

## 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 contact Warranty.**



# Safety Recall Circular

Code: 28G1

**Subject: 2010 Routan  
Replace WIN Module (Ignition Switch)**

June 2011

### Problem Description

Some vehicles may experience inadvertent ignition key (WIN/FOB/K) displacement from the RUN to accessory (ACC) position while driving, causing the engine to shut off and increasing the risk of a crash.

### Corrective Action

Replace the WIN module (ignition switch).

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

2V4RW\_D\_AR138355 - 2V4RW\_D\_AR360513  
Production date: October 2009 – July 2010

#### **Canada**

2V4RW\_D\_AR164634 - 2V4RW\_D\_AR388010  
Production date: October 2009 – July 2010

**NOTE:** The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

### Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about June 07, 2011. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com).

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.


### Owner Notification Mailing

On or about June 07, 2011 the customer mailing will take place. A sample copy of the owner letter is enclosed.

### Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

### When scheduling this repair, please:

- Remind customers to bring all remote keyless entry transmitters to their appointment, as the transmitters will be replaced under this recall. Once the recall has been completed, the old/original transmitters will no longer work.
- Verify the customer's two-digit Campaign Criteria Number in ElsaWeb. This will help ensure that the correct parts kit for the vehicle is on hand when the customer arrives for the repair.
- Ask the customer if their vehicle has (or does not have) the remote start feature. If the keyless entry transmitter has the symbol,  the vehicle has remote start. A small number of customers may have had this feature added as a Volkswagen dealer-installed accessory. If this feature was installed as an accessory, you will need to order additional keyless entry transmitters for the vehicle, in addition to the repair kit. Please refer to the 28G1 work procedure for additional information. Vehicles that have factory-installed remote start can use the transmitters provided in the campaign repair kit.
- Ask the customer how many remote keyless entry transmitters they have for their vehicle. Each campaign parts kit comes with two new transmitters; however some customers may have more than two transmitters programmed to their vehicle. Verifying this information will help ensure that customers receive the correct number of new transmitters to replace the ones they currently have.

**Claim Entry Procedure**

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

**Saga Claim Entry Procedure**

Check ElsaWeb to determine if this campaign is open.

**Service No.:** 28G1  
**Damage Code:** 0099  
**HST Number:** CRM2026593

**Parts Manufacturer**

**Removed part:** Use vendor code **USM**.

Sold vehicle = 7 10  
 Unsold vehicle = 7 90

**Accounting Instructions**

**Repair operation (all criteria):** 2804 55 99      100 T.U.'s

**CRITERIA 01**

Replace WIN module: Vehicles with 3-button key, without remote start, without power liftgate, without power sliding doors

<u>QTY</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 998 021C	WIN Module Kit (contains two transmitters)
Up to 6 (additional)	7B0 959 754C	3-button key transmitter (if needed)

**CRITERIA 02**

Replace WIN module: Vehicles with 5-button key, without remote start, without power liftgate, with power sliding doors

<u>QTY</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 998 021B	WIN Module Kit (contains two transmitters)
Up to 6 (additional)	7B0 959 754B	5-button key transmitter (if needed)

**CRITERIA 03**

Replace WIN module: Vehicles with 6-button key, without remote start, with power liftgate, with power sliding doors

<u>QTY</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 998 021A	WIN Module Kit (contains two transmitters)
Up to 6 (additional)	7B0 959 754A	6-button key transmitter (if needed)

**CRITERIA 04**

Replace WIN module: Vehicles with 7-button key, with remote start, with power liftgate, with power sliding doors

<u>QTY</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 998 021	WIN Module Kit (contains two transmitters)
Up to 6 (additional)	7B0 959 754	7-button key transmitter (if needed)

**CRITERIA 05**

Replace WIN module: Vehicles with 6-button key, with remote start (dealer installed), without power liftgate, with power sliding doors

<u>QTY</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 998 021	WIN Module Kit (contains two transmitters)
2 (required)	7B0 959 754D	* Kit contains two keys that must be discarded and replaced with key part# below
Up to 6 (additional)	7B0 959 754D	6-button key transmitter 6-button key transmitter (if needed)

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

**If customer refused repairs**

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2011 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Campaign Criteria Number:** <CRITERIA>

**Subject: Safety Recall 28G1/U8 – Replace WIN Module (Ignition Switch)  
2010 Model Year Volkswagen Routan**

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 2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

Some vehicles may experience inadvertent ignition key displacement from the RUN to accessory (ACC) position while driving, causing the engine to shut off and increasing the risk of a crash.

### What Will Volkswagen Do?


In order to correct this defect, dealers will replace the WIN module (ignition switch) in your vehicle.

### What We Would Like You to Do

Please contact your authorized Volkswagen dealer for an appointment to have your vehicle repaired without delay. The repair may take up to two hours, and this work will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### IMPORTANT!

When scheduling this repair, please:

- Bring all vehicle remote keyless entry transmitters to your recall appointment; they will be replaced under this recall. Once the recall has been completed, old/original transmitters will no longer work.
- Provide your dealer with the two-digit Campaign Criteria Number (located at the top of this letter). This will help ensure correct parts for your vehicle are on hand when you arrive for the repair appointment.
- Let your dealer know if your vehicle has (or does not have) the remote start feature. If your keyless entry transmitter has the symbol,  your vehicle has remote start.
- Inform your dealer if you have more than two remote keyless entry transmitters programmed to your vehicle, so the correct number of new transmitters are on-hand at the time of your appointment.

### Precautions You Should Take

Until this repair has been completed, affected vehicles can continue to be driven as usual. However, as a precaution, customers are advised to remove all objects from the key fob (such as additional keys, key chains, etc.). This may help lessen the likelihood that the vehicle will experience the problem described in this recall. Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.

### 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 repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Customer Letter Example (United States) cont.**

**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 (28G1/U8)  
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 also invite you to visit our website at [www.vw.com](http://www.vw.com), where you can check to see if this or any other action may be open on your vehicle.

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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Campaign Criteria Number:** <CRITERIA>

**Subject: Safety Recall 28G1/U8 – Replace WIN Module (Ignition Switch)  
2010 Model Year Volkswagen Routan**

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 2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

Some vehicles may experience inadvertent ignition key displacement from the RUN to accessory (ACC) position while driving, causing the engine to shut off and increasing the risk of a crash.

### What Will Volkswagen Do?


In order to correct this defect, dealers will replace the WIN module (ignition switch) in your vehicle.

### What We Would Like You to Do

Please contact your authorized Volkswagen dealer after June 7, 2011 for an appointment to have your vehicle repaired. The repair may take up to two hours, and this work will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### IMPORTANT!

When scheduling this repair, please:

- Bring all vehicle remote keyless entry transmitters to your recall appointment; they will be replaced under this recall. Once the recall has been completed, old/original transmitters will no longer work.
- Provide your dealer with the two-digit Campaign Criteria Number (located at the top of this letter). This will help ensure correct parts for your vehicle are on hand when you arrive for the repair appointment.
- Let your dealer know if your vehicle has (or does not have) the remote start feature. If your keyless entry transmitter has the symbol,  your vehicle has remote start.
- Inform your dealer if you have more than two remote keyless entry transmitters programmed to your vehicle, so the correct number of new transmitters are on-hand at the time of your appointment.

### Precautions You Should Take

Until this repair has been completed, affected vehicles can continue to be driven as usual. However, as a precaution, customers are advised to remove all objects from the key fob (such as additional keys, key chains, etc.). This may help lessen the likelihood that the vehicle will experience the problem described in this recall. Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.

### 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 repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

## Customer Letter Example (CANADA) cont.

### 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 (28G1/U8)  
PO Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298

We also invite you to visit our website at [www.vw.ca](http://www.vw.ca), where you can check to see if this or any other action may be open on your vehicle.

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

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group Compliance/Recall Assistance

**Required Parts:**

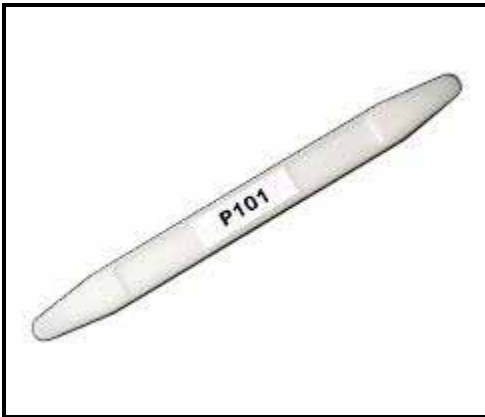
<b>CRITERIA 01</b>		
Replace WIN module: Vehicles with 3-button key, <u>without</u> remote start, <u>without</u> power liftgate, <u>without</u> power sliding doors		
<u>QTY</u> 1 Up to 6 (additional)	<u>Part Number</u> 7B0 998 021C 7B0 959 754C	<u>Part Description</u> WIN Module Kit (contains two transmitters) 3-button key transmitter (if needed)
<b>CRITERIA 02</b>		
Replace WIN module: Vehicles with 5-button key, <u>without</u> remote start, <u>without</u> power liftgate, <u>with</u> power sliding doors		
<u>QTY</u> 1 Up to 6 (additional)	<u>Part Number</u> 7B0 998 021B 7B0 959 754B	<u>Part Description</u> WIN Module Kit (contains two transmitters) 5-button key transmitter (if needed)
<b>CRITERIA 03</b>		
Replace WIN module: Vehicles with 6-button key, <u>without</u> remote start, <u>with</u> power liftgate, <u>with</u> power sliding doors		
<u>QTY</u> 1 Up to 6 (additional)	<u>Part Number</u> 7B0 998 021A 7B0 959 754A	<u>Part Description</u> WIN Module Kit (contains two transmitters) 6-button key transmitter (if needed)
<b>CRITERIA 04</b>		
Replace WIN module: Vehicles with 7-button key, <u>with</u> remote start, <u>with</u> power liftgate, <u>with</u> power sliding doors		
<u>QTY</u> 1 Up to 6 (additional)	<u>Part Number</u> 7B0 998 021 7B0 959 754	<u>Part Description</u> WIN Module Kit (contains two transmitters) 7-button key transmitter (if needed)
<b>CRITERIA 05</b>		
Replace WIN module: Vehicles with 6-button key, <u>with</u> remote start (dealer installed), <u>without</u> power liftgate, <u>with</u> power sliding doors		
<u>QTY</u> 1  2 (required) Up to 6 (additional)	<u>Part Number</u> 7B0 998 021  7B0 959 754D 7B0 959 754D	<u>Part Description</u> WIN Module Kit (contains two transmitters) * Kit contains two keys that must be discarded and replaced with key part# below 6-button key transmitter 6-button key transmitter (if needed)

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2011 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Tools:



← Star Mobile Diagnostic Tool



← RMCP 101 – Trim removal wedge or equivalent

## Work Procedure



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


### Section A – Verify correct number of key transmitters




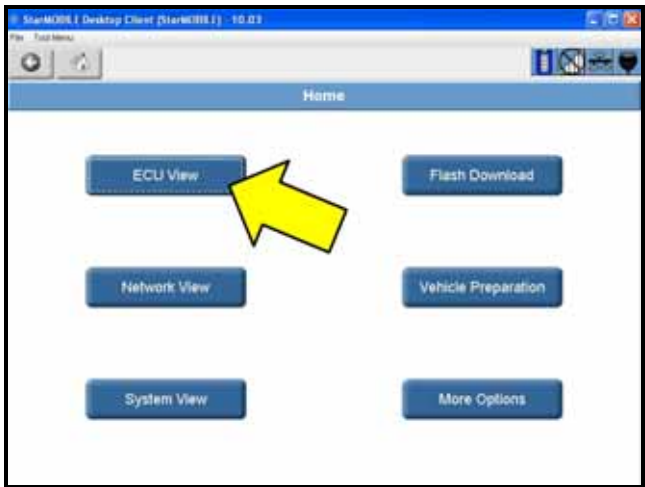
Tip: The criteria ID assigned to the VIN is based on factory build information and may be different if a “dealer installed” remote start kit was added to the vehicle later. Please ensure that the proper campaign kit and keys provided by your parts department matches the actual vehicle keys and parts requirements prior to beginning work on the vehicle. See Appendix



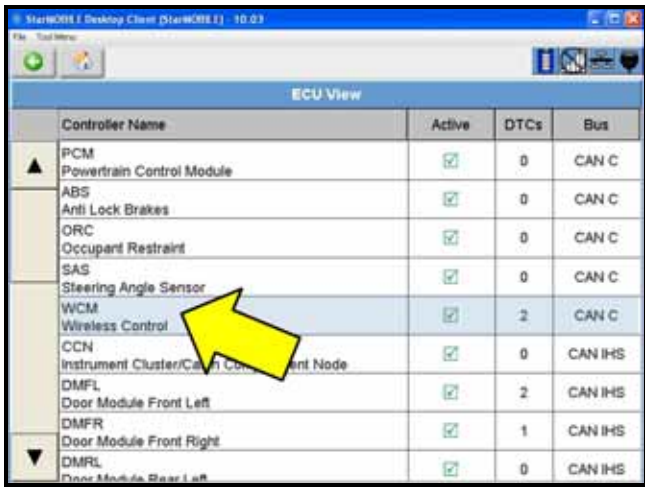
A for more information

 Note: This Campaign is designed to be performed on a normally operating vehicle system. If electronic components other than the WIN module are being replaced, address and repair these issues prior to beginning this campaign. This campaign does not cover repair or replacement of components outside of the WIN module

 Tip: Make sure StarMobile diagnostic device has a minimum software level of 10.03.09.



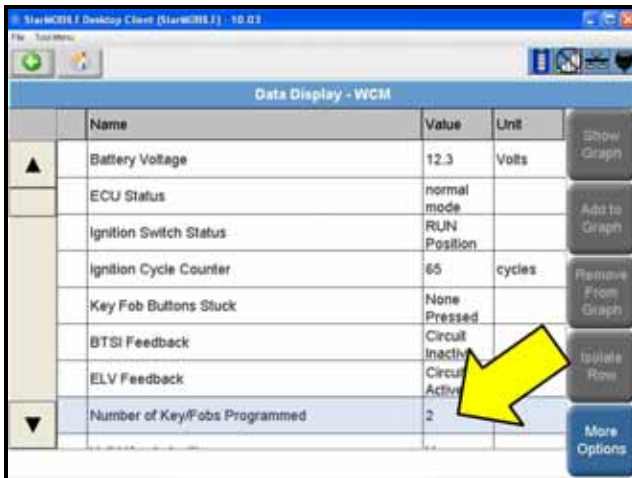
- Connect the StarMobile diagnostic device to the vehicle
- ⇐ With the StarMobile diagnostic application, Select “ECU View” <arrow>




⇐ Select “WCM Wireless Control” <arrow>




⇐ Select “Data Display” <arrow>



⇐ View and record on the repair order the “Number of Key/Fobs Programmed” <arrow>

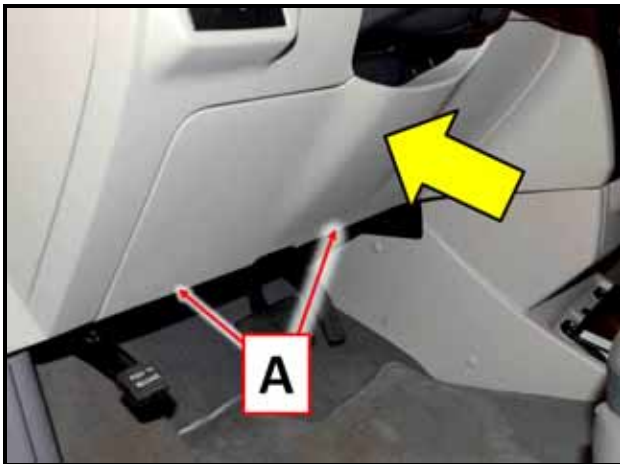
 Tip: “Number of Key/Fobs Programmed” is the allowable number of key transmitters covered under this action. Claims made with more key transmitters than listed here <arrow> will be denied. Ensure that the proper amount of new key transmitters are on-hand prior to beginning work.

 Tip: “Number of Key/Fobs Programmed” is the allowable number of key transmitters covered under this action. It is o.k. to provide this amount of key transmitters listed here <arrow> to the customer even if the customer does not have them available.



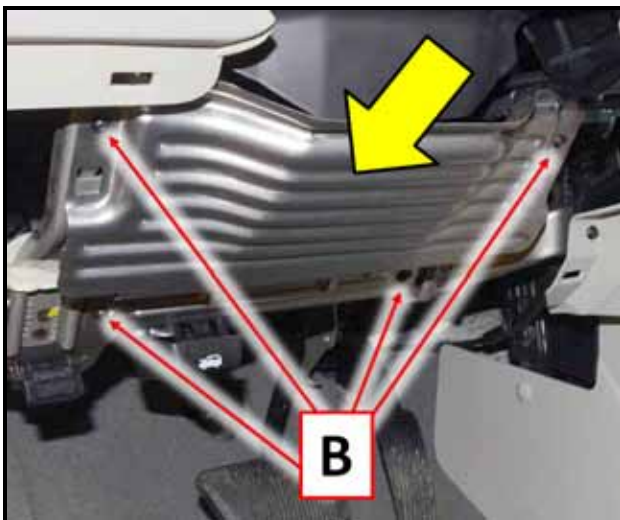
## Section B – Removing WIN (Wireless Ignition Node) module

- Open hood
- ⇐ Disconnect the negative battery cable <arrow> and isolate from the battery negative post



⚠ Note: When working in cold weather environments, it may be necessary to allow plastic trim pieces to warm before removing.

- ⇐ Remove two screws <A>, then remove driver side knee bolster cover <arrow> using Trim Removal Wedge –RMCP 101– or equivalent



- ⇐ Remove the four screws <B>, then remove knee bolster <arrow>



⇐ Remove radio trim bezel <arrow> using Trim Removal Wedge –RMCP 101– or equivalent



⇐ Loosen but do not remove the instrument panel upper storage tray by lifting <in direction of arrow> as shown



⇐ Using Trim Removal Wedge –RMCP 101– or equivalent, loosen the center vent trim assembly <arrow> and remove from instrument panel



Tip: Center vent trim is removed as an assembly with the silver trim piece located within the dash panel



- ⇐ Using Trim Removal Wedge –RMCP 101– or equivalent, loosen and remove the driver side (left) vent trim from the dash as shown



- Engage the parking brake
- ⇐ Using Trim Removal Wedge –RMCP 101– or equivalent, remove the plug above the shifter <arrow> to access the brake transmission shift interlock release button
- Push down on the brake transmission shift interlock button located inside of the hole to release the shifter handle and move the shifter downward



- ⇐ Loosen the set screw on the shift knob using a 3mm hex key tool as shown
- Hold in the shift knob button and pull up on the shift knob to remove from the shift mechanism shaft



⇐ Remove the left instrument panel upper trim panel by gently pulling the panel towards the steering wheel as shown



⇐ Remove the instrument cluster trim bezel <arrow> as shown



⇐ Remove WIN module trim bezel using Trim Removal Wedge –RMCP 101– or equivalent as shown

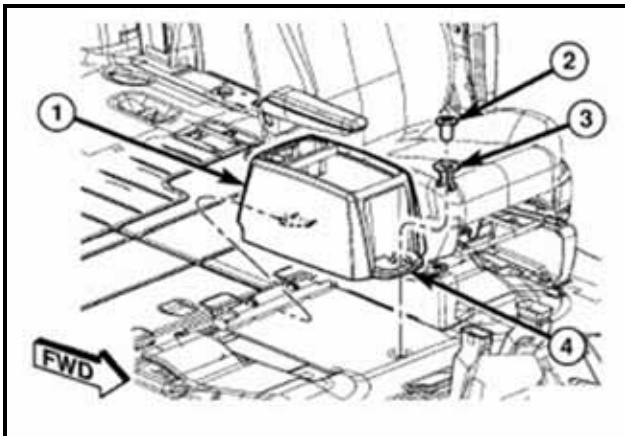


⇐ Loosen and remove HVAC control head using Trim Removal Wedge – RMCP 101– or equivalent as shown <arrow>

- Disconnect electrical connectors on back of HVAC control head

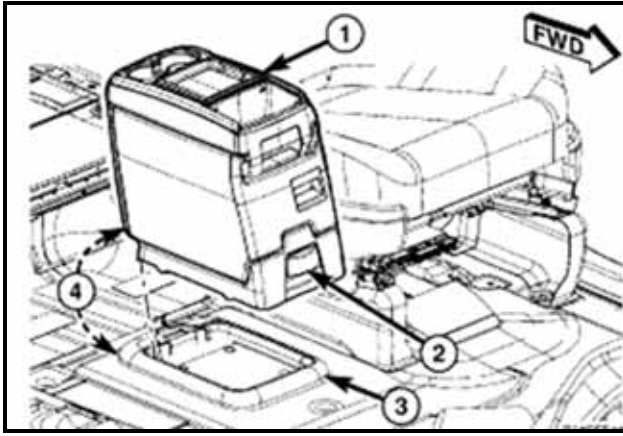


⇐ Remove two screws <arrows>, then remove DVD player and disconnect electrical connector



**Base model:**

- ⇐ Remove the front plug <2> and clip <3>
- ⇐ Slide the console <1> forward while lifting slightly to clear the rear load floor hook
- ⇐ Remove the floor console <1> and set to the side



### Premium Model:

- ⇐ Pull up on the bottom release handle <2> in the front of the console <1>
- ⇐ Lift the rear of the console <4> up several inches
- ⇐ Pull rearward to disengage the console from the floor and remove the console



- ⇐ Remove four screws from lower center trim panel as shown
- Remove trim panel and disconnect electrical connectors



Tip: It is not necessary to remove the cup holder



- ⇐ Open glove box and disconnect glove box return spring using a standard pick tool as shown
- Push in on the sides of the glove box and lower glove box to access instrument panel screws

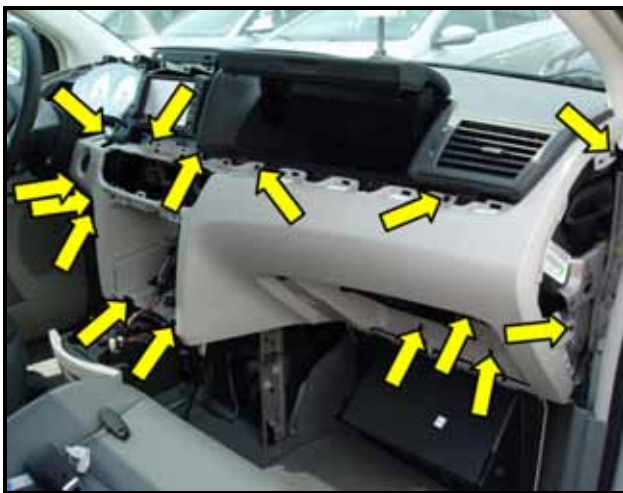


Tip: Glove box does not need to be removed from the instrument panel





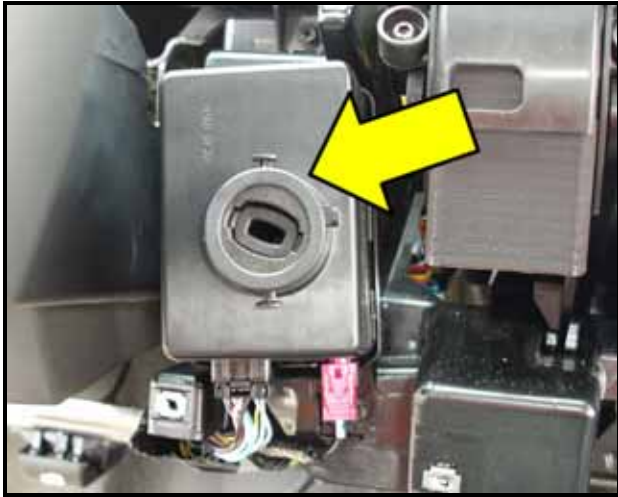
- ⇐ Remove passenger side (right) instrument panel side trim using Trim Removal Wedge –RMCP 101– or equivalent as shown



- ⇐ Remove the 15 screws <arrows> for instrument panel

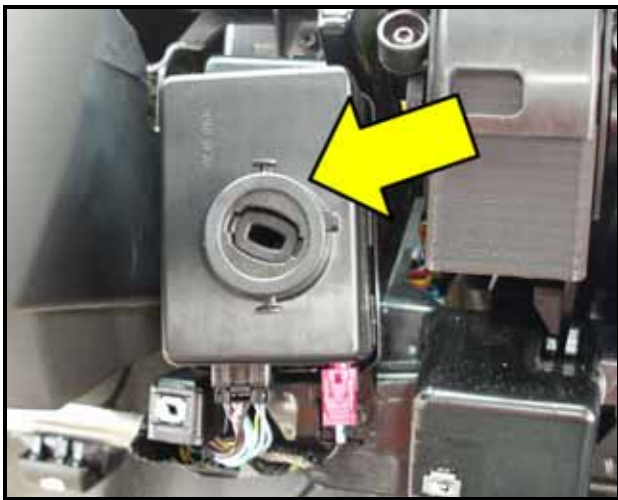


- Slightly disengage instrument panel and allow to hang freely



⇐ Disconnect electrical connectors for WIN module <arrow>

⇐ Remove two screws and WIN module <arrow> from vehicle



### Section C – Installing New WIN module

⇐ Install new WIN module <arrow> and tighten the two screws to 2.5Nm

⇐ Reconnect electrical connectors to new WIN module <arrow>



⇐ Reposition the instrument panel properly and reinstall the 15 screws <arrows> for instrument panel



⇐ Reinstall passenger side (right) instrument panel side trim <arrow> as shown

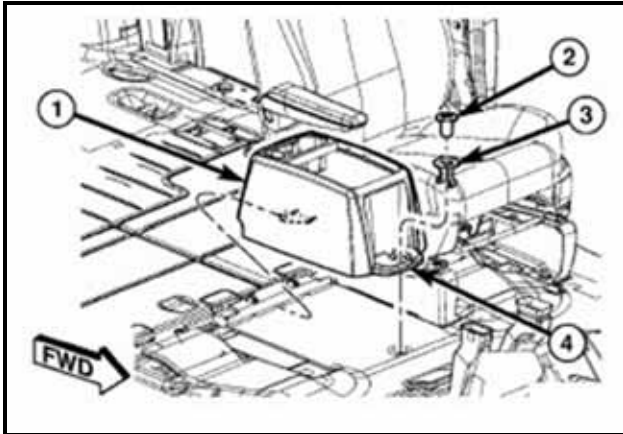


⇐ Reposition glove box properly and reconnect glove box return spring using a standard pick tool as shown



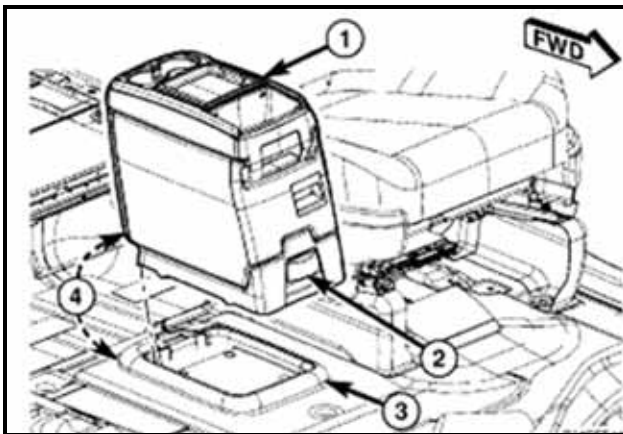
- Reconnect electrical connectors for lower center trim panel and reinstall trim panel
- ⇐ Reinstall four screws into lower center trim panel as shown

### Base model:



- ⇐ Position the floor console <1> at a slight angle, front of console <4> slightly higher than the rear of the console
- ⇐ Slide the console <1> rearward into the underneath of the second row seat door assembly frame
- ⇐ Align the console until the anchor plug hole is centered on the winch hole
- ⇐ Reinstall the clip <3> first and then while pushing downward on the console with slight pressure, reinstall the cover plug <2>

### Premium model:



- ⇐ Position the console <1> at a slight angle, rear of console <4> slightly higher than the front
- ⇐ Slide the console forward into the floor console tray <3>
- ⇐ Rotate the rear of the console down <4> until it is resting on the floor console tray <3>
- ⇐ Push down on the rear of the console <4> until it is seated in the floor console tray



⇐ Reconnect electrical connector for DVD player and reinstall two screws <arrows>



- Reconnect electrical connectors on back of HVAC control head
- ⇐ Reinstall HVAC control head <arrow> into instrument panel



⇐ Reinstall WIN module trim bezel properly into position as shown



⇐ Reinstall the instrument cluster trim bezel <arrow>



⇐ Reinstall the center vent trim assembly <arrow> into the instrument panel as shown



- Reinstall the left instrument panel



- While holding the shift knob button in, reinstall the shift knob onto the shift mechanism shaft and tighten the set screw using a 3mm hex key tool



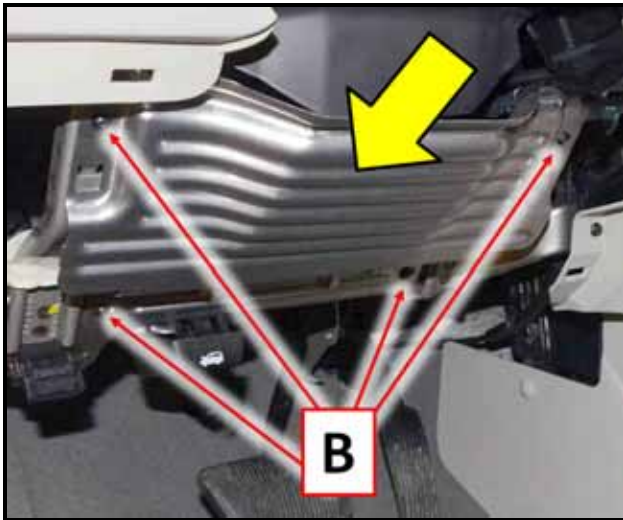
- ◀ Reinstall the plug <arrow> above the shifter and move shifter into "P" park position



- Reinstall the upper storage tray and radio trim bezel properly



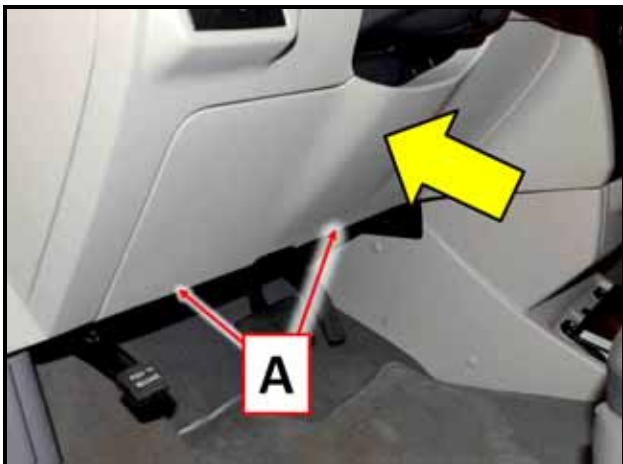
⇐ Reinstall the driver side (left) vent <arrow> as shown



⇐ Position and engage the tabs, securing the knee bolster <arrow> to the I/P support

⇐ Reinstall the knee bolster <arrow> and tighten the four screws <B> to 4Nm in the following sequence:

- Upper outboard
- Upper inboard
- Lower outboard
- Lower inboard



⇐ Reinstall the driver side knee bolster cover <arrow> and tighten the two screws <A>



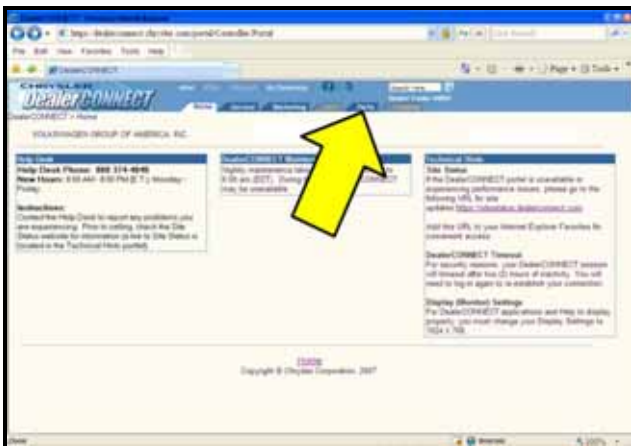


⇐ Reconnect the negative battery cable onto the negative battery post <arrow> and tighten nut to 5Nm

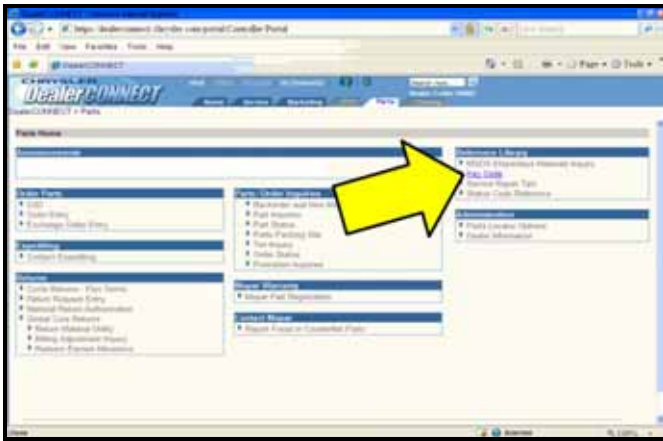


### Section D - Obtaining the unique PIN

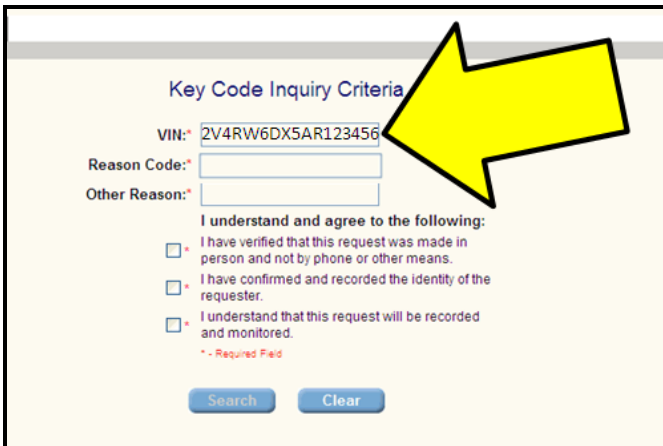
⇐ Log on to Dealer Connect and enter your required information <circle>



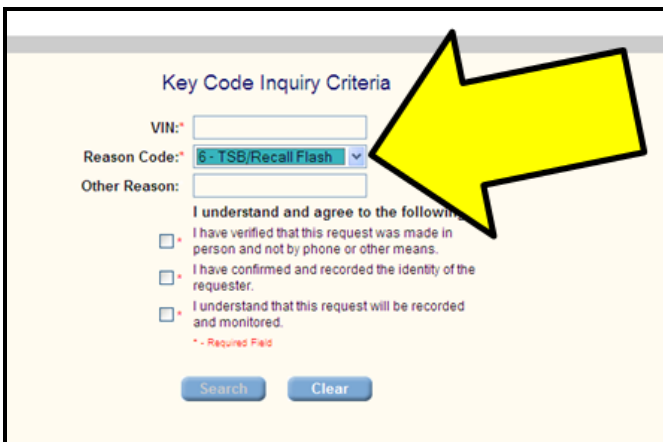
⇐ Select the "Parts" tab <arrow>



⇐ Under the Reference Library section, Select “Key Code” <arrow>



⇐ Enter the VIN number <arrow>



⇐ In the second box <arrow> enter “6 – TSB/Recall Flash”

**Key Code Inquiry Criteria**

VIN:

Reason Code: **6 - TSB/Recall Flash** ▾

Other Reason:

**I understand and agree to the following:**

- I have verified that this request was made in person and not by phone or other means.
- I have confirmed and recorded the identity of the requester.
- I understand that this request will be recorded and monitored.

\* - Required Field

⇐ Read and checkmark the three boxes <arrows>, then select “Search”

**Key Code Inquiry Results**


VIN: 2V4RW6DX5AR123456

Door: 6320


Ignition: M0555


Accessory: -NA-

⇐ Record the “Door” code <arrow> for use when programming the WIN module, keys or other immobilizer components

 Tip: The “Ignition” code is for the Door Cylinder and Emergency Key cut

### Section E - Programming Procedure

 Note: This Campaign is designed to be performed on a normally operating vehicle system. If electronic components other than the WIN module are being replaced, address and repair these issues prior to beginning this campaign. This campaign does not cover repair or replacement of components outside of the WIN module

 Tip: The secret key is an ID code that is unique to each VIN. This code is programmed and stored in the WIN, the PCM, and each ignition key transponder chip

**Note:** Programming the PCM or WIN is done using a diagnostic scan tool and a PIN to enter secure access mode. If three attempts are made to enter secure access mode using an incorrect PIN, secure access mode will be locked out for one hour. To exit this lockout mode, turn the ignition to the RUN position for one hour and then enter the correct PIN. Be certain that all accessories are turned OFF. Also, monitor the battery state and connect a battery charger if necessary. This campaign does not cover the extra time necessary when secure access mode is triggered

**Note:** Have the unique vehicle PIN readily available before running the routine (see Section D)

**Note:** If the PCM and WIN are replaced at the same time, all vehicle keys will need to be replaced and programmed to the new WIN. This campaign does not cover performing this type of repair



- Connect a battery charger to the vehicle
  - Connect the StarMobile diagnostic device to the vehicle
- ⇐ With the StarMobile diagnostic application, Select “ECU View” <arrow>

Controller Name	Active	DTCs	Bus
▲ PCM Powertrain Control Module	<input checked="" type="checkbox"/>	0	CAN C
ABS Anti Lock Brakes	<input checked="" type="checkbox"/>	0	CAN C
ORC Occupant Restraint	<input checked="" type="checkbox"/>	0	CAN C
SAS Steering Angle Sensor	<input checked="" type="checkbox"/>	0	CAN C
WCM Wireless Control	<input checked="" type="checkbox"/>	2	CAN C
CCN Instrument Cluster/Car Information Unit	<input checked="" type="checkbox"/>	0	CAN IHS
DMFL Door Module Front Left	<input checked="" type="checkbox"/>	2	CAN IHS
DMFR Door Module Front Right	<input checked="" type="checkbox"/>	1	CAN IHS
▼ DMRL Door Module Rear Left	<input checked="" type="checkbox"/>	0	CAN IHS

⇐ Select “WCM Wireless Control”  
<arrow>

Hardware Version: 01.00      Software Version: 10.05.02  
 Part Number: 68068868AC      Country Code: USA

Data Display    Actuators    Misc. Functions    More Options

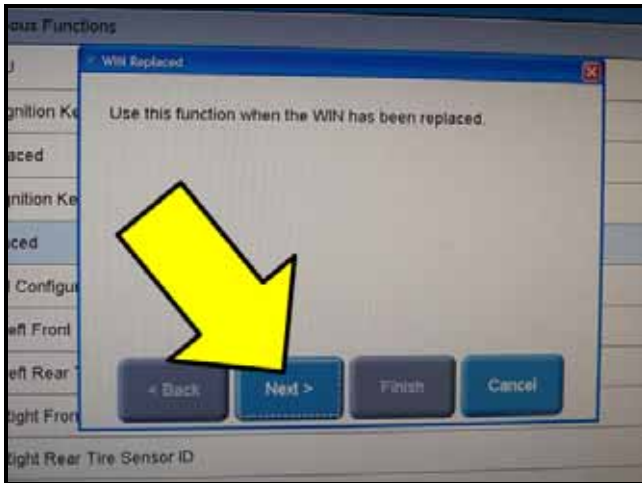
View DTCs

Active: 0      Stored: 2      Pending: 0

⇐ Select “Misc. Functions” <arrow>

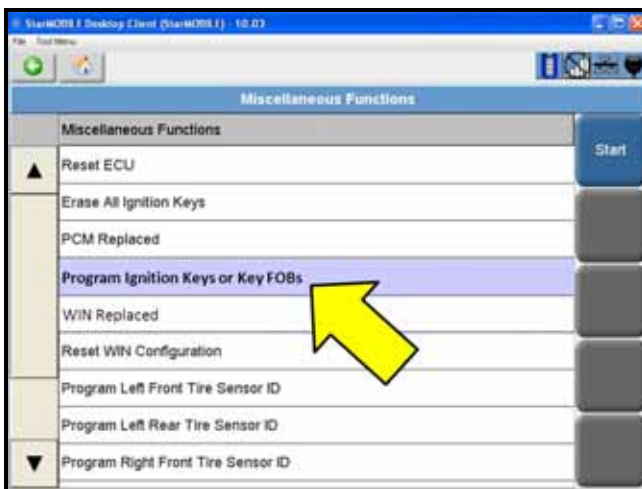
Miscellaneous Functions	Start
▲ Reset ECU	<input type="button" value="Start"/>
Erase All Ignition Keys	<input type="button" value="Start"/>
PCM Replaced	<input type="button" value="Start"/>
Program Ignition Keys or Key FOBs	<input type="button" value="Start"/>
WIN Replaced	<input type="button" value="Start"/>
Reset WIN Configuration	<input type="button" value="Start"/>
Program Left Front Tire Sensor ID	<input type="button" value="Start"/>
Program Left Rear Tire Sensor ID	<input type="button" value="Start"/>
▼ Program Right Front Tire Sensor ID	<input type="button" value="Start"/>

⇐ Highlight “WIN Replaced” <arrow>,  
then select “Start”



⇐ Select “Next >” <arrow> and follow steps outlined in the test plan

- Perform test plan operation until WIN module has been successfully adapted to the vehicle
- Cycle the ignition key after successful programming of the WIN module





⇐ Under Miscellaneous Functions, select “Program Ignition Keys or Key FOBs” <arrow>

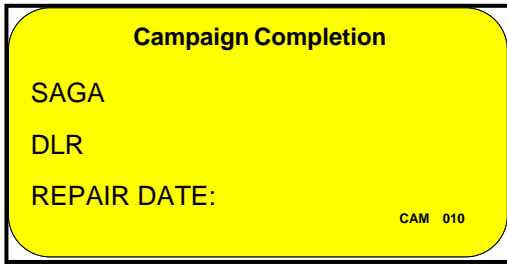
- Perform test plan operation until all key transmitters have been adapted to the vehicle
- Cycle the ignition key between each successful key adaptation
- Clear DTC’s from system
- Remove the StarMobile diagnostic device from the vehicle
- Remove battery charger from the vehicle



⇐ Remove key insert(s) <arrow> from each of the customer’s original keys and install in new key transmitter(s)

 Tip: Replacement and cutting new key insert(s) <arrow> is not covered under this action.

 Tip: Properly dispose of original customer key transmitter(s) to prevent unwanted “invalid key” response issues.



## Section F - Install Campaign Completion Label

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



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

- Close Hood

### Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements

**ALL WORK IS COMPLETE**

## Appendix A – Key Transmitter Types



### Key Transmitter part # 7B0 959 754 C

**3-button** without remote start, without power liftgate, without power sliding doors

Contained in kit number: 7B0 998 021 C  
(each kit contains two key transmitters)

Associated to WIN module: 7B0 907 335 S



### Key Transmitter part # 7B0 959 754 B

**5-button** without remote start, without power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 B  
(each kit contains two key transmitters)

Associated to WIN module: 7B0 907 335 S



### Key Transmitter part # 7B0 959 754 A

**6-button** without remote start, with power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021 A  
(each kit contains two key transmitters)

Associated to WIN module: 7B0 907 335 S





**Key Transmitter part # 7B0 959 754**

**7-button** with remote start, with power liftgate and with power sliding doors

Contained in kit number: 7B0 998 021  
(each kit contains two key transmitters)

Associated to WIN module: 7B0 907 335 R



**Key Transmitter part # 7B0 959 754 D**

**6-button** with remote start (dealer installed), without power liftgate and with power sliding doors

**No kit associated**

Associated to WIN module: 7B0 907 335 R

**Routan Star Mobile Security Form**

A DealerCONNECT ID and password are required for use with the Star Mobile diagnostic scan tool to service the Volkswagen Routan. This form is used to obtain administrator level access that will allow the requester to create/modify/delete technician level accounts. To request administrator access, forward the completed form with the appropriate signatures to Volkswagen of America, Inc. (VW) Information Security via facsimile to 248 754-6392.

We wish the following member of our staff to have administrative access to the DealerCONNECT system. This person will be responsible for administering technician level DealerCONNECT user IDs for our dealership.

Volkswagen Dealer Code:  Dealer phone number:

Dealer Name:  Applicant e-mail:

Applicant First Name:  Applicant Last Name:

Date of Birth:  Social Security Number:  Date of Hire:

Type of Request: New  Modify (update)  Termination

**Security Provisions/Unauthorized Use**

The use of the user ID is subject to the following provisions:

- The individual functions that are available to the user may only be employed by the user for the purpose of specific tasks forming part of his or her job. Any other use is prohibited.
- Sharing data acquired through the System is expressly prohibited, unless VW has given prior written consent.
- Data acquired through the System is stored temporarily and must be deleted immediately after completion of the relevant task.
- The use of any VW system by a user is prohibited. Similarly, the password assigned for the System must not be made available to other VW employees.
- VW must be notified immediately when access to the System is no longer required.

All transactions involving the user ID will be recorded. The recorded information will be evaluated in accordance with the privacy and data protection statutes.

Prior to replacement of engine control units, immobilizer components (either the separate unit or the instrument cluster), keys or other components, the user is required to produce identification (driver's license, passport, etc.) and proof of vehicle ownership. The dealer is required to produce identification on the repair order.

VW does not share this information with outside parties. Personal information will never be sold to any other company. VW will never use or share personally identifiable information provided to us in ways unrelated to the ones described above.

**Statement of Obligation**

The undersigned confirms that he/she has read and understood the above security provisions and that he/she will fulfil the resulting security obligations without exception.

Applicant First Name:  Applicant Last Name:  Applicant Signature:  Date:

The undersigned authorizes this applicant to administer Star Mobile IDs for technicians at this dealership.

Service Manager First Name:  Service Manager Last Name:  Service Manager Signature:  Date:

## Appendix B – Routan Star Mobile Security Form



Tip: All of the necessary forms should have been included with the StarMobile device, but if needed can be downloaded via the VWHub

- Search for: “Dealer Administrator Access Form for Routan StarMobile Security Form” on the VWHub
- Administrator must be assigned
- “Sid” and Passwords are obtained by the administrator using the same form. Shop Foremen and Managers should have access to key codes and the ability to change vehicle options
- StarMobile device must be up to date
- Advised to use the StarMobile in the AdHoc mode when performing any flash updates and key learning



Tip: If an Administrator leaves the dealer, you MUST terminate His/Her “Sid” and Password. Then assign a new Administrator with separate forms