



# Safety Recall

## Code: 13i6

### Subject Engine Connecting Rod

#### Document History

Date	Summary
09/29/2023	Added engine parts, claiming, and repair information.
08/25/2023	Original publication

#### Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	ATLAS	1,323
USA	2024	2024	ATLAS CROSS SPORT	695
CAN	2024	2024	ATLAS	40
CAN	2024	2024	ATLAS CROSS SPORT	34

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

#### Problem Description

Contamination during the bearing production process may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise. If the excessive engine noise and engine warning light are ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases, a loss of engine oil, which may pose a risk of a vehicle fire.

#### Corrective Action

Inspect and, if necessary, replace the engine.

#### Precautions

If this condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle diagnosed/repared.

#### Code Visibility

On August 25, 2023, the campaign code was applied to affected vehicles.

#### Owner Notification

Owner notification will take place in September 2023. 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 RECALL**

**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**

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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

## Parts Information - Inspection

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	2	06L-115-562-B	FILTERELEM	Free Order

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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### NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## Parts Information – Engine Replacement

**Parts Control Type:**  
**Free Order**

Parts will be managed by Free Order

Part Number	Parts Control Type	Ordering Method Description
06Q-100-098-X <b>(DO NOT ORDER)</b>	<b>Automatic Allocation</b>	<b><u>DO NOT place orders for the engine, part number 06Q-100-098-X</u></b> Parts will be managed by Automatic Allocations. Orders for the engines will be placed for the dealer based on approval from Technical Assistance.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	06Q-100-098-X	ENGINE	Automatic Allocation
	2	01M-323-255	SEAL RING (front drive axle seals)	Free Order
	1	1K0-253-141-AA	CLAMP (exhaust clamp)	
	1	5Q0-253-115-C	GASKET (turbo)	
	1	5WA-253-725	CLIP (clamp to turbo)	
	1	5Q0-423-187-F	WASHER (steering gear seal)	
	2	7E0-407-297	RING (front drive axle circlip)	
	1	N -010-335-13	SCREW (steering column bolt)	
	2	N -015-081-8	NUT (sway bar link to sway bar nuts)	
	1	N -038-549-4	RIVET (noise insulation)	
	5	N -105-524-04	BOLT (engine mount bolts - to body)	
	1	N -105-580-02	BOLT (pendulum support to subframe)	
	4	N -106-405-01	BOLT (subframe)	
	2	N -106-802-01	BOLT (subframe)	
	1	N -107-847-01	BOLT (pendulum support)	
	1	N -107-848-01	SCREW (pendulum support)	
	4	N -107-854-01	SCREW (subframe)	
	2	N -906-660-03	SEAL RING (ATF line to thermostat seals)	
	3	N -908-461-02	SCREW (drive shaft bolts - AWD)	
	2	N -909-429-02	NUT (tie rod end)	
2	N -910-027-02	STUD (bevel box - AWD)		
4	N -910-889-01	SCREW (bevel box - AWD)		
4	N -912-312-01	SCREW (subframe)		

Continued on next page

	6	N -912-332-01	HEX. NUT (ball joint to control arm)	Free Order
01	3	WHT-000-729-A	BOLT (noise insulation)	
	2	WHT-005-437-A	12 POINT S (front drive axle)	
	Up to 20L	G -12E-100-1G CON	COOLANT ( <b>U.S. only</b> )	
	Up to 20L	G -12E-100-2G CON	COOLANT ( <b>CANADA only</b> )	
	SEE ELSA/ETKA		Additional single use fasteners, seals, gaskets, fluids, etc.	

**NOTE**

The completeness of the parts list above cannot be guaranteed. Please order all further replacement/small parts according to the repair manual and parts catalog. If a listed item is not required, do not enter the part on the claim.

**NOTE**

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	13i6		
<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 if engine is OK Mark ENGINE* as causal if engine is NOT OK		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  <b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.  <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
	Perform test procedure to check for faulty connecting rod. Engine passes test. Replace oil filter only.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	75	Perform test procedure, engine does not require replacement
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	06L115562B	FILTERELEM

Continued on next page

<b>OR</b>	Perform test procedure to check for faulty connecting rod. Engine fails test. Replace engine.	
<b>LABOR</b>		
<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
1002 55 99	1395	Perform test + Replace complete engine <b>(FWD Vehicles)</b>
-OR-		
1002 56 99	1525	Perform test + Replace complete engine <b>(AWD Vehicles)</b>
-AND-		
0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
<b>PARTS</b>		
<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
1.00	06Q100098 X	ENGINE*
Up to 2.00	06L115562B	FILTERELEM
2.00	01M323255	ROUND SEAL
1.00	1K0253141AA	DUAL CLAMP
1.00	5Q0253115C	GASKET
1.00	5WA253725	CLIP
1.00	5Q0423187F	SEAL RING
2.00	7E0407297	LOCK RING
1.00	N 01033513	SCREW, HEX. HD.
2.00	N 0150818	NUT
1.00	N 0385494	RIVET
5.00	N 10552404	BOLT, HEX. HD. WITH SHOULDER
1.00	N 10558002	BOLT, HEX. HD. (COMBI.)
4.00	N 10640501	BOLT, HEX. HD. WITH SHOUL. (COMBI)
2.00	N 10680201	HEX BOLT WITH INTERNAL TORX HEAD (DUO)
1.00	N 10784701	BOLT
1.00	N 10784801	SCREW
4.00	N 10785401	HEXAGON FLANGE SCREW (COMBI)
2.00	N 90666003	ROUND SEAL
3.00	N 90846102	12 POINT SOCKET HEAD SCREW (AWD)
2.00	N 90942902	HEX. NUT, SELF-LOCKING
2.00	N 91002702	DOUBLE COLLARED STUD
4.00	N 91088901	SOCKET HD. SCREW WITH COLLAR (AWD)

**Continued on next page**

	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	4.00	N 91231201	SCREW
	6.00	N 91233201	HEX. NUT
	3.00	WHT000729A	HEX SOCKET HEAD BOLT (COMBI)
	2.00	WHT005437A	12 POINT S
	Up to 100.00	G 12E100S1	COOLANT
	As required	See ELSA/ETKA	Any additional parts not listed in the parts list

<b>AND (if necessary)</b>	Add as needed <i>ONLY</i> if steering wheel was off-center after engine replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4495 03 99	90	Vehicle front + rear measure
	Add adjustment labor operations, per ELSA, as needed		



## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 23V593

**Subject: Safety Recall 13i6 – Engine Connecting Rod**

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 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Contamination during the bearing production process may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise. If the excessive engine noise and engine warning light are ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases, a loss of engine oil, which may increase the risk of a vehicle fire.
<b>What will we do?</b>	<p>To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the engine.</p> <ul style="list-style-type: none"><li>• The inspection will take about an hour to complete.</li><li>• If engine replacement is needed, this work may take several days to complete.</li></ul> <p>Both the inspection and engine replacement (if needed) will be performed for you free of charge. 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.</p>
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Precautions you should take</b>	If the recall condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle diagnosed/repared.
<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>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 us at 800-893-5298.
<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 visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> 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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2023-471

**Subject: Safety Recall 13i6 – Engine Connecting Rod**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Contamination during the bearing production process may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise. If the excessive engine noise and engine warning light are ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases, a loss of engine oil, which may pose a risk of a vehicle fire.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the engine.

- The inspection will take about an hour to complete.
- If engine replacement is needed, this work may take several days to complete.

Both the inspection and engine replacement (if needed) will be performed for you free of charge. 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.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

**Precautions you should take** If the recall condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle diagnosed/repared.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

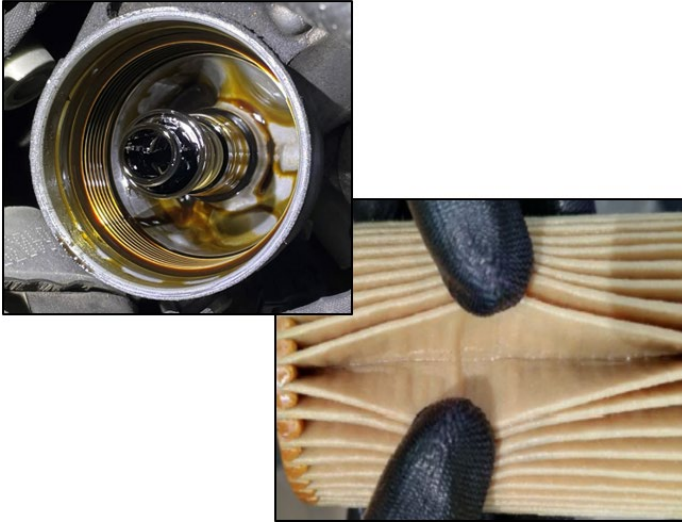
**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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

## Repair Overview



- Perform test procedure to check for a damaged connecting rod bearing and replace engine, if necessary.

### ! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## 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**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

#### **CRITICAL REPAIR STEP**



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

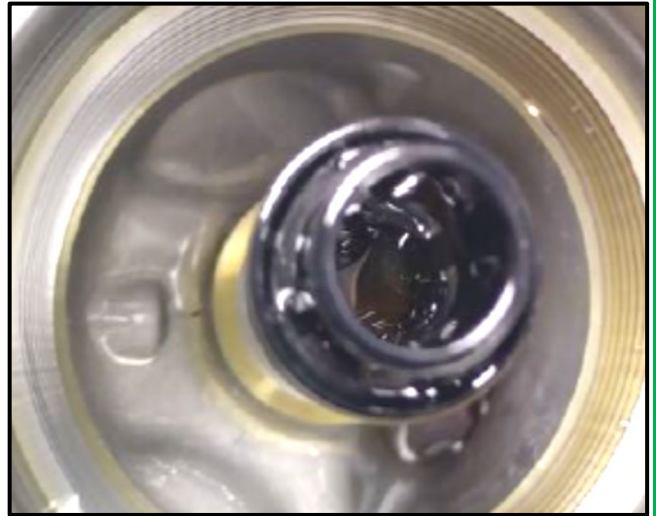
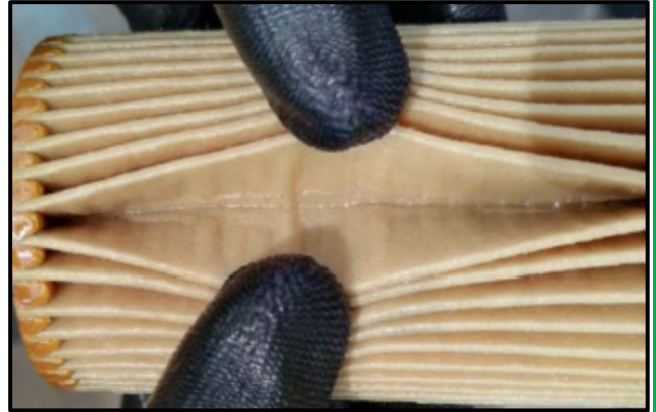
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Test Procedure: Oil Filter Replacement + Road Test (connecting rod stress test) + Oil Filter Inspection



- Remove oil filter.
- **Install a new oil filter and seal.**
- Run engine at idle until it reaches operating temperature of 90°C.
- Turn on air-conditioning and all other engine loads.
- Activate Sport mode.
- Following all traffic laws, perform a road test, quickly accelerating from 1<sup>st</sup> to 2<sup>nd</sup> gear, bringing engine RPM up to 4500 RPM each time.
- Perform this road test **10 times** and listen for excessive engine knocking.
- Bring vehicle back to the shop.
- Let engine idle for at least 30 seconds.
- Turn engine off.
- Remove oil filter.
- See examples of OK and NOT OK oil filter and housing on the following pages.
- If no excessive metal particles are found:
  - Engine does not require replacement.
  - **Replace oil filter and seal again.**
  - Torque housing to 25 Nm.
  - Proceed to Section D.
- If excessive metal particles are found:
  - The engine requires replacement.
  - Take clear photos of oil filter and housing.
  - Proceed to Section C

## Examples of OK Oil Filters and Oil Filter Housing

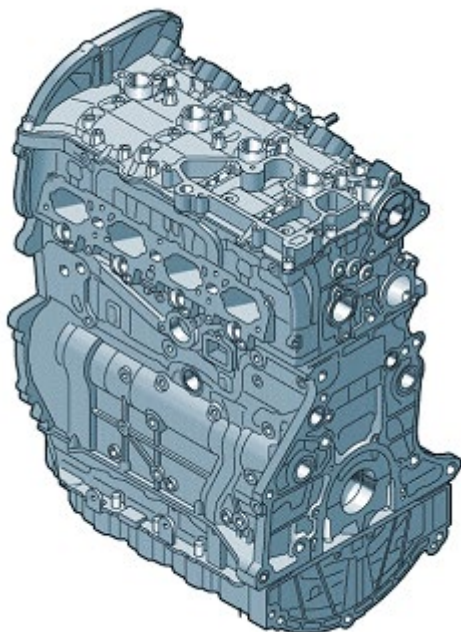


## Examples of NOT OK Oil Filters and Oil Filter Housing



## Section C – Engine Replacement

Create Ticket	
Ticket Information	
Concern Type:	13i6 (Web ticket only) ▾
Technician Name:	<input type="text"/>
Vehicle Information	
VIN:	<input type="text"/>
Model:	<input type="text"/>
Mileage:	<input type="text"/>



- Take clear photos of the filter and filter housing showing excessive metal particles.
- Create a TAC WEB Ticket and upload the photos to the TAC case.
- **Select “13i6 (Web ticket only)” as the Concern Type.**
- The TAC Consultant will review the photos and provide direction.

### NOTE

The review process may involve consulting with a factory representative. It may take up to 48 hours for the TAC Consultant to provide direction.

- If consultant advises that the engine DOES NOT require replacement:
  - Replace oil filter and seal again.
  - Torque housing to 25 Nm.
  - Proceed to Section D.
- If consultant advises that the engine DOES require replacement:
  - Replace complete engine according to the ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TFSI Engine (EA 888evo4) > 10 Engine Assembly > Engine, Removing and Installing*
  - Adhere to all warnings outlined in the repair manual.
  - Reference ELSA Repair Manual for special tools.
  - Proceed to Section D

### NOTE

The new engines should come complete and full of engine oil. It is not necessary to change the oil. The oil level should be checked and topped off after the repair.

### NOTE

See Section E for special information regarding the engine core return.



## 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

### Engines:

The core claim will not be paid unless the full engine assembly is returned.

The engine assembly will be audited upon receipt.

A core value will be charged as a part of the ordering process and will be reimbursed upon receipt.

All fluids must be drained and engine assembly should be returned and secured in the box it is received in, as per the Parts Manager Handbook.

### All other parts:

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.