



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: July 06, 2017

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

Subject: Repair Available for 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

On July 07, 2017, repairs can begin for safety recall 23W5. Please refer to campaign circular published to Elsa and ServiceNet for additional information.

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.

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

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	23W5
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2012-2014 MY Volkswagen Passat TDI Vehicles Equipped with a DSG Transmission
TOPIC	Heat Shield/Boost Hose
PROBLEM DESCRIPTION	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.
CORRECTIVE ACTION	Replace the driveshaft heat shield on all affected vehicles. Certain vehicles within a specific VIN range will also have the upper boost hose replaced.
CUSTOMER NOTIFICATION DATE	On or about July 07, 2017
PRECAUTIONS	A leaking boost hose may lead to a flashing glow plug light and engage the engine limp mode. Eventually, the Malfunction Indicator Light (MIL) will illuminate. If either of these warnings is ignored, the DPF may get overloaded. If a customer experiences any of these vehicle symptoms, they are advised to make an appointment with an authorized Volkswagen dealer to have the vehicle inspected <u>without delay</u> .
ELSA/OMD Web VISIBILITY DATE	On or about July 07, 2017
TOTAL AFFECTED VEHICLE COUNT	USA: 84,282 CANADA: 10,106
APPROXIMATE REPAIR TIME	Up to 110 TU
SPECIAL TOOLS NEEDED?	SEE WORK PROCEDURE
PARTS REQUIRED	SEE WORK PROCEDURE
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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 that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers are requested not to delivery any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.