

# Safety Recall

## Code: 23W5



# REVISION

<b>Subject</b>	Heat Shield/Boost Hose
<b>Release Date</b>	October 09, 2019
<b>REVISION SUMMARY</b>	<b>Updated claiming and work instructions to allow one-time use noise insulation fasteners.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2012-2014 MY Volkswagen Passat TDI vehicles equipped with a DSG transmission</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>	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>Corrective Action</b>	Replace the driveshaft heat shield on all affected vehicles. Certain vehicles within a specific VIN range will also have the upper boost hose replaced.
<b>Precautions</b>	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> .
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about July 7, 2017, 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> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.  On or about July 7, 2017, this campaign code showed open on affected vehicles in Elsa.  On or about July 7, 2017, 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> .
<b>Owner Notification</b>	Owner notification took place in July 2017. 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 RECALLS</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 that fails to comply</b>

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.vwhub.com](http://www.vwhub.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>	23W5												
<b>Damage Code</b>	0099												
<b>Parts Vendor Code</b>	WVO												
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90												
<b>Causal Indicator</b>	Mark driveshaft heat shield as causal part												
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action												
<b>Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.</b>													
<b>Criteria I.D.</b>	01												
	<p>Replace driveshaft Heat Shield</p> <p>Labor operation:      4043 23 99                      50 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>561407721</td> <td>Driveshaft Heat Shield</td> </tr> <tr> <td>3.00</td> <td>WHT000729A</td> <td>Noise insulation bolt</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	561407721	Driveshaft Heat Shield	3.00	WHT000729A	Noise insulation bolt			
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<b>Criteria I.D.</b>	01 and 02 <b>(both criteria must be entered on claim)</b>												
	<p>Replace Driveshaft Heat Shield and Upper Boost Hose</p> <p>Labor operation:      4043 24 99                      110 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>561407721</td> <td>Driveshaft Heat Shield</td> </tr> <tr> <td>1.00</td> <td>1K0145828T</td> <td>Upper Boost Hose</td> </tr> <tr> <td>3.00</td> <td>WHT000729A</td> <td>Noise insulation bolt</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	561407721	Driveshaft Heat Shield	1.00	1K0145828T	Upper Boost Hose	3.00	WHT000729A	Noise insulation bolt
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## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 17V309

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

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 MY Volkswagen Passat TDI vehicles equipped with a DSG transmission. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the driveshaft heat shield on all affected vehicles. Certain vehicles within a specific VIN range will also have the upper boost hose replaced. 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. 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** 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 you experience any of these vehicle symptoms, make an appointment with your 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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) 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.
- 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.

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.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

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

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 MY Volkswagen Passat TDI vehicles equipped with a DSG transmission. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
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- 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.

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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	561407721	Heat Shield
	3	WHT000729A	Noise Insulation Bolt
01,02	1	1K0145828T	Upper Boost Hose
	1	561407721	Heat Shield
	3	WHT000729A	Noise Insulation Bolt

**Required Tools**

 <p>Pry Lever -80-200- (or equivalent)</p>	 <p>Hose Clip Pliers -VAS6362- (or equivalent)</p>
 <p>Engine Bung Set -VAS6122- (or equivalent)</p>	 <p>Torque Wrench -VAG1331- (or equivalent)</p>

## 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 ← <b>2</b>	Open ← <b>1</b>

**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.

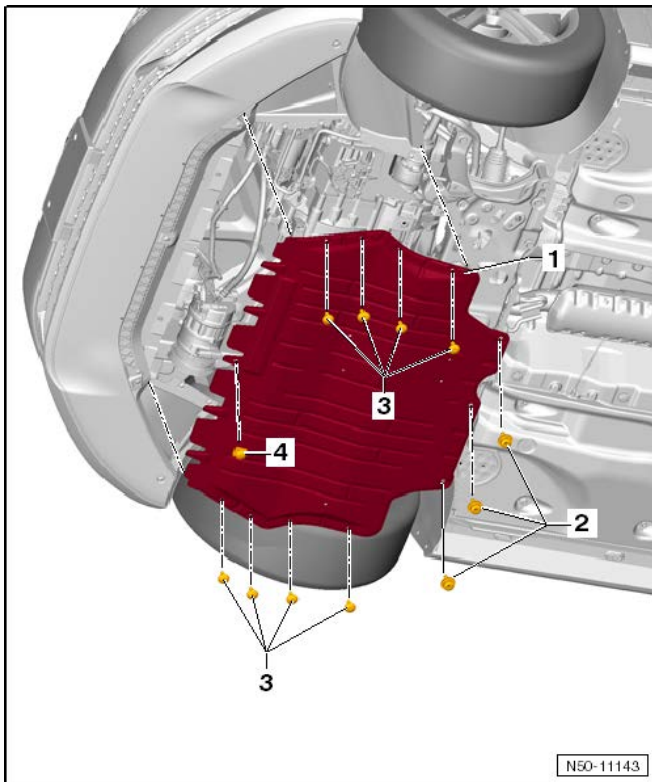
Criteria	Repair Description
01	Replace heat shield
02	Replace boost hose

#### NOTE

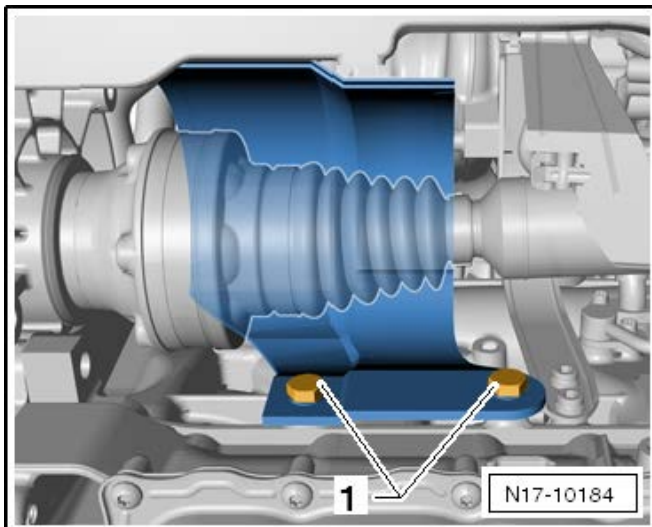
Vehicles may have both criteria 01 and 02.

**Proceed to Section B**

## Section B – Heat Shield Replacement (Criteria 01)

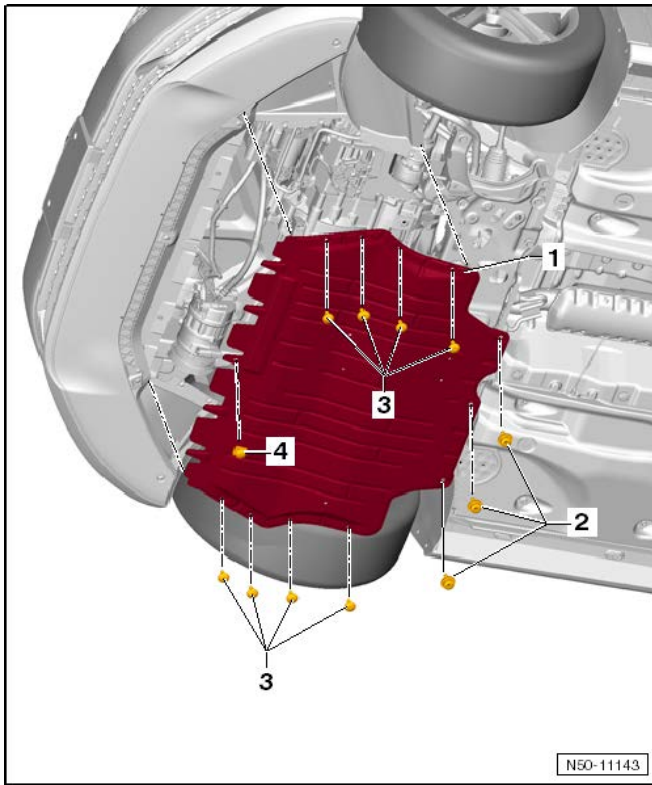


- Raise vehicle on hoist.
- Remove bolts <2, 3 and 4>.
- Remove noise insulation <1>.



- Remove bolts <1> and remove the heat shield.
- Install new heat shield and torque bolts <1> to 25 Nm.

Part Number	Part Description
561407721	Heat Shield

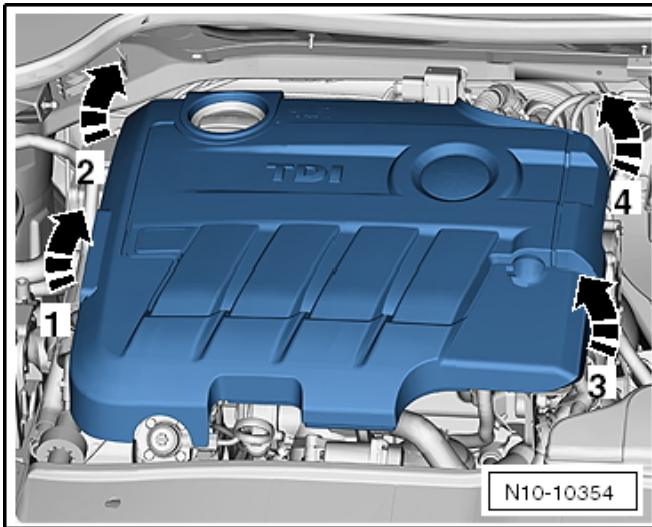


- Install noise insulation <1>.
- Torque new bolts <2> to 6 Nm.
- Torque bolts <3 and 4> to 2 Nm.

If vehicle has Criteria 02 open, Proceed to Section C.

If vehicle has no other Criteria open, Proceed to Section D.

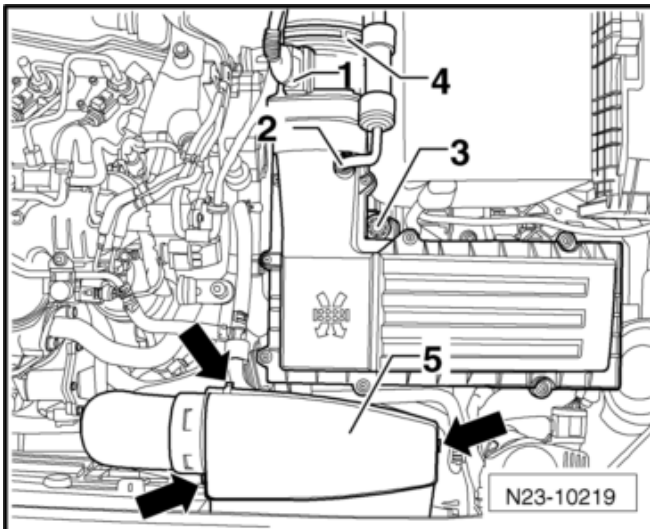
### Section C – Boost Hose Replacement (Criteria 02)



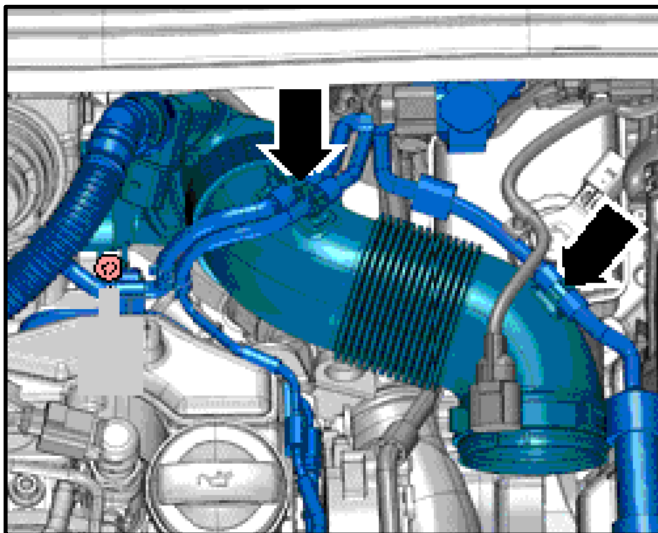
- Open the hood.
- Remove engine cover in the direction of <arrows> in the sequence shown.

#### NOTE

The bracket for attaching the engine cover to the cylinder head cover could break if removed incorrectly. Always follow the sequence shown to remove the engine cover.



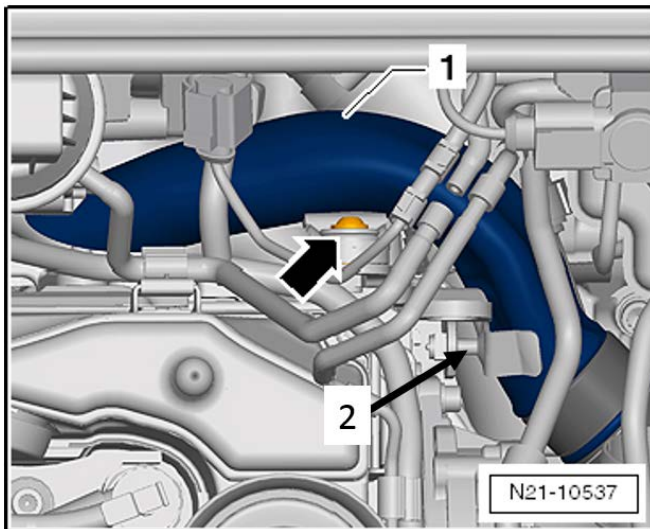
- Remove the air guide cover <5> by disengaging clips <arrows>.
- Disconnect connector <1> from the Mass Airflow Sensor.
- Remove hose <2>.
- Loosen bolt <3>.
- Remove clamp <4> using Hose Clip Pliers -VAS6362- (or equivalent).
- Remove the air filter housing.



- Free up vacuum hoses <arrows> from the intake hose.
- Loosen clamp <not shown> and remove the intake hose.

**NOTE**

- The air guide connection piece does not need to be removed from the turbocharger.
- Some vehicles may have a spring clamp securing the intake hose. Use Hose Clip Pliers -VAS6362- (or equivalent) to remove the spring clamp.
- Seal off opening to turbocharger using Engine Bung Set -VAS6122- (or equivalent).

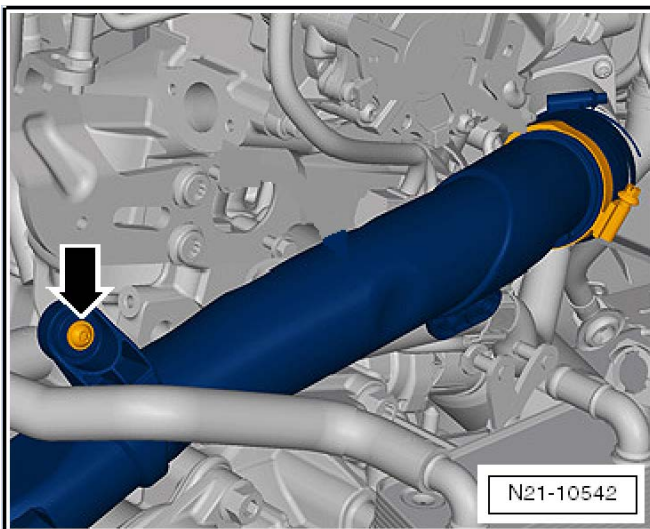


- Remove bolt <arrow>.
- Remove clip <2> using Pry Lever -80-200- (or equivalent) and remove the pre-heater pipe <1>.

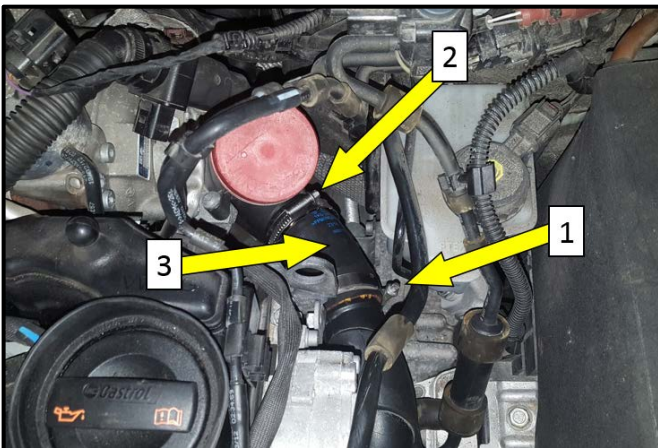


**TIP**

The air guide pipe connection to the turbocharger does not need to be removed. Use a commercially available Torx bit driver with a T-30 bit.



- Remove bolt <arrow> from charge air pipe.



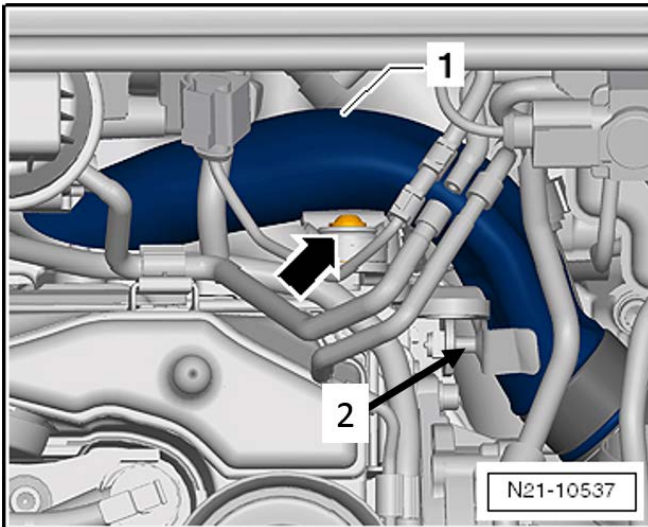
- Loosen hose clamp <1>.
- Pull charge air pipe out of boost hose <3>.
- Loosen hose clamp <2> and remove upper boost hose <3>.
- Install new boost hose <3>.

Part Number	Part Description
1K0145828T	Upper Boost Hose

- Tighten clamps <1 and 2> to 3 Nm.

**NOTE**

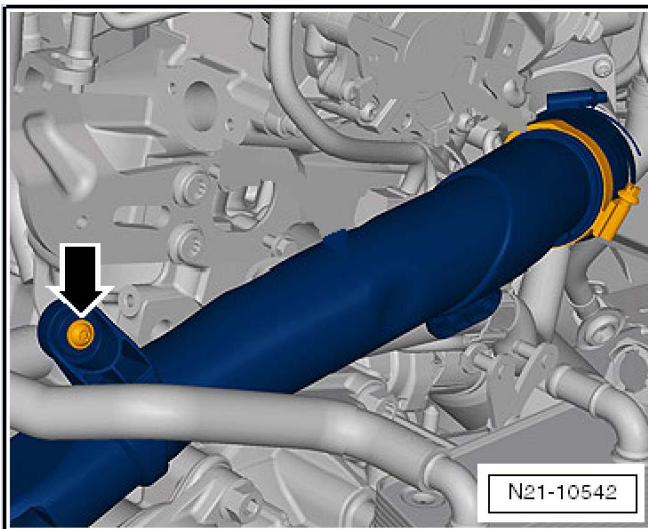
Be sure to position clamp <1> so it does not interfere with any other components.



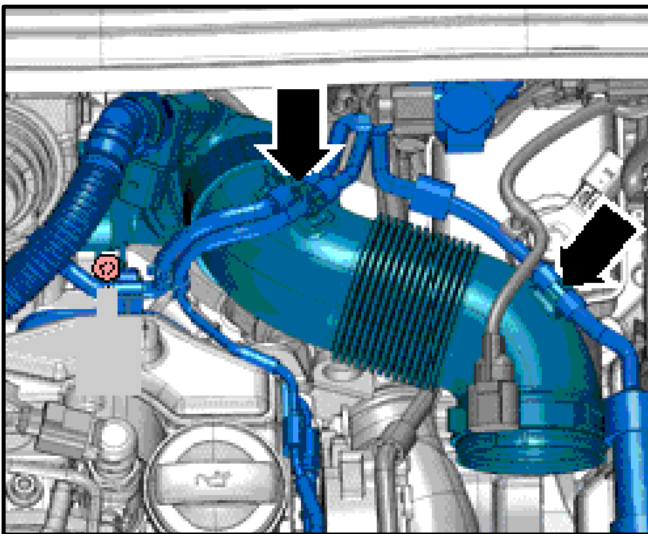
- Install pre-heater pipe <1>.
- Install clip <2> and tighten bolt <arrow>.

**NOTE**

Due to restricted space, the bolt <arrow> cannot be reached with a torque wrench. Use a commercially available Torx bit driver with a T-30 bit.



- Torque bolt <arrow> to 8 Nm.

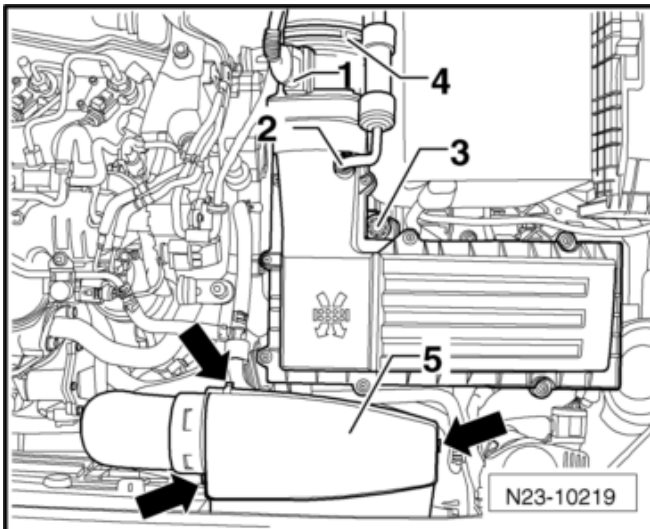


- Install intake hose and torque clamp <not shown> to 3 Nm.

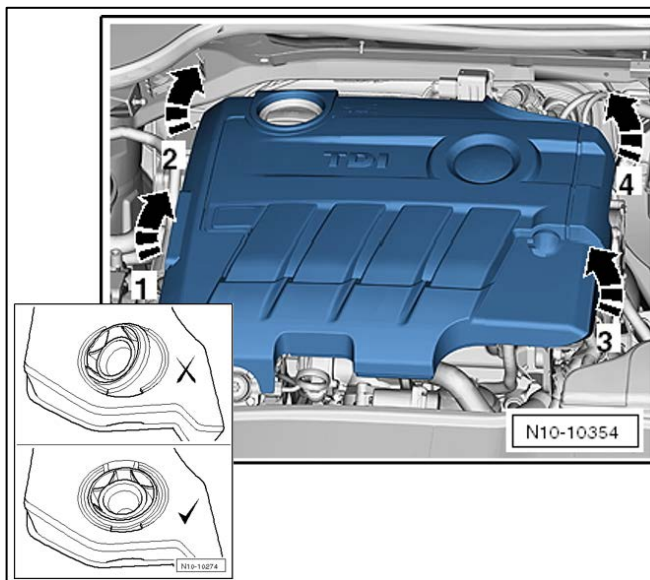
**NOTE**

Some vehicles may have a spring clamp securing the intake hose. Use Hose Clip Pliers -VAS6362- (or equivalent) to install the spring clamp.

- Secure vacuum hoses <arrows> to the intake hose.



- Install the air filter housing.
- Install clamp <4>.
- Torque bolt <3> to 8 Nm.
- Install hose <2>.
- Connect connector <1> to the Mass Airflow Sensor.
- Install cover <5>.



- Press the ball sockets on the engine cover into the correct position.
- Position the engine cover on the mounting points and press the corners into the retainers.

**Proceed to Section D**

## Section D – Campaign Completion Label

### Install Campaign Completion Label

- 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).

- **Proceed to Section E.**

## Section E - 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 the Part Destruction and Core Disposition Report for Canada.