



# Safety Recall

## Code: 23R1

<b>Subject</b>	<b>Camshaft (ECM Software) - MY 2015 Vehicles ONLY</b>
<b>Release Date</b>	February 17, 2016
<b>Important Information 2015 MY ONLY</b>	<b>Beginning on February 17, 2016, recall repairs can begin for 2015 MY vehicles ONLY.</b> Dealerships are encouraged to review their schedules to ensure necessary staffing is in place so repairs can begin as soon as possible.  Affected 2016 MY vehicles remain REPAIR NOT YET AVAILABLE and cannot be offered for sale/lease. We are working diligently to have the SVM code available for 2016 MY, and will release it as soon as possible.
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2015 MY Volkswagen Vehicles with 1.8T &amp; 2.0T Gasoline Engines</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>	Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.  Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.
<b>Corrective Action</b>	ECM software update.
<b>Parts Information</b>	Software only – no parts needed.
<b>Code Visibility</b>	On or about February 17, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about February 17, 2016, this campaign code will show open on affected vehicles in Elsa.  On or about February 17, 2016, affected vehicles will be 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> .
<b>Owner Notification</b>	Owner notification will take place in February, 2016. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.vwvhub.com](http://www.vwvhub.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>	23R1
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	WWO
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal part
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	<p>Check/Updated software present, no further work required Labor operation: 0183 00 99                      20 T.U.</p> <p><b>-OR-</b></p> <p>Check/Update software Connect battery charger Labor operation: 2706 86 50                      10 T.U.</p> <p><b>-AND-</b></p> <p>Reprogram ECM Labor operation: 2470 25 99                      Time stated on diagnostic protocol (Up to 50 T.U.)</p>

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 15V705

**Subject: Safety Recall 23R1 - Camshaft  
Certain 2015 Model Year Volkswagen 1.8T and 2.0T Gasoline Engine 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 2015 model year Volkswagen 1.8T and 2.0T gasoline engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.

Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.

**What will we do?** To help correct this defect, your authorized Volkswagen dealer will update the engine control module (ECM) software on your vehicle. This work will take about an hour 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. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

**Precautions you should take** If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking, please make an appointment with your authorized Volkswagen dealer or qualified workshop to have the vehicle inspected without delay.

**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, please refer to the enclosed form that explains how to request reimbursement.

**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, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST, or by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**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 23R1 - Camshaft  
Certain 2015 Model Year Volkswagen 1.8T and 2.0T Gasoline Engine 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 2015 model year Volkswagen 1.8T and 2.0T gasoline engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Due to high load on the sintered cam which drives the high pressure fuel injection pump and the vacuum pump in the affected vehicles, the camshaft lobe has the potential to unexpectedly shear off from the camshaft. If this happens, vacuum pump power will be lost so that the pump will not deliver further vacuum supply to the brake booster, and reduced engine power (limp home mode) will cause the Malfunction Indicator Light (MIL) to come on.

Unexpected, increased need for braking effort after vacuum reserve has been depleted can lead to a crash without warning.

**What will we do?**

To help correct this defect, your authorized Volkswagen dealer will update the engine control module (ECM) software on your vehicle. This work will take about an hour 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.

**Precautions you should take**

If the Malfunction Indicator Light (MIL) is on (or if it comes on) with vehicle in reduced engine power mode (limp home) with a hard brake pedal during braking, please make an appointment with your authorized Volkswagen dealer or qualified workshop to have the vehicle inspected without delay.

**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, please refer to the enclosed form that explains how to request reimbursement.

**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 (23R1)  
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

**ATTENTION!**

**Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.**

**Required Tools**



- VAS6150C – Diagnostic Tester (or equivalent)



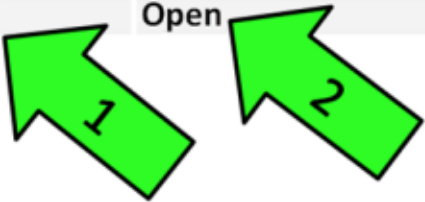
- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)

## Work Procedure

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



**EXAMPLE**

**TIP**

If Campaign Completion label is present, no further work is required.

### Section A – Check for Previous Repair

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

**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

If vehicle is MY 2015 Proceed to Section B.

If vehicle is MY 2016 **STOP.**

## Section B – Update ECM Software



### Note:

Prior to launching VAS Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure:

- Connect the tester using an Ethernet “hard line” cable between the tester and the on-line network. **DO NOT USE WI-FI.**
- Connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.
- **DISABLE BLUETOOTH and ensure that the tester is NOT communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. DO NOT USE BLUETOOTH for flashing. Control module failures caused by flashing via Bluetooth will not be covered.**

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

**Critical Warning:** The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.



- Switch the ignition OFF.
- Open the hood.
- Connect the battery charger to the vehicle.
- Connect the VAS tester to the on-line network using an Ethernet cable.
- Connect the VAS 5054A transmitter head to the VAS tester using the USB cable.
- Disable the Bluetooth by physically turning the switch to the “off” position.



### NOTE

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.





**! NOTE**

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>



**Prerequisites for SVM software update**

1. Ensure the customer's vehicle condition matches the conditions stated in this campaign circular.
2. Ensure the user has a valid GeKo ID and password.
3. Only perform operations explicitly stated in this campaign circular.
4. Ensure that the following tester requirements are met:
  - Off-board Diagnostic Information System Service (ODIS) is installed and up to date.
  - VAS tester is plugged into a 120V AC power supply at all times.
  - The VAS tester is connected, via wired connection, to the internet.
  - The VAS tester is connected via USB cable to the VAS5054A Bluetooth head **PRIOR** to launching the ODIS program.

**NOTE**

Prior to launching the ODIS application and starting the control module update process, confirm the tester screensaver and power settings are in accordance with Special Tools and Equipment - Service Information Document # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer and subsequent control module failure. When performing a flash procedure using a VAS tester in conjunction with a VAS 5054A wireless transmitter head, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure and may damage Control Modules.

5. Ensure the following vehicle requirements are met:

- Connect the vehicle to a powered, Volkswagen approved, GRX3000VAS battery tester/charger (or equivalent).
- The vehicle battery MUST have and MUST maintain a minimum no-load charge of 12.5V.
- Switch OFF the radio, HVAC, headlights, and all other accessories.
- Apply the parking brake to disable the daytime running lights (DRL).

6. Start Diagnosis using ODIS. Allow GFF to interrogate all control modules before proceeding.

**NOTE**

If GFF does not interrogate all control modules, manually select and interrogate remaining modules before proceeding. Address or record all DTCs related to a customer concern before continuing. Sporadic communication DTCs will be created during the flash procedure and must be erased with all other sporadic DTCs by GFF after exiting the flash test plan.

## SVM Software Update

- Switch the ignition on.
- Attach an appropriate VAS tester to the vehicle.



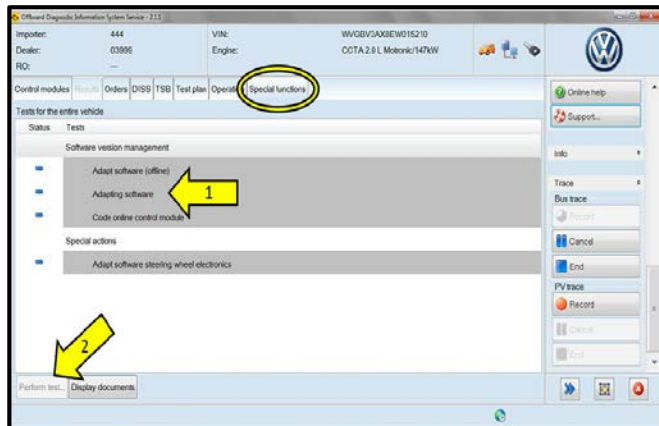
### NOTE

The VAS 5054A **MUST** be connected using the USB cable **PRIOR** to launching the ODIS program.

### NOTE

The wireless settings on the VAS tester **MUST** be switched OFF prior to launching the ODIS program.

- Start the ODIS program.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

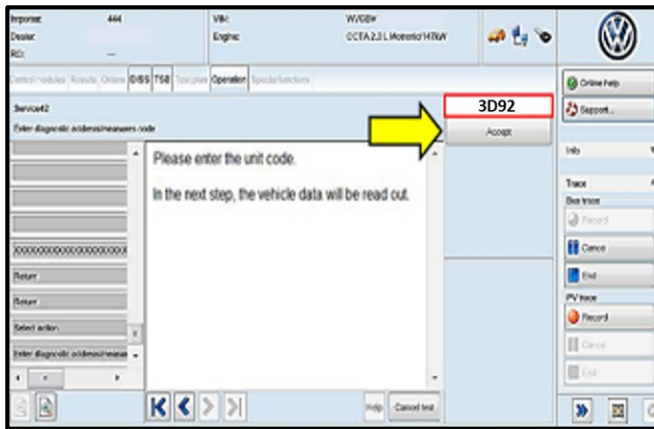


- Using ODIS, perform a Guided Fault Finding scan of the vehicle.
- Once the GFF scan is complete, select “Special functions” <circle>, then “Adapting software” <arrow 1>, then select “Perform test” <arrow 2>.



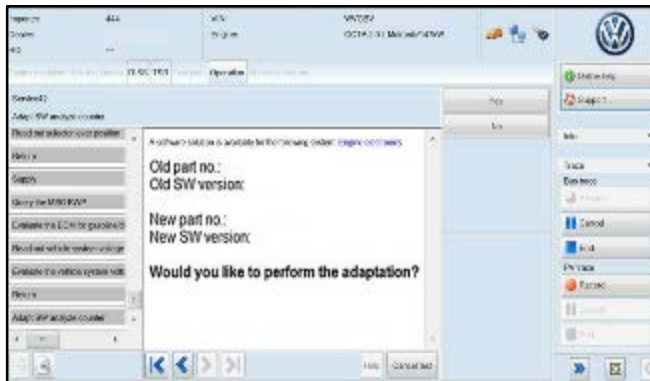
1. Select the appropriate option to update “through measures code” <arrow>.

**NOTE**  
Read this screen carefully. The option to update software through measures code is **NOT** always selection #1 on this screen.

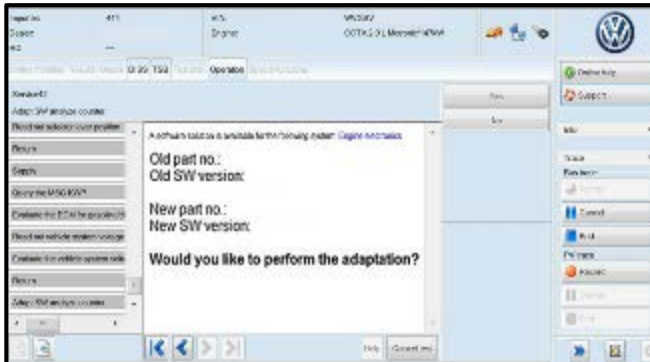


2. Enter “3D92” <as shown>.
3. Select “Accept” <arrow>.

Software Change Table			
Original ECM Part Number	Original Software Level	Updated ECM Part number	Update Software Level
06K907071B	All	06K997071B	2976
06K997071C		06K997071C	2977
06K997071D		06K997071D	2978
06K906071AB		06K997071E	2979
06K997071E		06K997071F	2980
06K906071AC		06K997071G	2981
06K997071F		06K997071H	2982
06K906071J		06K997071J	2983
06K997071G		06K997071K	2984
06K906071K		06K997071L	2985
06K997071H		5GM906264	0001
06K906071N			
06K997071J			
06K906071P			
06K997071K			
06K906071T			
06K997071L			
06K906071AA			
8V0906264D			



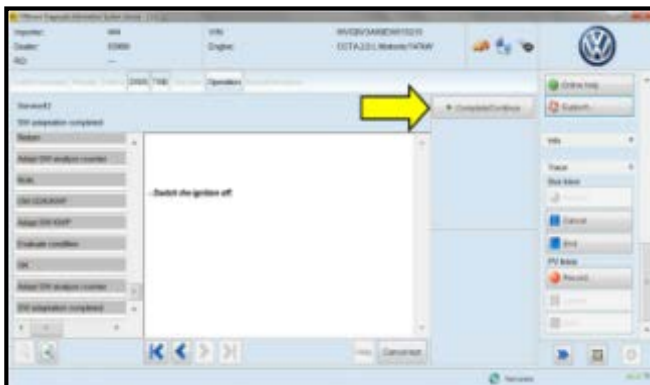
4. Compare the old and new part number and software version.
  - If the old and new software versions displayed are the same **Work Complete, proceed to Section C.**
  - If the old and new software versions displayed are different **continue to next step.**



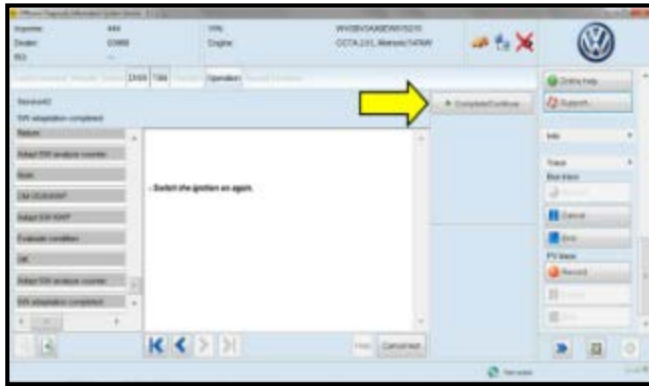
5. If the old and new software versions displayed are different, Select "Yes" and follow the on-screen prompts to complete the test plan.
6. Reference the ECM Software Change Table above for affected ECMs.



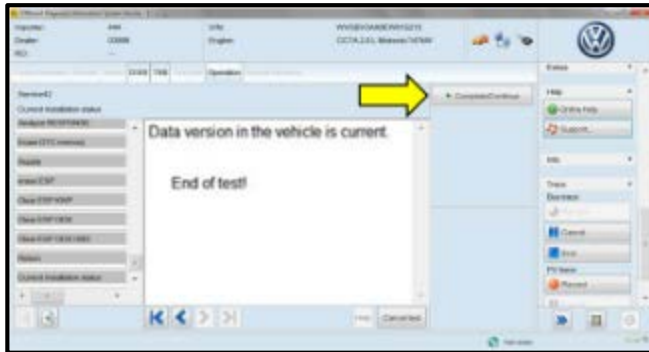
7. When the SVM update is complete, a confirmation message is displayed <as shown>.
8. Select "Complete/Continue" <arrow>.



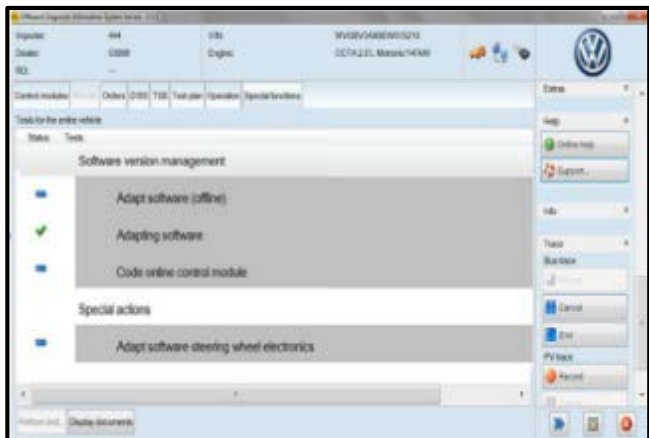
9. Switch the ignition off, then select "Complete/Continue" <arrow>.



10. Switch the ignition on, then select "Complete/Continue" <arrow>.



11. Select "Complete/Continue" <arrow>.



12. The green check mark indicates the test plan was successfully carried out.

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Close the hood.

### **Proceed to Section C**

### **Section C – Campaign Completion Label**

#### **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.

 <b>TIP</b>
Ensure Campaign Completion Label does not cover any existing label(s).

- Close the hood.

### **ALL WORK IS COMPLETE**