



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 18, 2017

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Advance Notice – Safety Recall 23W5 – Heat Shield/Boost Hose  
Certain 2012-2014 MY Volkswagen Passat TDI Vehicles Equipped with a DSG Transmission

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Volkswagen has notified NHTSA and Transport Canada about the upcoming safety recall described in this letter.

<b>CODE</b>	23W5
<b>AFFECTED VEHICLES</b>	Certain 2012-2014 MY Volkswagen Passat TDI vehicles equipped with a DSG transmission.
<b>RECALL DESCRIPTION</b>	An underbody heat shield may not be long enough to sufficiently protect the right drive half-shaft grease boot from heat. The radiant heat may damage the boot and this could lead to a grease leak from the boot. If leaking grease comes into contact with heated surfaces of the exhaust system and/or diesel particulate filter (DPF), it could lead to a vehicle fire.
<b>PRECAUTIONS</b>	A leaking boost hose may lead to a flashing glow plug light and engaging the limp mode. Eventually the MIL light may also illuminate. If the lights are ignored, the diesel particulate filter (DPF) may get overloaded. If a customer sees either of these lights on in their vehicle, they are advised to contact their nearest authorized Volkswagen dealer to have the vehicle inspected.
<b>CORRECTIVE ACTION</b>	Repair information will be provided to dealers when parts and repair instructions become available to support this recall.  At no cost to customers, the driveshaft heat shield will be replaced on all affected vehicles. Certain vehicles within a specific VIN range will also have the upper boost hose replaced.

### 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.**

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection