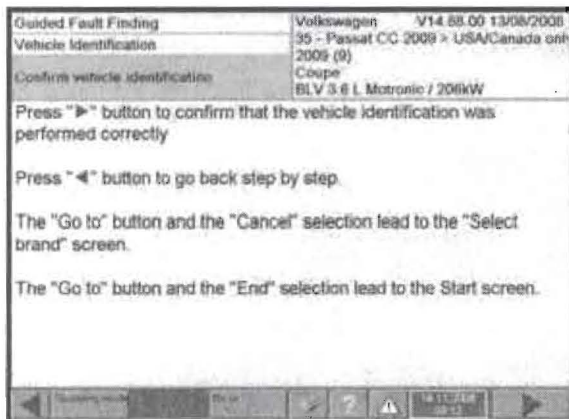
- ⇐ Select Volkswagen -arrow-



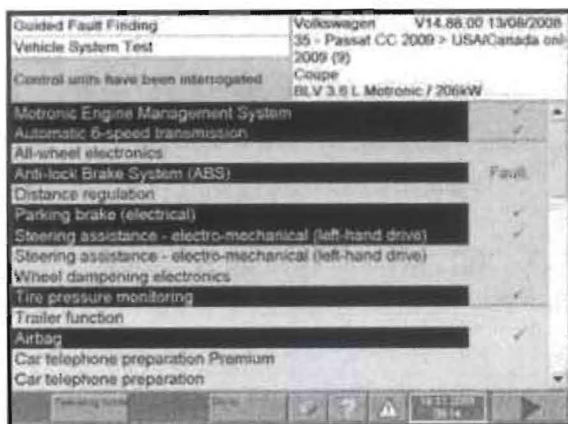
← Select vehicle (as shown)



• Select engine size

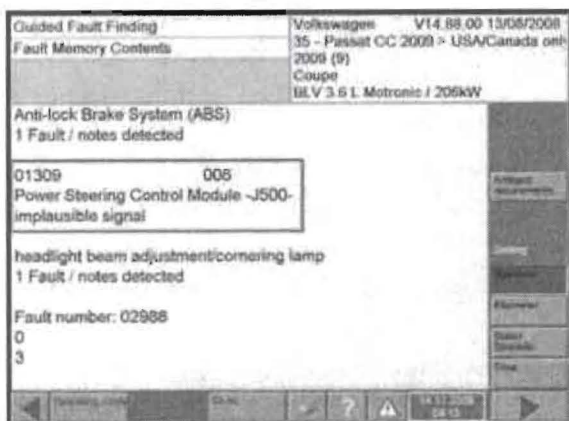


• Read information and when ready, select forward arrow



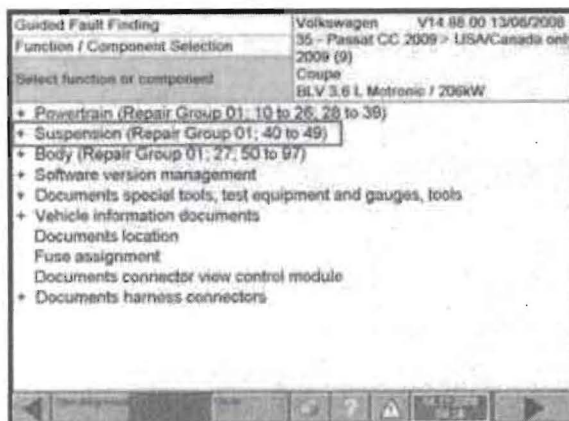
- Allow GFF to interrogate the control modules

⇐ Press forward arrow when interrogation is complete

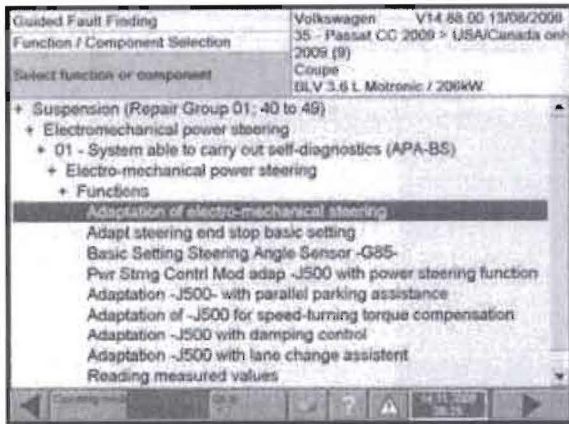


⇐ If no fault code is present, press "Go to" button and select "Function / Component Selection"

⇐ If fault code 01309 008 appears (as shown) follow User Test Plan **after the following steps** for adapting the steering gear have been performed

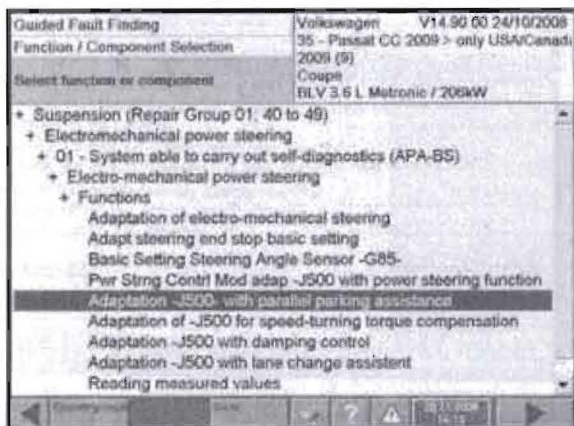


⇐ Select Suspension (as shown)



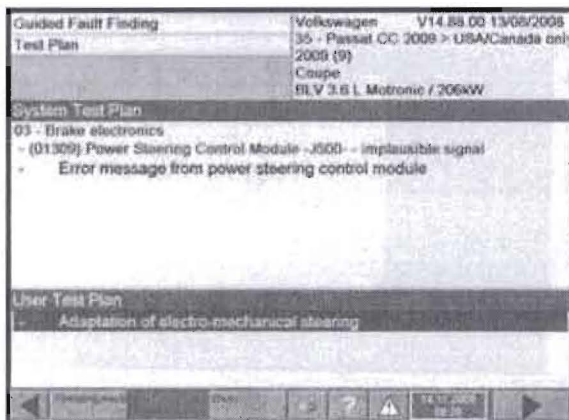
For vehicles without Parallel Parking Assistance:

- Select Electromechanical power steering
- Then select 01 – System able to carry out self-diagnostics (APA-BS)
- Then select Electro-mechanical power steering
- Then select Functions
- ⇐ Then select Adaptation of electro-mechanical steering (as shown)

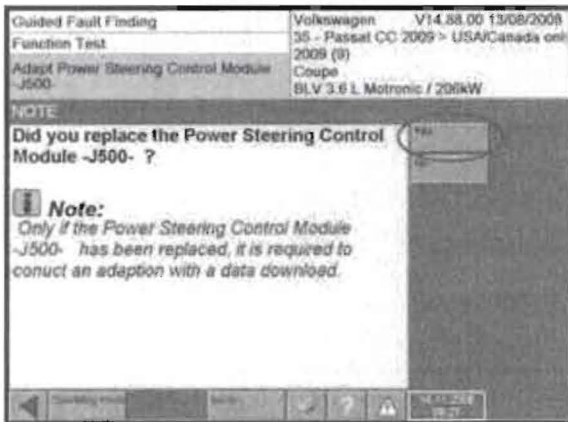


For vehicles with Parallel Parking Assistance:

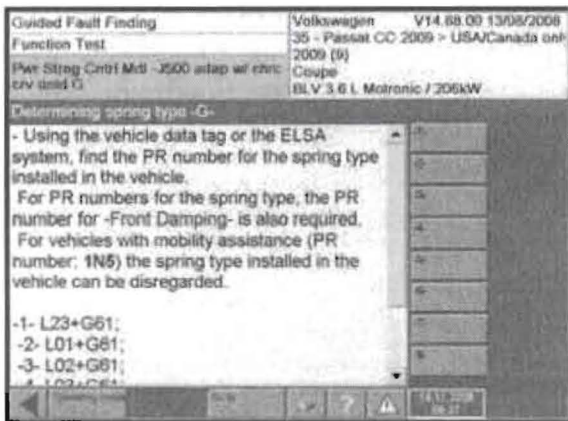
- Select Electromechanical power steering
- Then select 01 – System able to carry out self-diagnostics (APA-BS)
- Then select Electro-mechanical power steering
- Then select Functions
- ⇐ Then select Adaptation J500 with parallel parking assistance (as shown), then continue as prompted



- ⇐ Highlight the User Test Plan for Adaptation of electro-mechanical steering and select the forward arrow



⇐ Select "Yes" to answer the question

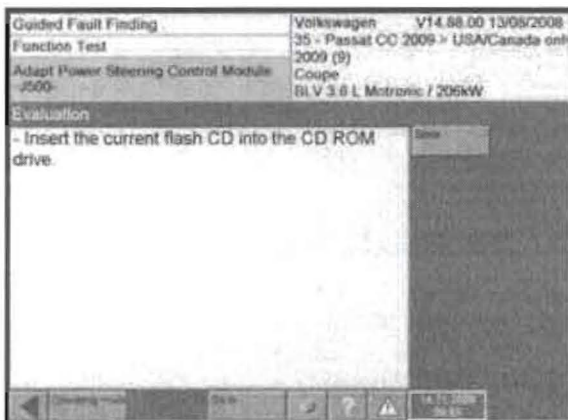


- Read instructions to obtain spring type and front dampening information from the list of PR codes

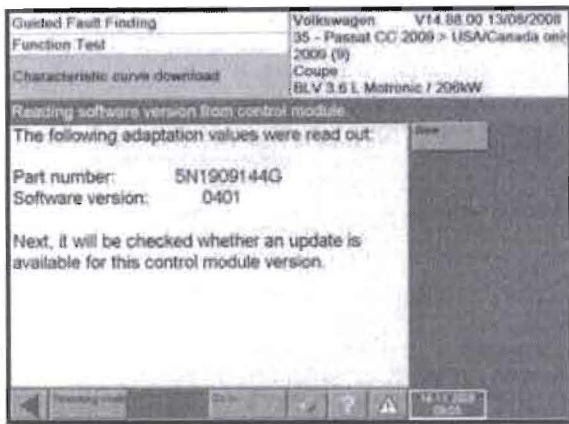


Tip: PR codes can be found on the sticker in the trunk or in ElsaWeb

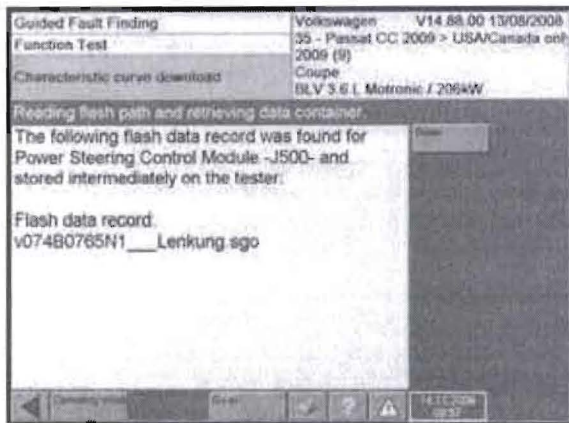
⇐ Select the correct response for the PR codes that are for your vehicle by pressing one of the numbered selection boxes



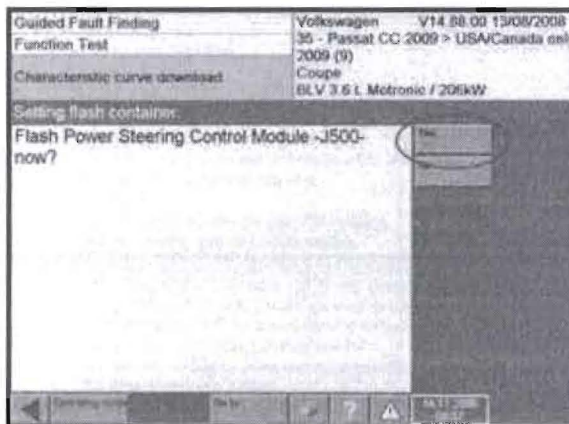
- Insert CD part number (48J1P32008.V01), wait for light on CD drive to go out
- Then press "Done"



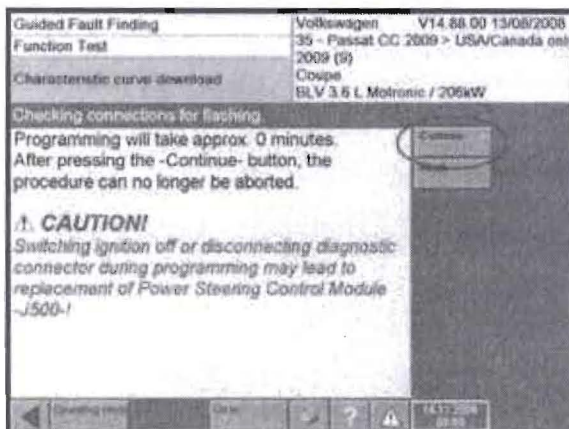
← Read the information then press “Done



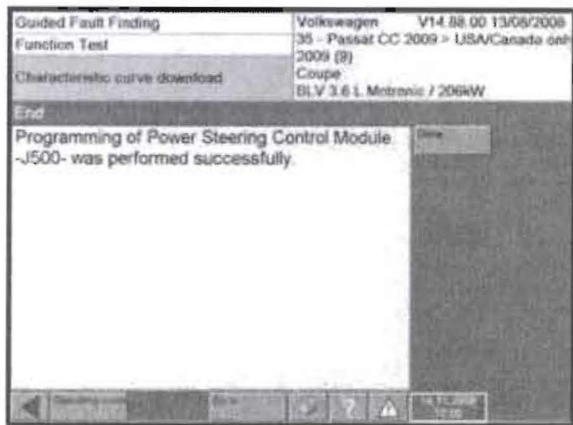
← Read the information then press “Done



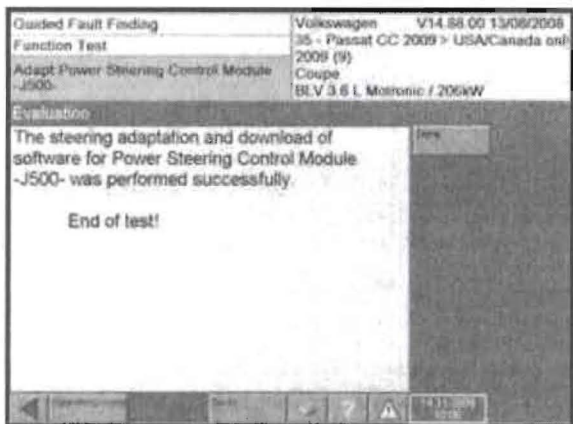
← Select “Yes” -circle- to perform software update



← Select “Continue” -circle-



← Select "Done"



• Select "Done"



← After Adaptation of electro-mechanical steering or, Adaptation -J500- with parallel parking assistance, select and perform test plan for Basic Setting Steering Angle Sensor -G85- (as shown)

- Follow on-screen prompts through end of test, then exit Guided Fault Finding
- Perform alignment
- Test drive vehicle

Section D - Parts Return

The SAGA system will not generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order to removed steering gears, and ship to the applicable Volkswagen address below.

IMPORTANT!

When returning parts under this action, do not include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned steering gears will not be acknowledged or returned.

USA Dealers ship to:

*Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326*

ATTN: 48J1/P3 Parts Return – GE024

CANADA Dealers ship to:

*Volkswagen Canada Inc.
777 Bayly Street West
Ajax, ON L1S 7G7*

ATTN: Parts Return (48J1/P3)

ALL WORK IS COMPLETE