



Safety Recall

Code: 13i6

Subject Engine Connecting Rod

Document History

Date	Summary
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 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.*

Parts Information

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

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

Engines are not currently available.

If an engine requires replacement, use only the part ordering information listed in this circular, once the information is available.

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.

Service Number	13i6		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	<p>Do not claim wash/loaner under this action</p> <p>U.S.A.: 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.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
Criteria I.D.	01		
	Perform test procedure to check for faulty connecting rod. Engine passes test. Replace oil filter only.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	75	Perform test procedure, engine does not require replacement
	PARTS		
	Quantity	Part Number	Description
	2.00	06L115562B	FILTERELEM

Do NOT enter claim at this time if the engine is NOT OK. When parts are available, these instructions will be updated with repair and claiming details.

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.

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 increase the risk of a vehicle fire.
What will we do?	<p>To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the engine.</p> <ul style="list-style-type: none">• The inspection will take about an hour to complete.• If engine replacement is needed, this work may take several days to complete. <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>
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer .
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/repaired.
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.
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 or by calling us at 800-893-5298.
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 visit www.vw.com/owners/recalls 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.

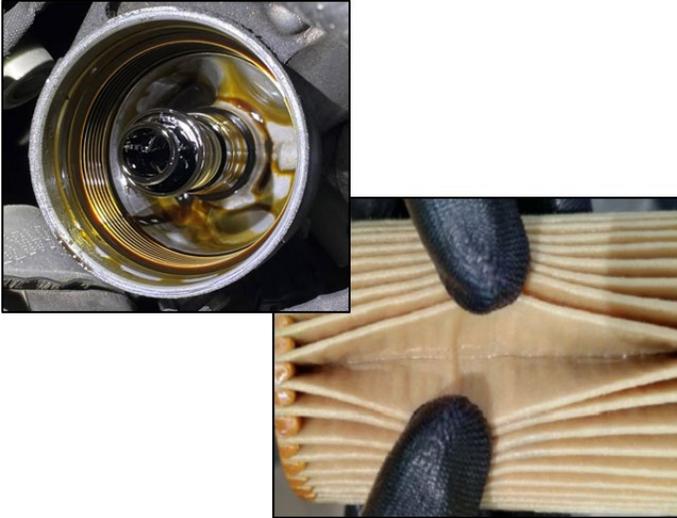
Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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.

! 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.

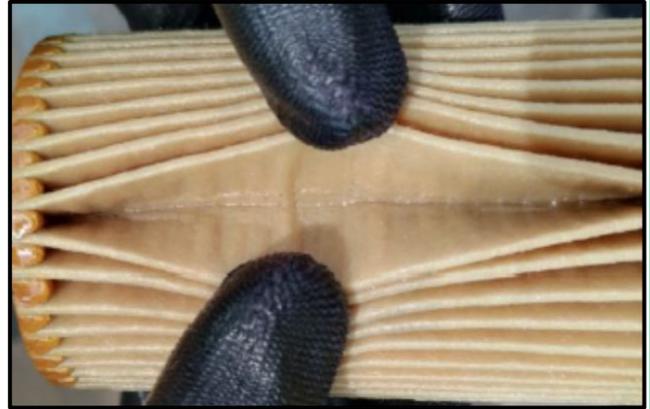
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

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 1st to 2nd 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

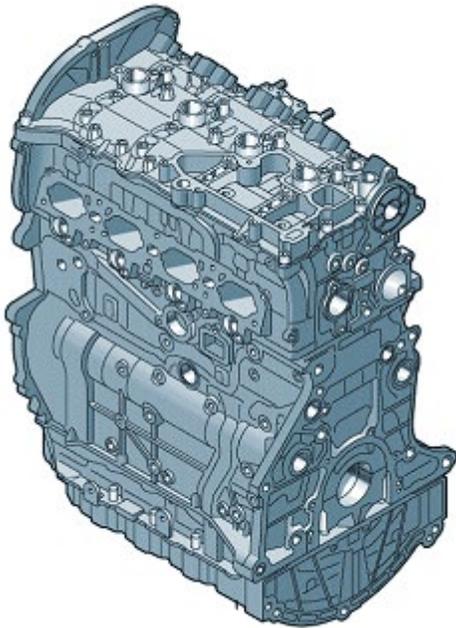


Examples of NOT OK Oil Filters and Oil Filter Housing



Section C – Engine Replacement

Create Ticket	
Ticket Information	
Concern Type:	<input type="text" value="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 engine requires replacement:

Ground vehicle and leave repair order open.

No further work should be performed until the 13i6 is revised with repair and claiming instructions.

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.