



# Safety Recall

## Code: 28H1

**REVISION**

<b>Subject</b>	<b>Ignition Switch (WIN Module)</b>
<b>Release Date</b>	July 29, 2015
<b>Revision Summary</b>	<b>Improved WIN programming test plan information added to the work procedure.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2009-2010 MY Routan</b>  <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	<p>Some vehicles may experience inadvertent ignition key displacement from the run to accessory position while driving, causing the engine and passive restraint systems - including the airbags - to shut off, increasing the risk of a crash and personal injury to vehicle occupants.</p> <p>If the ignition key inadvertently moves as described above, the engine will turn off, which will then depower various key safety systems including - but not limited to - air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.</p> <p>Until repair is completed, owners 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.</p>
<b>Corrective Action</b>	Install new ignition switch kit (WIN module and keys).
<b>Parts Information</b>	Parts were allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> .
<b>Code Visibility</b>	<p>On June 23, 2015, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web/VIM). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On June 23, 2015, this campaign code showed open on affected vehicles in Elsa.</p> <p>On June 23, 2015, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>
<b>Owner Notification</b>	Owner notification took place on or about June 23, 2015. Owner letter examples are included in this bulletin for your reference.

**Additional  
Information**

New keys/transmitters will be provided under this recall; the old ones will no longer work after repair has been made. Some customers may have more than two keys/transmitters paired to their vehicle.

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.**

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.com).*

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	28H1		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	USM		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>HST Number</b>	CRM2040642		
<b>Causal Indicator</b>	Mark WIN Kit as causal part*		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>All Criteria</b>	Install WIN Module Kit. Labor operation: 2804 55 99 100 T.U.		
<b>Criteria I.D.</b>	01		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AP*	WIN Kit (contains two transmitters)
	Up to 6 (additional)	7B0959754AM	6-button key transmitter (if needed)
<b>Criteria I.D.</b>	02		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AN*	WIN Kit (contains two transmitters)
	Up to 6 (additional)	7B0959754AN	5-button key transmitter (if needed)
<b>Criteria I.D.</b>	03		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AM*	WIN Kit (contains two transmitters)
	Up to 6 (additional)	7B0959754AP	3-button key transmitter (if needed)
<b>Criteria I.D.</b>	04		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AQ*	WIN Kit (contains two transmitters)
	Up to 6 (additional)	7B0959754AL	7-button key transmitter (if needed)
<b>Criteria I.D.</b>	05		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AR*	WIN Kit (contains two transmitters)
	Up to 6 (additional)	7B0959754AG	6-button key transmitter (if needed)

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 28H1 - Ignition Switch (WIN Module)  
Certain 2009-2010 Model Year Volkswagen Routan Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Some vehicles may experience inadvertent ignition key displacement from the "Run" to the "Accessory" position while driving, causing the engine and passive restraint systems - including the airbags - to shut off, increasing the risk of a crash and personal injury to vehicle occupants.
- If the ignition key inadvertently moves as described above, the engine will turn off, which will then depower various key safety systems including - but not limited to - air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.
- What will we do?** To help correct this defect, your authorized Volkswagen dealer will install a new ignition switch kit (WIN module and keys). This work will take up to two hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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.
- New vehicle keys/transmitters will be provided under this recall; your current ones will no longer work after repair has been made.
- Precautions you should take** Until repair is completed, owners 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 and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- 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.
- Can we assist you further?** 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 (28H1)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 28H1 – Ignition Switch (WIN Module)  
Certain 2009-2010 Model Year Volkswagen Routan Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2010 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Some vehicles may experience inadvertent ignition key displacement from the run to accessory position while driving, causing the engine and passive restraint systems - including the airbags - to shut off, increasing the risk of a crash and personal injury to vehicle occupants.

If the ignition key inadvertently moves as described above, the engine will turn off, which will then depower various key safety systems including - but not limited to - air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.

**What will we do?** To help correct this defect, your authorized Volkswagen dealer will install a new ignition switch kit (WIN module and keys). This work will take up to two hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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.

New vehicle keys/transmitters will be provided under this recall; your current ones will no longer work after repair has been made.

**Precautions you should take** Until repair is completed, owners 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 and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**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.

**Can we assist you further?** 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 Relations (28H1)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

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 Customer Protection

**Required Parts**

<b>Criteria I.D.</b>	01		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AP	WIN Kit
<b>Criteria I.D.</b>	02		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AN	WIN Kit
<b>Criteria I.D.</b>	03		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AM	WIN Kit
<b>Criteria I.D.</b>	04		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AQ	WIN Kit
<b>Criteria I.D.</b>	05		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	7B0998021AR	WIN Kit

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. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Required Tools



- VWMICROPOD – Volkswagen microPod II kit (or equivalent).
- WiTECH desktop client.

- RMCP 101 – Trim Removal Wedge

## Work Procedure

<b>i</b> TIP
If Campaign Completion label is present, no further work is required

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

### Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

<b>i</b> TIP
On the date of repair, print this screen and keep a copy with the repair order.

- Ensure that the Status is “Open”  
<arrow 2>
- Note the Applicable Criteria ID  
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

### Proceed to Section B



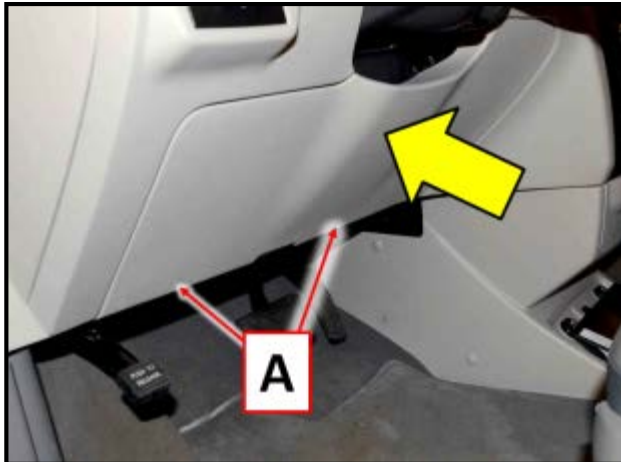


## Section B – Removing WIN (Wireless Ignition Node) Module

### ! NOTE

The WiTECH **MUST NOT** be connected to the vehicle until **AFTER** the new WIN has been installed.

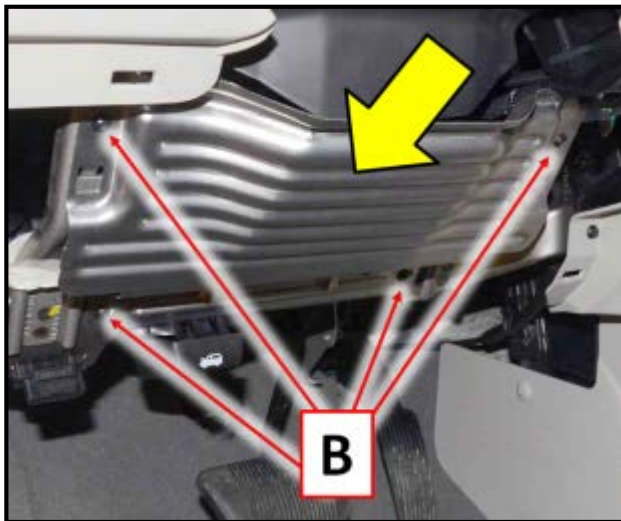
- Open hood
- Disconnect the negative battery cable <arrow> and isolate from the battery negative post



### ! 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.

<b>i TIP</b>
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.



**NOTE**

If the detent ring <arrow> was installed previously under the 28G1 action, it **MUST** be discarded during this step. **DO NOT** reinstall the detent ring.

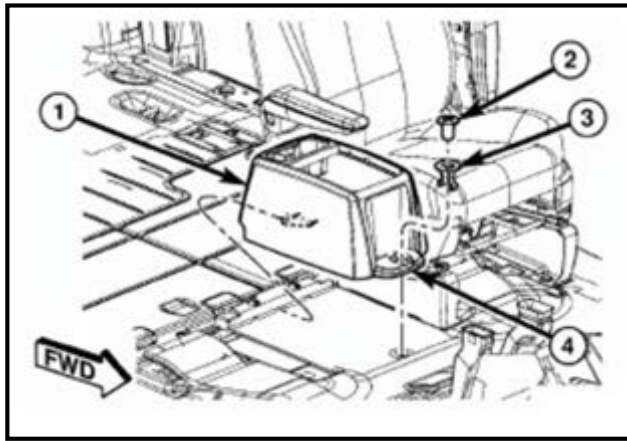


- Loosen and remove HVAC control head using Trim Removal Wedge –RMCP 101– or equivalent as shown <arrow>.
- Disconnect electrical connectors on back of HVAC control head.



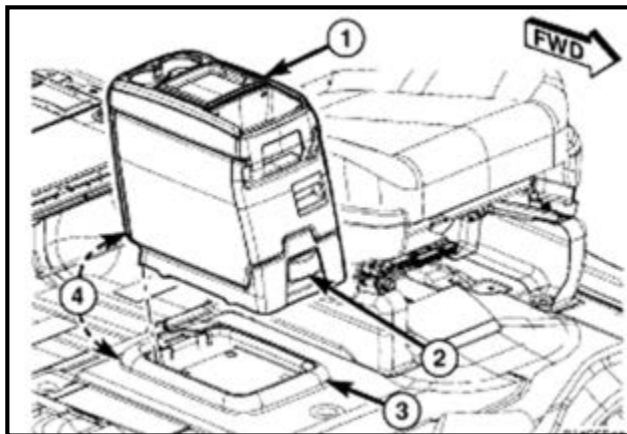
- If equipped remove two screws <arrows>, then remove DVD player and disconnect electrical connector.





#### 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.

#### **i** 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.

**i TIP**

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



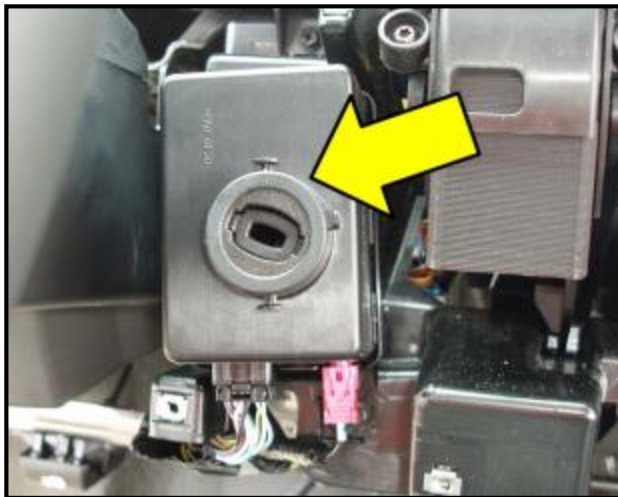
- Remove passenger side (right) instrument panel side trim using Trim Removal Wedge –RMCP 101– or equivalent as shown.



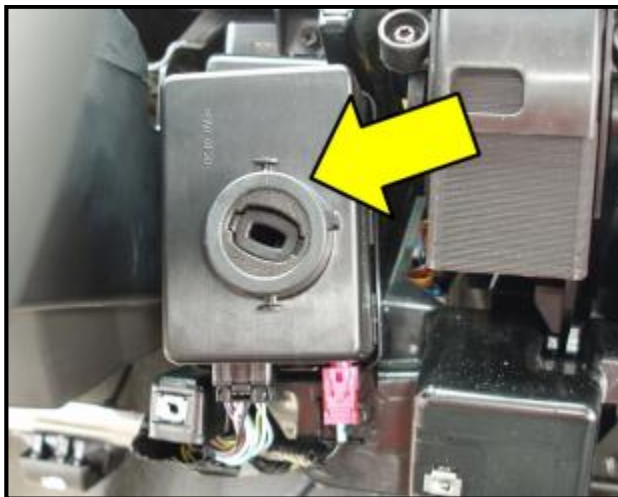
- Remove the 15 screws <arrows> for instrument panel.



- Slightly disengage instrument panel and allow to hang freely.



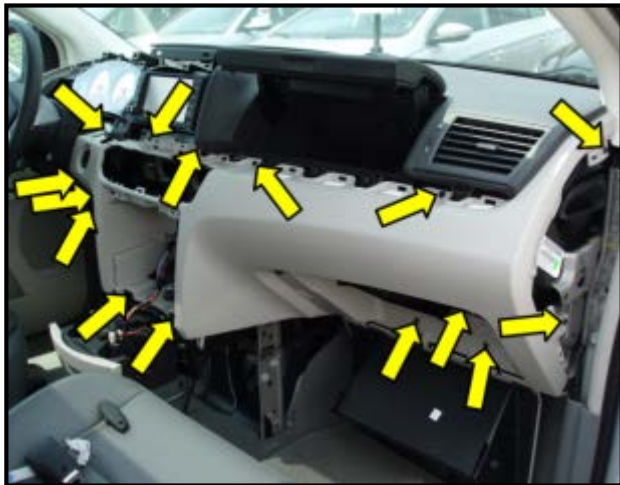
- Disconnect electrical connectors for WIN module <arrow>.
- Remove two screws and WIN module <arrow> from vehicle.



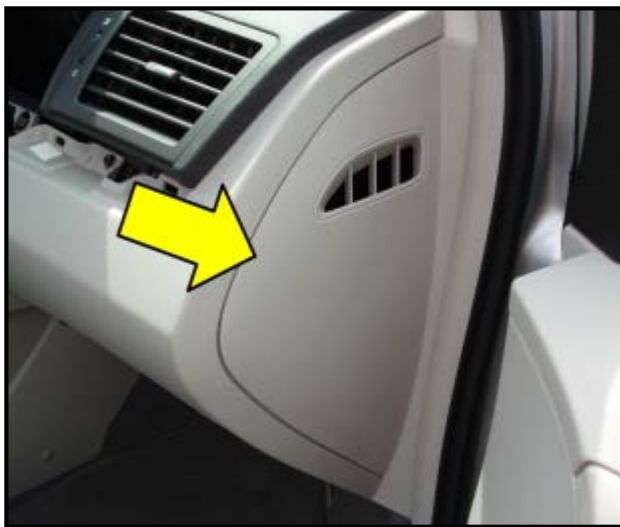
### Section C – Installing New WIN Module

- Install new WIN module <arrow> according to the applicable Criteria ID and tighten the two screws to 2.5Nm.
- Reconnect electrical connectors to new WIN module.





- 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.

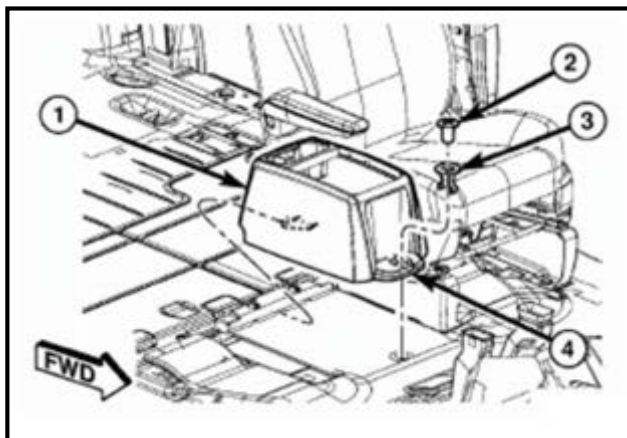


- Reposition glove box properly and reconnect glove box return spring using a standard pick tool as shown.



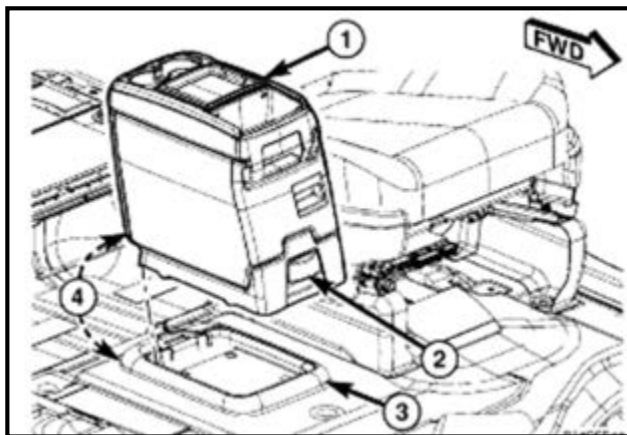
- Reconnect electrical connectors for lower center trim panel and reinstall trim panel.
- Reinstall four screws into lower center trim panel as shown.

#### Base Model:



- Position the floor console <1> at a slight angle to the floor of the vehicle.
- Hold the rear of the console slightly higher than the front <4>.
- Slide the console <1> rearward underneath 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 to the floor of the vehicle.
- Hold the rear of the console <4> slightly higher than the front.
- Slide the console forward into the floor console tray <3>.
- Pivot the rear of the console downward <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.



- If equipped, 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.



**NOTE**

If the detent ring <arrow> was installed previously under the 28G1 action, it **MUST** be discarded. **DO NOT** reinstall the detent ring.



- 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.



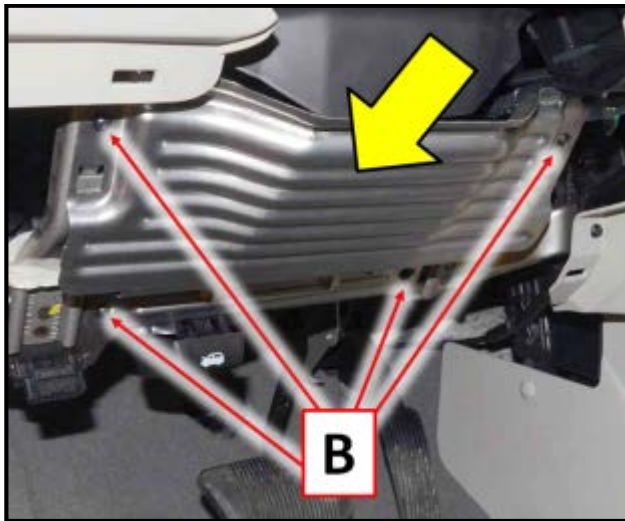
- Reinstall the plug <arrow> above the shifter and move shifter into "P" park position.



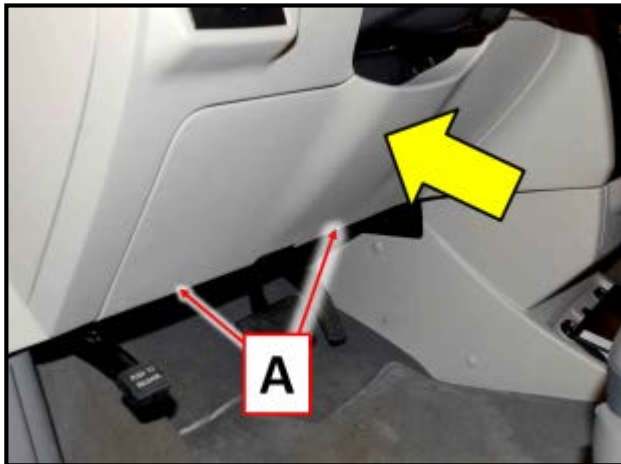
- Reinstall the upper storage tray and radio trim bezel properly.



- 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.

**Proceed to Section D**

#### **Section D – Retrieve Secret Key Code**

**! NOTE**

The Key Code section of DealerConnect can only be accessed by someone with administrative privileges to the site. See your Warranty Administrator, Service Manager, or Parts Manager if necessary.

- Log into DealerConnect.
- Select the “Service” tab <circle>.

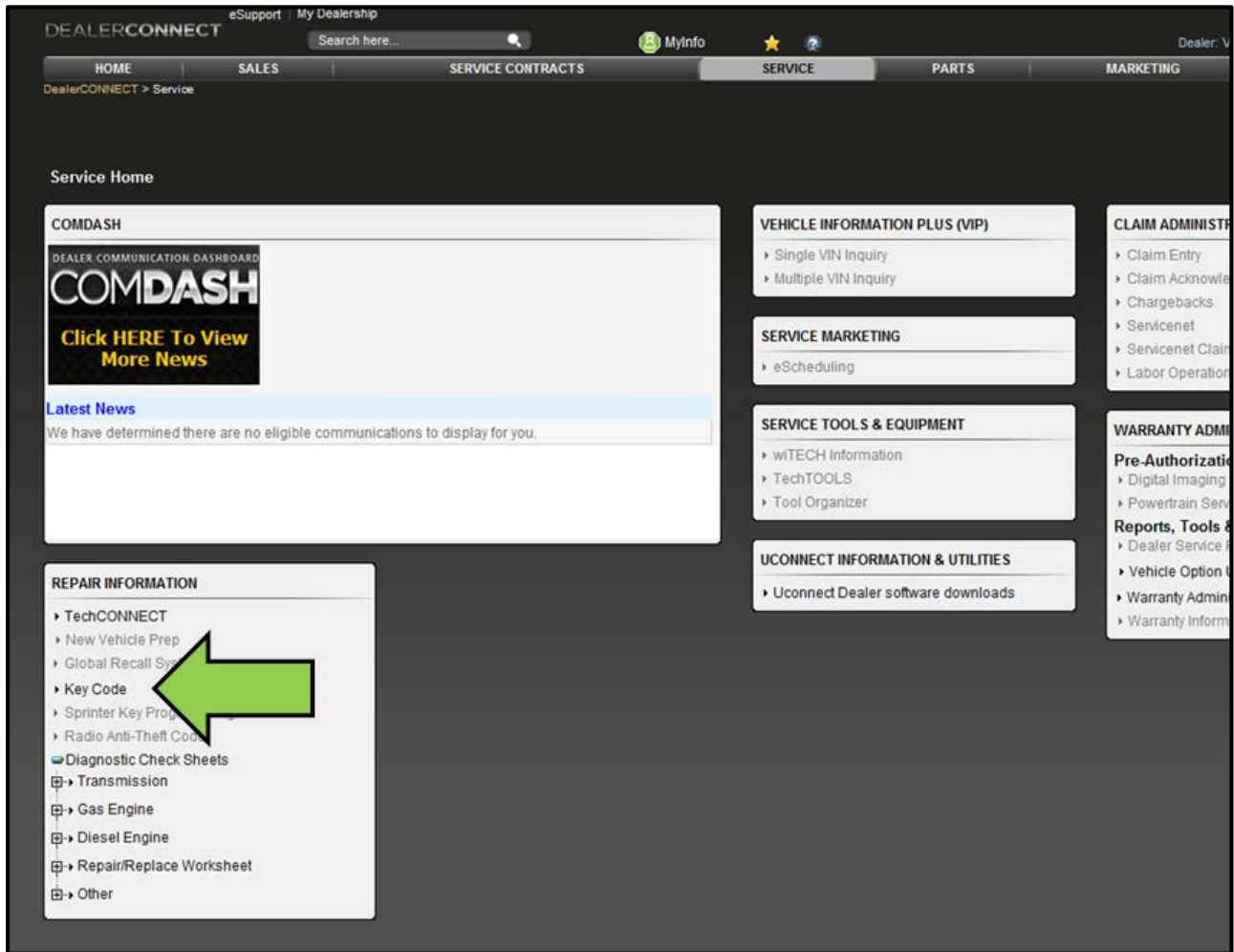


The screenshot shows the DealerCONNECT website interface. At the top, there is a navigation bar with tabs for HOME, SALES, SERVICE CONTRACTS, SERVICE (circled in yellow), PARTS, MARKETING, and TRAINING. Below the navigation bar, the user is logged in as Robert Strachan (S39059M) on January 8, 2015. The main content area is divided into several sections:

- ANNOUNCEMENTS:** A notice about password expiration: "NOTICE! Starting in November, every 56 days your DealerCONNECT password will expire... Click here for more info." There is also a link for "Design + Identity Site".
- HELP DESK:** Provides the Help Desk Phone (800 374-4040), hours (8:00 AM - 8:00 PM (E.T.), Monday - Friday, 9:00 AM - 5:00 PM Saturday (E.T.)), and instructions on how to contact the Help Desk.
- DEALERCONNECT MAINTENANCE:** Details the maintenance schedule: "Nightly maintenance takes place from 12:01 am to 6:00 am (Eastern Time). During this time, DealerCONNECT may be unavailable."
- CUSTOMER EXPERIENCE REPORTS:** Includes a link for "CEI Recent Activity".
- TECHNICAL HINTS:** Contains information about Site Status, DealerCONNECT Timeout (2 hours of inactivity), and Display (Monitor) Settings (1024 X 768).

At the bottom of the page, there are links for Home, Copyright © Chrysler Corporation, 2011, and Privacy Statement.

- Log into DealerConnect.
- Select the "Service" tab <circle>.



- Under the “Repair Information” list, select “Key Code” <arrow>.

### Key Code Inquiry Criteria

VIN:\*

Reason Code:\*

Other Reason:

Password:\*

I agree and acknowledge that I have read the Dealer Policy regarding the key code (a copy of which is available here: [PDF LINK](#)) and I am acting in compliance with the policy.

\* - Required Field

Note: Each Dealer Code is allowed 15 requests per day and 300 per month.

- Enter the required information and follow the on-screen prompts <as shown>.
- When the PIN is displayed, record it.

**NOTE**  
DO NOT record the PIN on the RO or share it in any way. Each PIN is unique to the VIN and must remain confidential.

**Proceed to Section E**

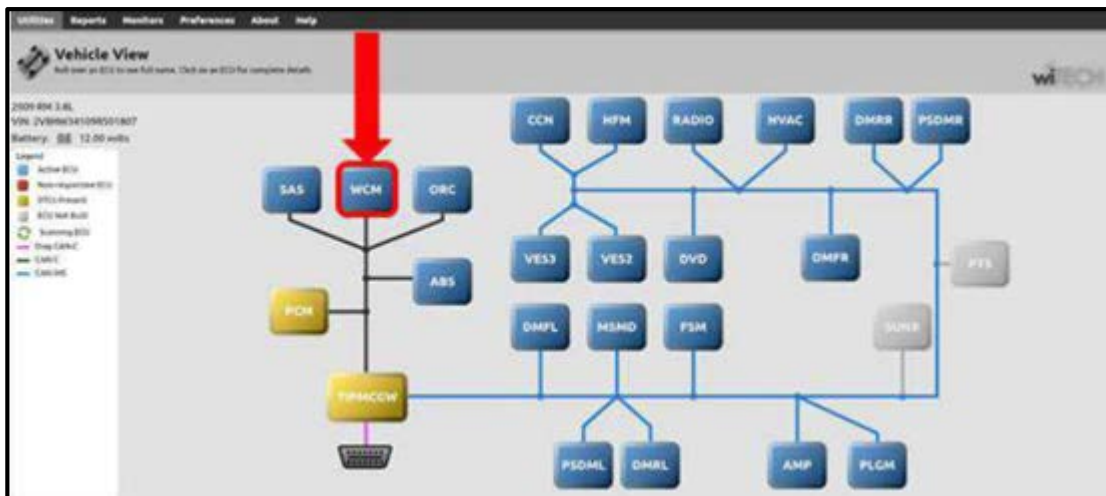
## Section E – Adapting the new WIN Module and Keys

### NOTE

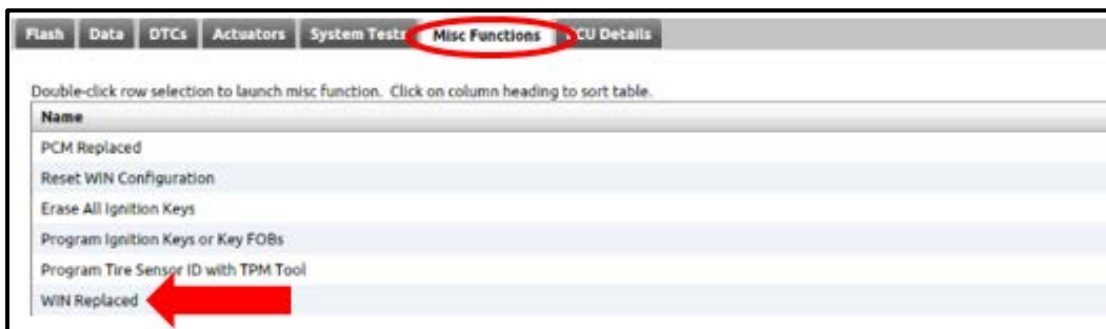
The following requirements are **ABSOLUTELY CRITICAL** and must be followed during the adaptation of the new WIN and keys.

- The WiTECH **MUST NOT** be connected to the vehicle until **AFTER** the new WIN has been installed.
- This procedure requires the WiTECH Desktop Client. DO NOT attempt to perform WIN and/or key adaptation using the StarMOBILE Desktop Client.
- The WiTECH Desktop Client software **MUST** be v13.04.18 or higher to program the WIN and keys (FOBIKs) successfully. **WiTECH software updates can be found in ServiceNet under the “Vehicle Diagnostics” tab.**
- Battery voltage must consistently remain between 13.2V and 13.5V during the programming process. Use the InCharge 940 (or equivalent) to maintain proper system voltage.
- For this procedure, the WIN and FOBIKs are pre-programmed together. Follow the instructions below to avoid damaging the new WIN and/or FOBIKs.

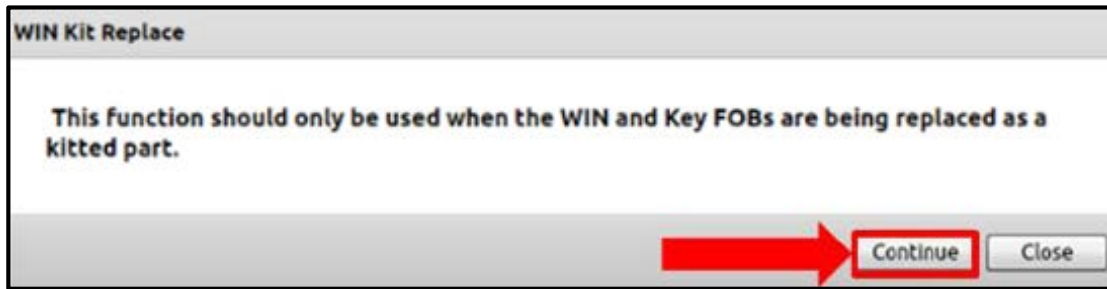
- Insert a new provided FOBIK into the WIN and turn to the RUN position.
- Connect the WiTECH Desktop Client to the vehicle.



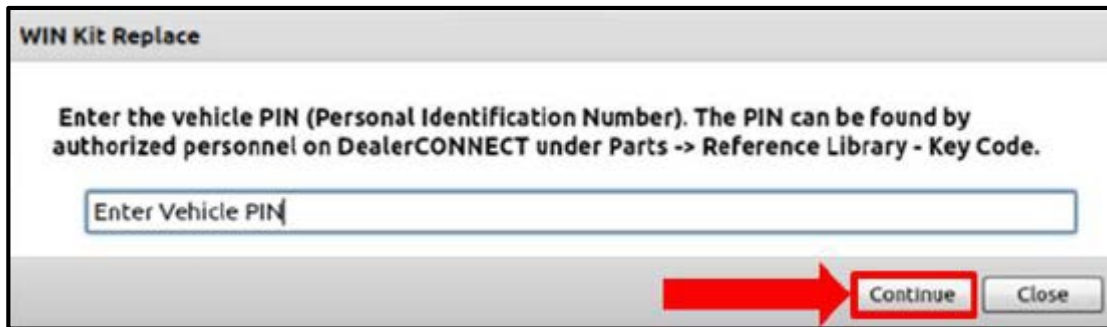
- Select the WCM (Wireless Control Module) from the Vehicle View screen <arrow>.



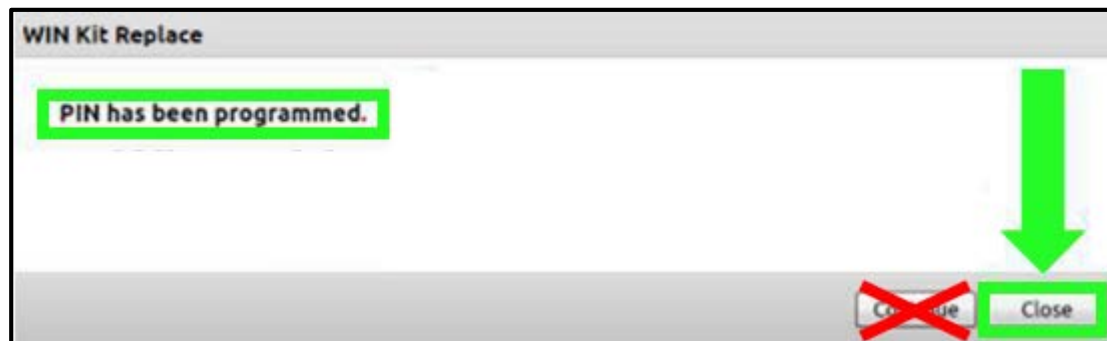
- Select the “Misc Functions” tab <circle>.
- Select “WIN Replaced” <arrow>.



- Select “Continue” <arrow>.



- When prompted, enter the PIN.
- Follow the on-screen directions and verify the proper PIN was entered.
- Select “Continue” <arrow>.



- Upon reaching the confirmation screen that states “PIN has been programmed”:
  - **IF displayed, DO NOT SELECT CONTINUE.**
- Select “Close” <arrow>.

**NOTE**

- The “Continue” option is only shown in this step if the incorrect version of the WITECH desktop client is installed. Pressing “Continue” during this step will result in damage to the new WIN and/or keys. A WIN module or keys that are damaged during this step will not be covered under this action.
- Cycling the key too quickly may interrupt the learn process.

- Switch the ignition OFF and remove the key for **TWO** seconds.
- Reinsert the key and turn to the ACC/ON position.

- Start the vehicle.

! NOTE	
<ul style="list-style-type: none"> <li>• If the vehicle does not start the WIN programming procedure was not successful, <b>DO NOT</b> continue. Open a VTA ticket and contact Volkswagen Technical Assistance for further direction.</li> <li>• If the vehicle starts successfully, the additional FOBIK supplied in the WIN kit will also start the vehicle.</li> <li>• Performing this WIN programming procedure will ONLY program the two keys supplied with the WIN in the kit. If the customer requests additional keys, they MUST be programmed separately. <b>See Section F for additional key programming.</b></li> </ul>	

- Remove the FOBIK and verify both key remotes function properly.
- Verify all FOBIKs provided in the WIN kit start the vehicle.
- Clear all DTCs that were set during the programming of the WIN.
- Release the parking brake.
- Disconnect the scan tool.

**If NO additional keys are required, proceed to Section G.**

**If additional keys are required, proceed to Section F.**

### **Section F – Additional Key Programming**

! NOTE	
<ul style="list-style-type: none"> <li>• See Appendix A for appropriate key and WIN part numbers.</li> <li>• 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.</li> <li>• Each FOBIK has a unique ID code that is assigned at the time the key is manufactured. When a key is programmed into the WIN, the module learns the transponder ID code and the transponder acquires the unique Secret Key ID code from the WIN.</li> </ul>	

- Connect a battery charger to the vehicle.
- With the WiTECH diagnostic application, perform the following steps:
  - Select "WIRELESS CONTROL MODULE (WCM)".
  - Select the "MISCELLANEOUS FUNCTIONS" tab.
  - Highlight "PROGRAMMING IGNITION KEYS OR KEY FOBS".
  - Select "NEXT".
  - Enter the PIN when prompted.
  - Select "NEXT".
  - Verify that the PIN number is correct.
  - Once verified select "NEXT".

- Note On-Screen instructions and select the "FINISH" button.
- Cycle ignition key twice after the successful routine completion.

 **NOTE**

- A maximum of 8 keys can be learned by the WIN. Once a key is learned by a WIN, that key has acquired the Secret Key for that individual WIN and cannot be transferred to any other WIN or vehicle.

**Work Complete – Proceed to Section G**

**Section G – Campaign Completion Label and Parts Return/Disposal**

**Install Campaign Completion Label**

- Open the hood.

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 the hood.

**Parts Return/Disposal**

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

**ALL WORK IS COMPLETE**



## Appendix A – Key Transmitter Types

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

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

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

Associated to WIN module: 7B0 905 843 H **OR** 7B0 905 843 E



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

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

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

Associated to WIN module: 7B0 905 843 H **OR** 7B0905 843 E



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

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

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

Associated to WIN module: 7B0 905 843 H **OR** 7B0 905 843 E





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

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

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

Associated to WIN module: 7B0 905 843 F



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

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

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

Associated to WIN module: 7B0 905 843 F