



# Safety Recall

## Code: 23T3

<b>Subject</b>	<b>Connector Seal</b>
<b>Release Date</b>	September 14, 2016
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2012-2014 MY Volkswagen Passat with TDI (Diesel) Engine</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>ü Campaign status must show "open."</li><li>ü 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>	Improperly assembled wire seals in a connector of an underbody sensor may allow water to corrode electrical terminals. This can lead to an electrical short with the possibility of overheating at the electrical connection, and cause the Malfunction Indicator Lamp (MIL) in the vehicle to illuminate. In rare cases, overheating of the electrical connection could result in a fire underneath the vehicle.
<b>Corrective Action</b>	Replace connector and, if necessary, replace underbody sensor.
<b>Precautions</b>	If the Malfunction Indicator Lamp (MIL) in the vehicle illuminates, customers are advised to contact their authorized Volkswagen dealer to have the vehicle inspected without delay.
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If your dealership is at the weekly Upper Order Limit for 000 979 940 / 000 979 941 / 5CU 971 411 A, please request additional parts via email to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> . For 03L 907 807 AD, please email Special Services at <a href="mailto:vwoaspecialservices@vw.com">vwoaspecialservices@vw.com</a> with VIN to order.
<b>Code Visibility</b>	On or about September 14, 2016, affected vehicles will be 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> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about September 14, 2016, this campaign code will show open on affected vehicles in Elsa.  On or about September 14, 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 September 2016. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALL</b> <b><u>New Vehicles in Dealer Inventory:</u> 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</b>

**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.vwclub.com](http://www.vwclub.com).*



## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** <INSERT NUMBER>

**Subject: Safety Recall 23T3 – Connector Seal  
2012-2014 Model Year Volkswagen Passat with TDI (Diesel) engine**

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 2012-2014 model year Volkswagen Passat vehicles equipped with a TDI (diesel) engine. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Improperly assembled wire seals in a connector of an underbody sensor may allow water to corrode electrical terminals. This can lead to an electrical short with the possibility of overheating at the electrical connection, and cause the Malfunction Indicator Lamp (MIL) in the vehicle to illuminate. In rare cases, overheating of the electrical connection could result in a fire underneath the vehicle.
<b>What will we do?</b>	To help identify/correct this defect, your authorized Volkswagen dealer will replace the connector and, if necessary, replace the underbody sensor. This work will take about two hours to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit <a href="http://www.vw.com">www.vw.com</a> and click on the "Owners" link to locate a dealer near you and schedule this service online.
<b>Precautions you should take</b>	If the Malfunction Indicator Lamp (MIL) in the vehicle illuminates, customers are advised to contact their authorized Volkswagen dealer to have the vehicle inspected without delay.
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	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.
<b>Can we assist you further?</b>	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 reach out to us using your preferred method of communication at <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the <b>Look Up Recalls</b> link at <a href="http://www.vw.com">www.vw.com</a> and enter your Vehicle Identification Number (VIN) into the <b>Recall/Service Campaign Lookup</b> 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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 23T3 – Connector Seal  
2012-2014 Model Year Volkswagen Passat with TDI (Diesel) engine**

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 2012-2014 model year Volkswagen Passat vehicles equipped with a TDI (diesel) engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Improperly assembled wire seals in a connector of an underbody sensor may allow water to corrode electrical terminals. This can lead to an electrical short with the possibility of overheating at the electrical connection, and cause the Malfunction Indicator Lamp (MIL) in the vehicle to illuminate. In rare cases, overheating of the electrical connection could result in a fire underneath the vehicle.
- What will we do?** To help identify/correct this defect, your authorized Volkswagen dealer will replace the connector and, if necessary, replace the underbody sensor. This work will take about 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.
- Precautions you should take** If the Malfunction Indicator Lamp (MIL) in the vehicle illuminates, customers are advised to contact their authorized Volkswagen dealer 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 contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [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

**NOTE**

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 Parts**

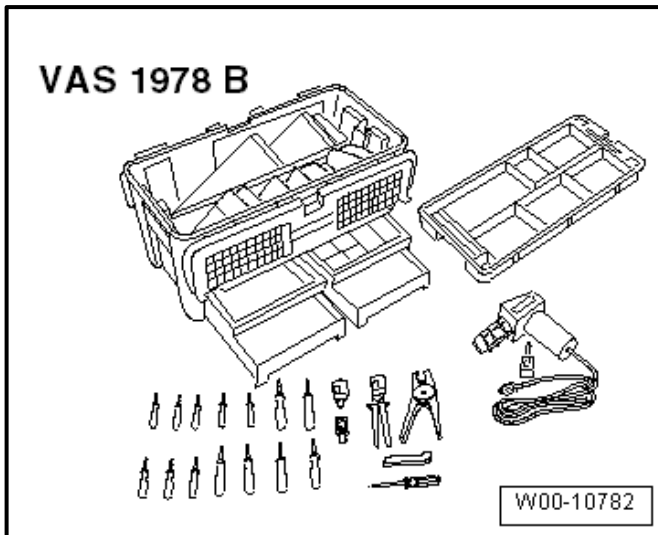
Quantity	Part Number	Part Description
1	5CU 971 411 A	Adapter Wire Harness Connector
3	000 979 941	Crimp Connector - Red
2	000 979 940	Crimp Connector - White

**IF NECESSARY PENDING INSPECTION:**

1	03L-907-807-AD	J583 Control Module
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**Required Tools**

- Wiring Harness Repair Set - VAS1978B



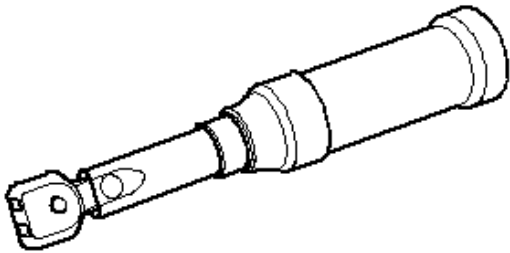
**V.A.G 1331**



W00-0427

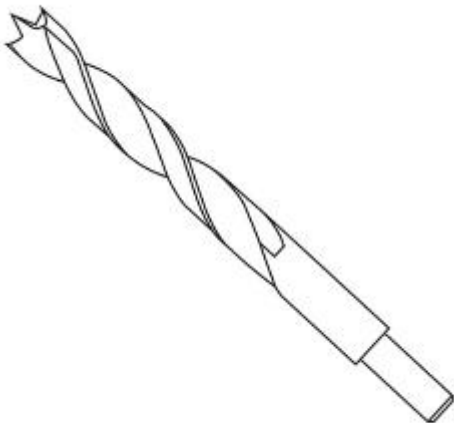
- Torque Wrench 1331 5-50Nm -VAG1331 (or equivalent)

**V.A.G 1783**



W00-0990

- Torque Wrench 1783 - 2-10Nm -VAG1783 (or equivalent)



- 10 mm drill bit (or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

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

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

**EXAMPLE**

- 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.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B.**



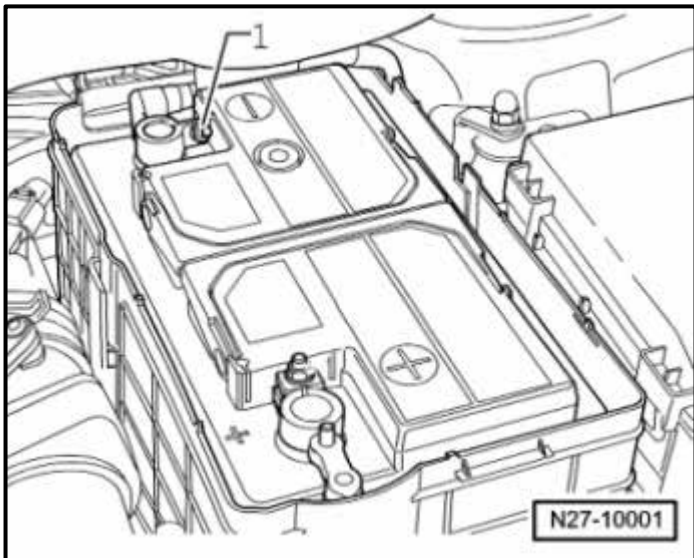
## Section B – Repair Procedure

### WARNING

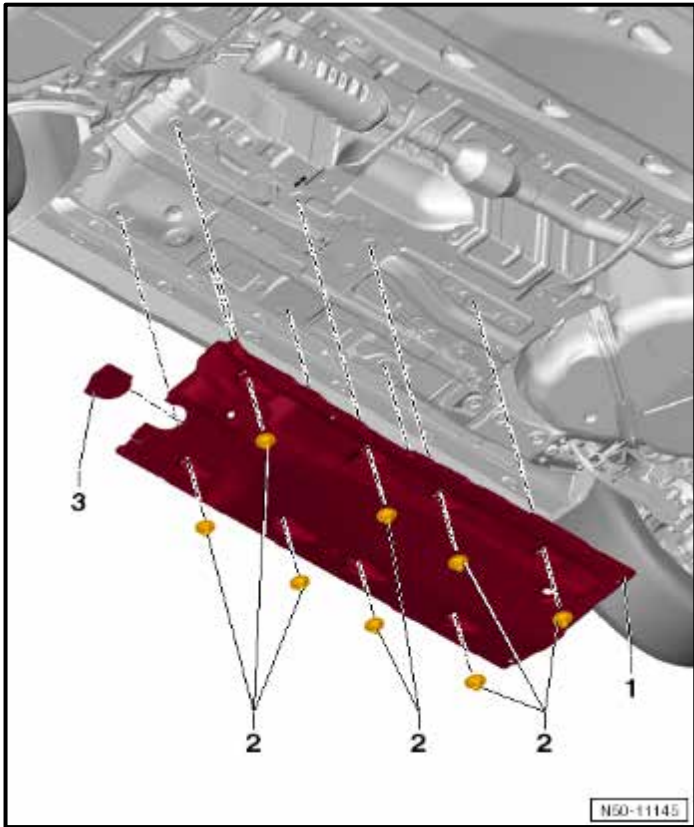
Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### NOTE

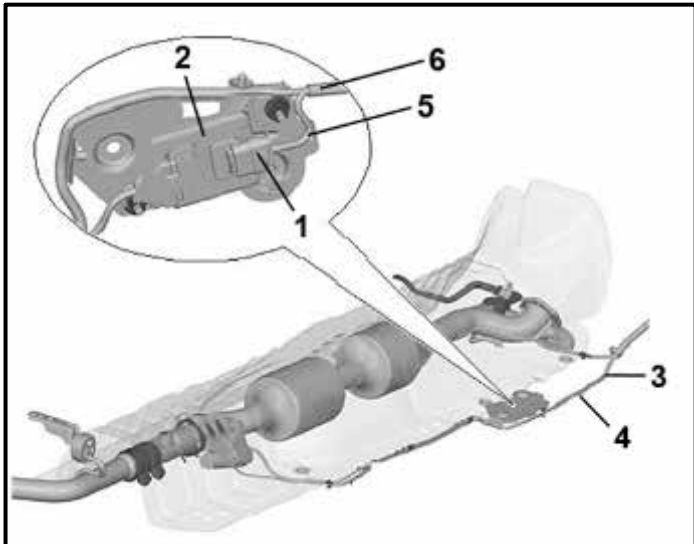
- Soldering is not permissible for repairs to the vehicle electrical system.
- Repair to the wiring harnesses and connectors on the vehicle electrical system may only be performed using the Wiring Harness Repair Set -VAS1978B- and with previous versions.
- Wiring harness repairs may not be performed again in the wrapping of the vehicle-specific wiring harness and are to be marked with yellow adhesive tape. This indicates a previous repair.



- On the vehicle battery, loosen the clamp <1> and remove the battery ground cable terminal from the battery negative pole.



- Remove the underbody panel nuts <2>.
- Pull the underbody panel <1> toward the rear off the cover <3> and remove it.



- Disconnect the connector <1> from the J583 control module <2>.
- Carefully remove the J583 control module harness <3> from the harness retainer <4>.

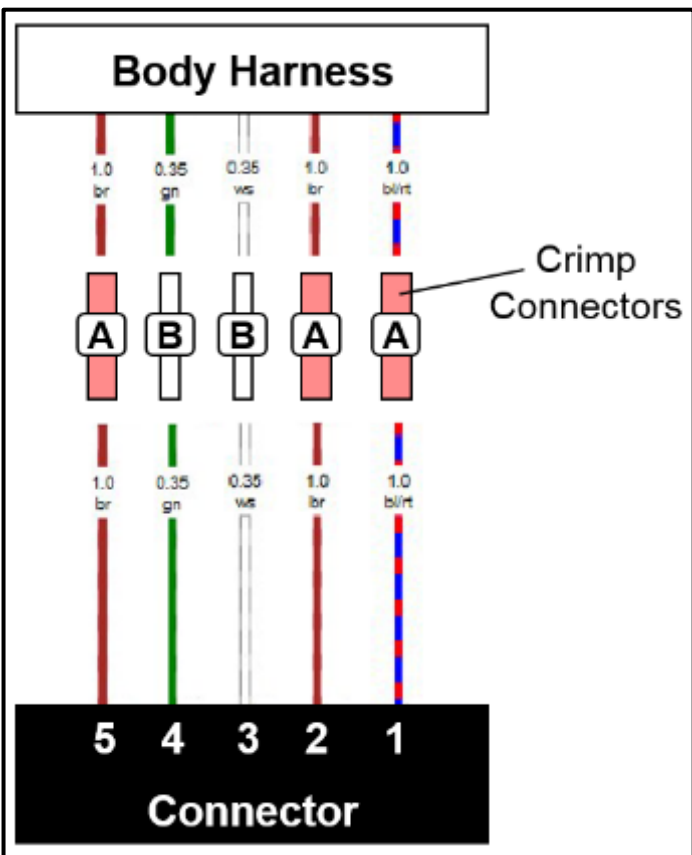
**NOTE**

DO NOT cut, snip, or use any sharp instruments on the wire harness wrapping to remove the wiring from the harness. Doing so may damage the CAN bus and other electrical component circuitry. Any damage caused is not covered under this action.

- Carefully begin to unwrap the J583 control module wiring <5> from the body harness <6>.



- Continue to unwrap the J583 control module wiring until you reach the upper harness retainer <arrow>.

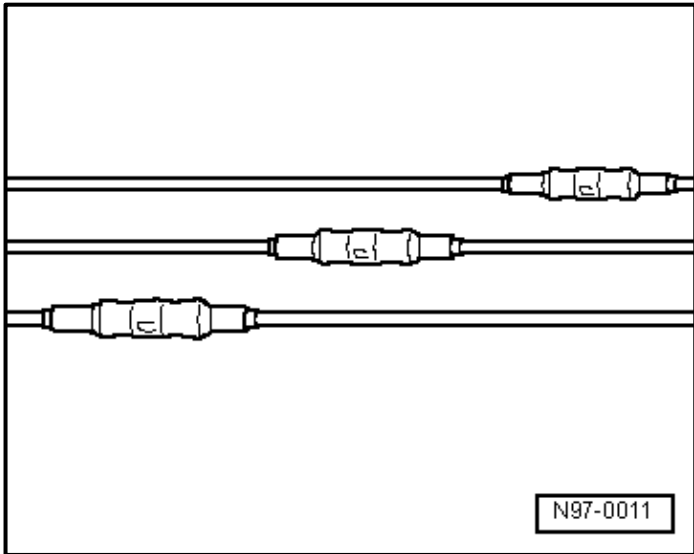


- Reference the graphic to the left when connecting and crimping wiring to ensure the proper circuits are connected and the correct crimp connectors are used.

Callout	Color	Part Number
A	Red	000 979 941
B	White	000 979 940

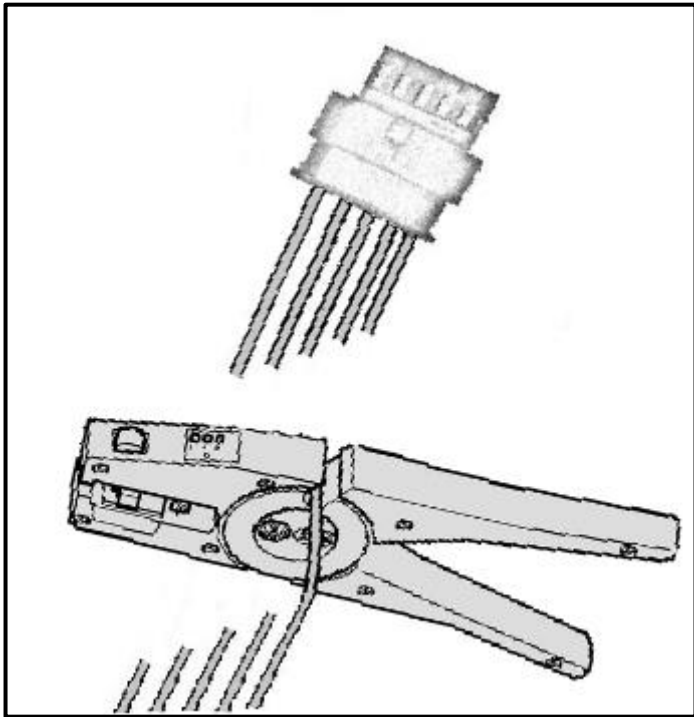
- Reference the chart below when using the crimping pliers from the Wiring Harness Repair Set -VAS1978B-. Always be sure to use the correct crimping slot for the crimping connection used.

Color of Crimp Connectors	Color of Crimping Slot	Wire Cross-Section
White	Yellow	0.35 mm <sup>2</sup>
Red	Red	0.5 mm <sup>2</sup> - 1.0 mm <sup>2</sup>

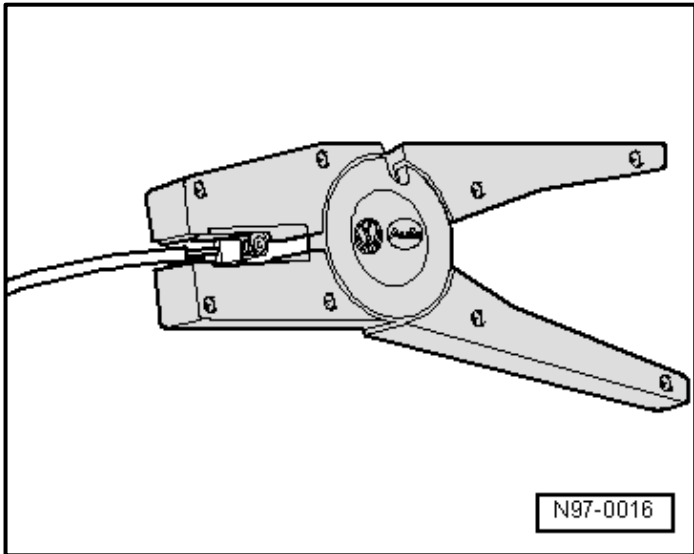


**NOTE**

- Do not crimp the wire insulation.
- Make sure that crimp connections are staggered to align with the offset of the new connector, and that the final length is equal to that of the original harness wiring. This ensures that the circumference of the wiring harness does not become too large when the crimp connectors are installed.
- In the event the repair point was previously taped, this point must be taped anew with yellow insulating tape after repairs.
- Secure the repaired wiring harness if necessary with a cable tie to prevent noise while driving.

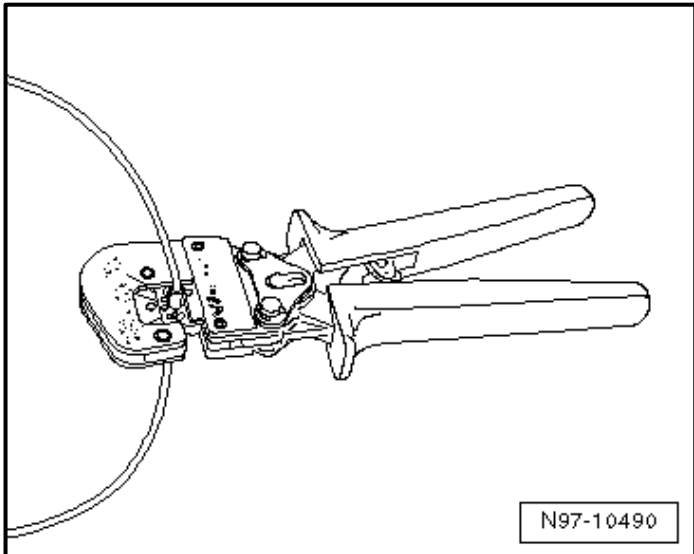


- Using the Wiring Harness Repair Set - Wire Strippers -VAS1978B/3-, trim the J583 control module harness wiring to align with the offset of the new connector wiring and to match the length of the original harness wiring.

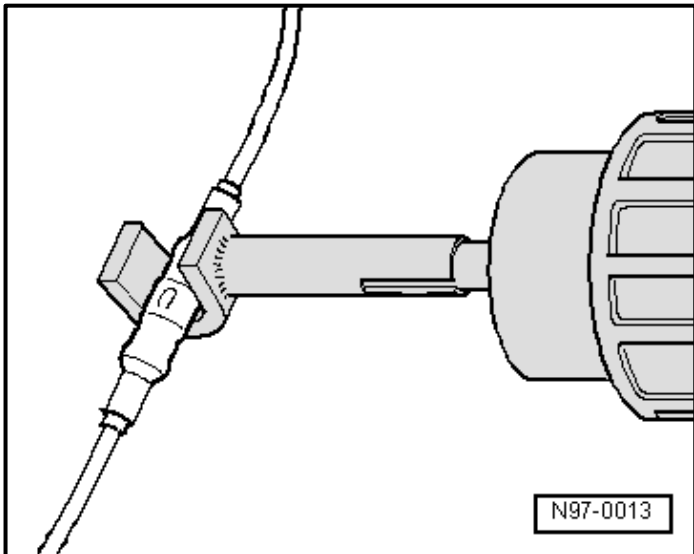


- Strip the wire ends of the J583 control module harness wiring and the new connector using the Wiring Harness Repair Set - Wire Strippers -VAS1978B/3-.

Part Number	Part Description
5CU-971-411-A	Adapter Wire Harness Connector



- Slide crimp connection onto both stripped ends of wires and crimp them using crimp pliers.
- After crimping, crimp connections must be heat-shrunk using hot air gun to prevent moisture penetration.



- Place the Wiring Harness Repair - Blower - Shrink Element -VAS1978B/15A- on the Wiring Harness Repair Set - Hot Air Blower -VAS1978B/14A-.
- Heat crimp connection using hot air gun lengthwise from center outward until it is sealed completely and adhesive comes out the ends.

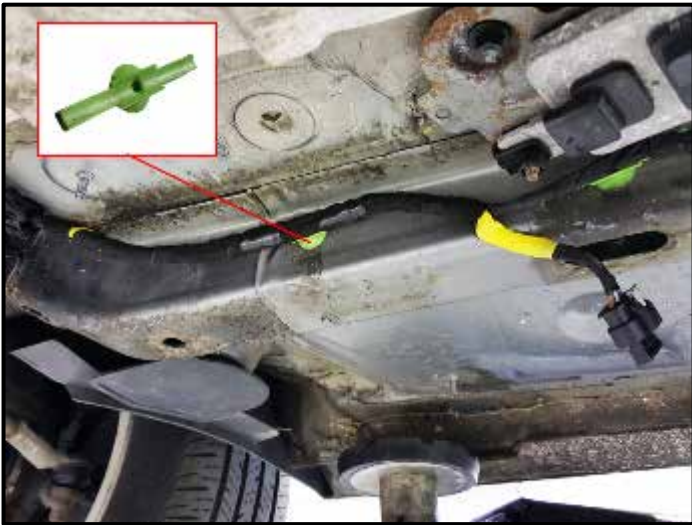


- Using yellow insulating tape, carefully wrap the J583 control module harness.

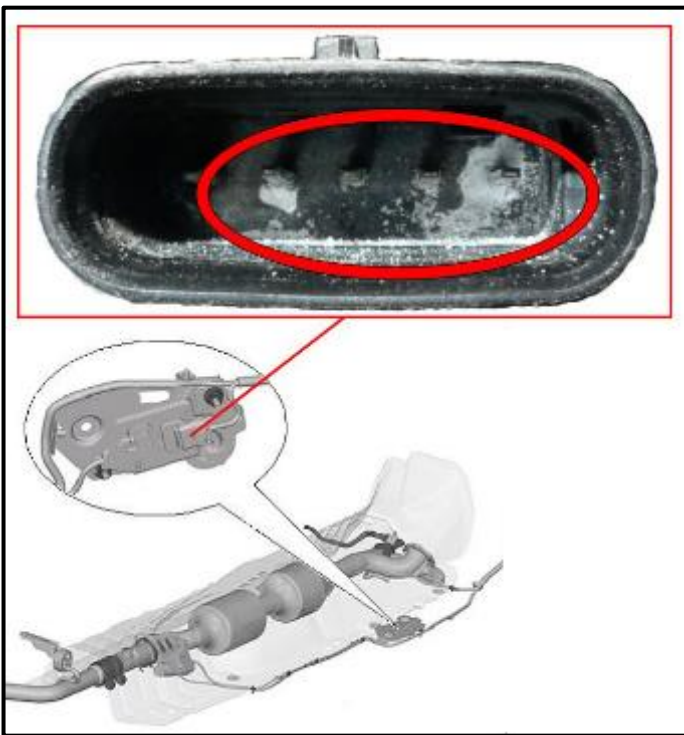


- Using black insulating tape, wrap the body harness wiring <arrow>.





- Using black insulating tape, wrap the J583 control module harness and the body harness wiring together, ensuring to reattach and secure the retaining clip <as shown>.



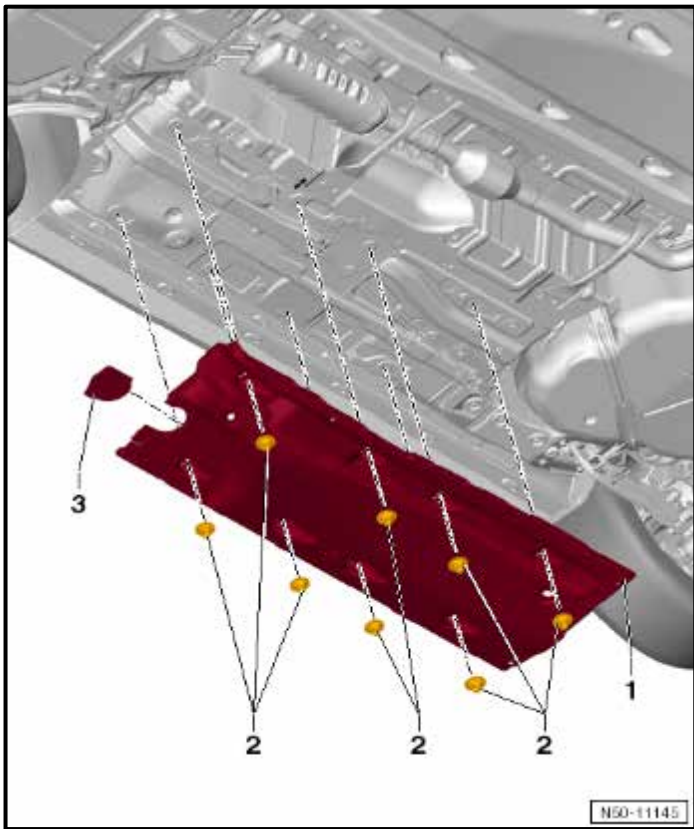
- Inspect the J583 control module terminals for corrosion and salt deposits <circled>.
  - If corrosion and/or salt deposits **are found**, the J583 control module must be replaced. **Proceed to subsection A.**
  - If corrosion and/or salt deposits **are not** found, connect the J583 control module connector to the J583 control module and continue with the procedure.



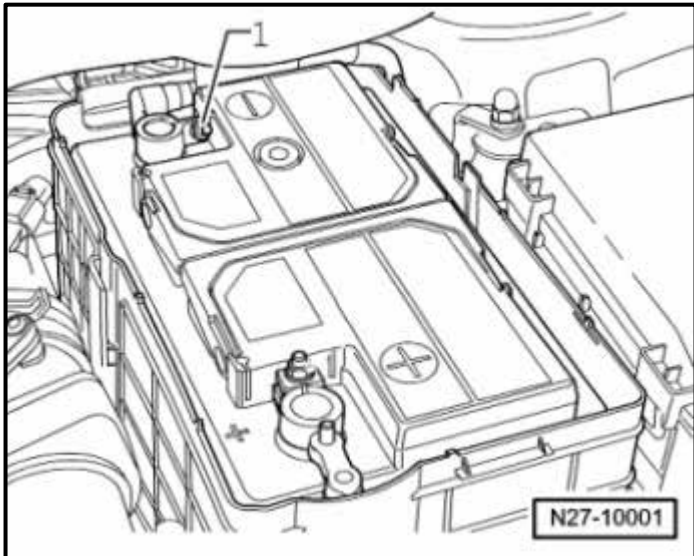
**NOTE**

Do not drill into the underbody cover while it is installed on the vehicle. Doing so may damage the vehicle and/or its components, which is not covered under this action.

- Prior to reinstalling the underbody panel, drill a 10 mm hole at the panel's lowest point <arrow> when oriented as shown using a 10 mm drill bit <or equivalent>.



- Reinstall the underbody panel <1> onto the cover <3> and reinstall the underbody cover nuts <2>. Tighten to 2 Nm.



- Reattach the ground cable to the battery negative terminal and tighten the clamp <1> to 6 Nm.

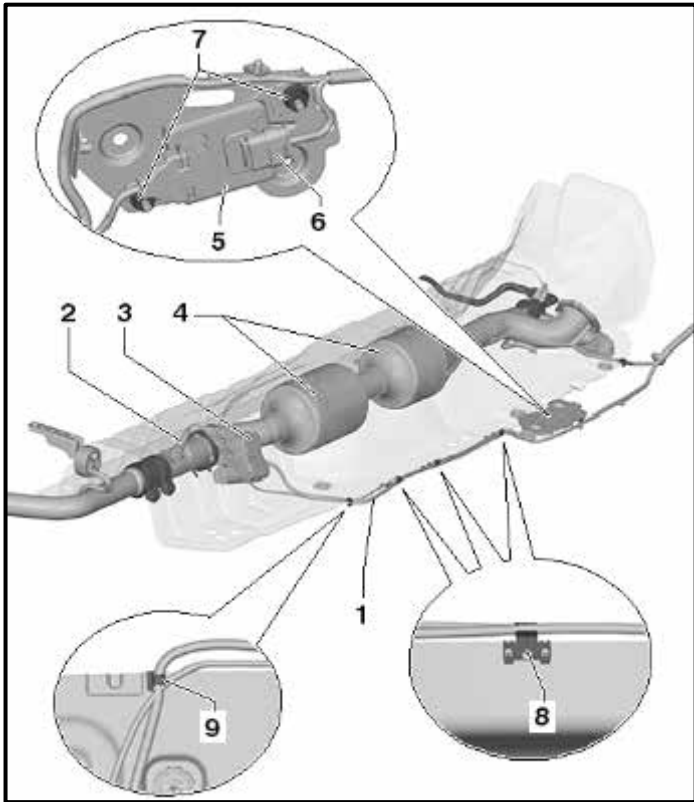
**NOTE**

- After reconnecting the battery and switching the ignition on, the ASR/ESP Control Lamp - K155- lights up continuously.
- The ASR/ESP Control Lamp -K155- goes out automatically if a straight distance is driven at 9 to 13 mph (15 to 20 km/h). This activates the Steering Angle Sensor -G85-.

- Proceed to section C.**



## SUBSECTION A – J583 CONTROL MODULE REPLACEMENT



### NOTE

Only perform the steps outlined in subsection A if it has been determined that replacement of the J583 control module is necessary.

- Remove the sensor <2>.
- Carefully remove the sensor harness <1> from the harness retainers <8> & <9>.
- Remove the J583 control module retainers <7> and the retaining brackets and remove the J583 control module <5>.

### NOTE

Do not allow the sensor or the J583 control module to hang unsupported at any time during installation. Failure to properly support these components may cause damage and is not covered under this action.

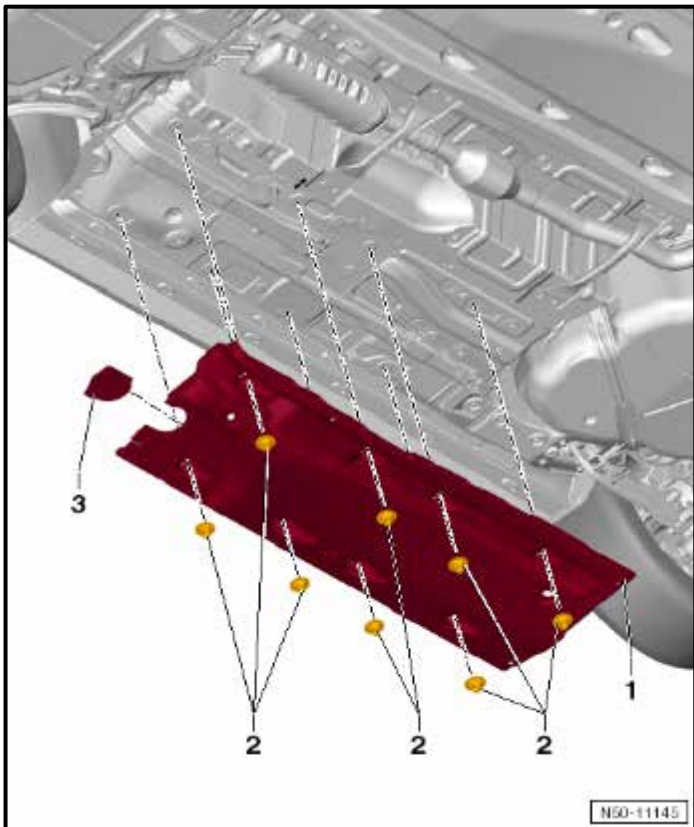
- Install the new sensor <2> and tighten to 52 Nm.
- Transfer the retaining brackets to the J583 control module <5> and install the retainers <7>.
- Connect the J583 control module connector <6>.
- Carefully reinstall the sensor harness <1> into the harness retainers <8> & <9>.



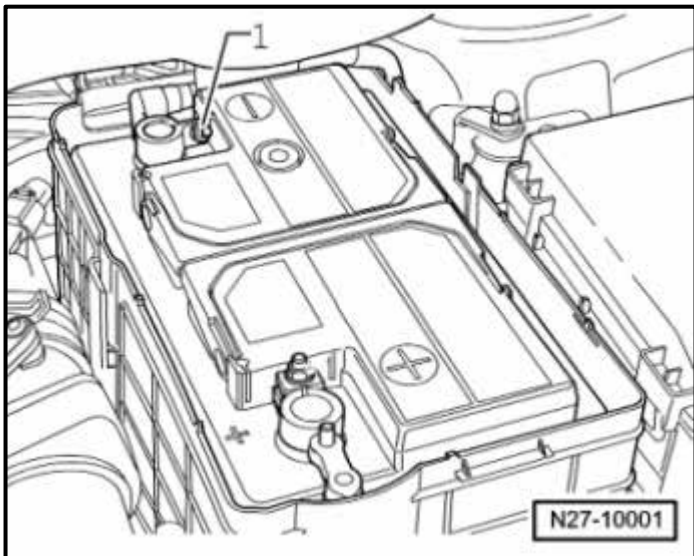
### NOTE

Do not drill into the underbody cover while it is installed on the vehicle. Doing so may damage the vehicle and/or its components, which is not covered under this action.

- Prior to reinstalling the underbody panel, drill a 10 mm hole at the panel's lowest point <arrow> when oriented as shown using a 10 mm drill bit <or equivalent>.



- Reinstall the underbody panel <1> onto the cover <3> and reinstall the underbody cover nuts <2>. Tighten to 2 Nm.



- Reattach the ground cable to the battery negative terminal and tighten the clamp <1> to 6 Nm.

**NOTE**

- After reconnecting the battery and switching the ignition on, the ASR/ESP Control Lamp - K155- lights up continuously.
- The ASR/ESP Control Lamp -K155- goes out automatically if a straight distance is driven at 9 to 13 mph (15 to 20 km/h). This activates the Steering Angle Sensor -G85-.

- Proceed to section C.**

## Section C – Campaign Completion Label and Parts Return

### Install Campaign Completion Label

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



Ensure Campaign Completion Label does not cover any existing label(s).

## Parts Return/Disposal

### Parts Return/Disposal

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

**ALL WORK IS COMPLETE**

## Appendix A – Warning and Safety Precautions

### WARNING

Some tools are supplied with a tool safety clip, which is slid over the tool points after using the tool, in order to protect other workers from injuries and tool points from damage.

### CAUTION

- Follow the procedure in the repair manual when disconnecting and connecting the battery.
- Prior to disconnecting the battery, turn off the ignition and all electrical consumers and remove the key.

### CAUTION

- When heat-shrinking crimp connections, be careful not to damage any other wiring, plastic parts or insulating material with the hot nozzle of the hot air gun.
- Always observe operating instructions of heat gun.