

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Emissions Service Action

Code: 23N5

**Subject: 2012-2014 Passat with 2.0L TDI® Clean Diesel Engine
ECM Software**

December 16, 2014

Emissions Action Scope

This action is applicable to vehicles showing the 23N5 action open in Elsa and registered or residing in:

- Canada
- All U.S. states (except California).

Problem Description

Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.

Corrective Action

Install updated ECM software.

Affected Vehicles

U.S.A. and CANADA:

2012-2014 Passat with TDI® Clean Diesel engine

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".
- If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.
- Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.
- Contact Warranty if you have any questions.

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December 16, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

This action is a software update only; no parts are required.

Owner Notification Mailing

On or about January 15, 2014 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 23N5

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Check/Updated software present, no further work required

Repair operation: 0183 00 99 20 T.U.

OR

Update ECM software.

Repair operation: 2360 25 99 50 T.U.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (United States – 49 states)

**Subject: Emissions Service Action 23N5 – ECM Software
2012-2014 Model Year Volkswagen Passat with 2.0L TDI® Clean Diesel Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency, we are informing you of our decision to conduct an emissions service action on some 2012-2014 model year Volkswagen Passat 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

This work will take about one hour to complete and 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.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please 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, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (23N5)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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 the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

**Subject: Emissions Service Action 23N5 – ECM Software
2012-2014 Model Year Volkswagen Passat with 2.0L TDI® Clean Diesel Engine**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2012-2014 model year Volkswagen Passat 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

This work will take about an hour to complete and 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.

IMPORTANT!

Please note that if the ECM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. On or about December 16, 2014 the necessary repair instructions will be available to your authorized Volkswagen dealer.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please 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, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 call or write to:

Volkswagen Canada
Attn: Customer Relations (23N5)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection


Required Tools:

	<ul style="list-style-type: none"> • VAS 6150C Scan Tool (or equivalent)
	<ul style="list-style-type: none"> • INC-940 Battery Charger (or equivalent)



Required Parts:

NONE – Software update only

Work Procedure

 **Tip:** If Campaign Completion label is present, no further work is required


Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- 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

- ← Ensure that the Status is “Open”
<arrow 2>
- ← Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

Section B – Update ECM Software



Note:

Prior to launching VAS Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure:

- Connect the tester using an Ethernet “hard line” cable between the tester and the on-line network. **DO NOT USE WI-FI.**
- Connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.
- **DISABLE BLUETOOTH and ensure that the tester is NOT communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. DO NOT USE BLUETOOTH for flashing. Control module failures caused by flashing via Bluetooth will not be covered.**

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

Control modules damaged by insufficient voltage will not be covered.



WARNING:

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Middle right side behind WIRELESS door)



VAS 6160/-VPC
(Upper left side behind SC/EX door)

- Switch the ignition OFF.
- Switch off the headlights, radio, HVAC, and all other battery consumers.
- Open the hood.
- If necessary, open/remove the battery cover.
- Connect the battery charger to the vehicle.
- Connect the VAS tester to the online network using an Ethernet cable.
- Connect the VAS 5054A transmitter head to the VAS tester using the USB cable.
- Disable the Bluetooth by physically turning the switch to the "off" position.



WARNING:

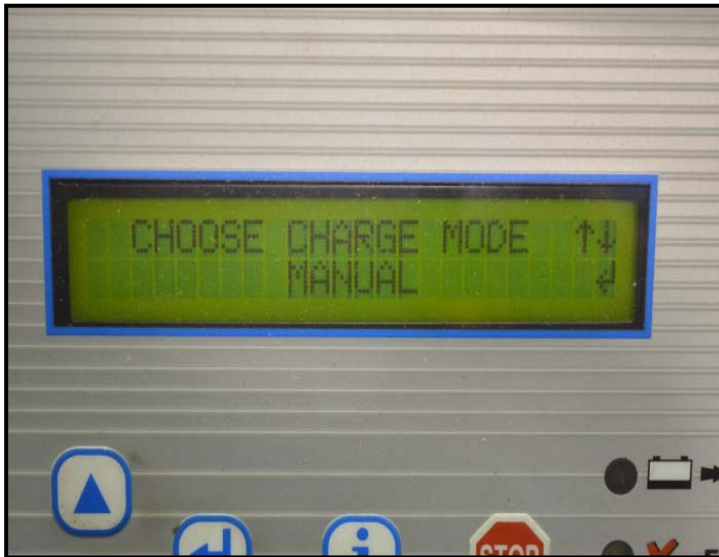
The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update.
<See pictures>

Prerequisites for SVM software update

1. Ensure the customer's vehicle condition matches the conditions stated in the Campaign Circular.
2. Ensure the user has a valid GeKo ID and password.
3. Only perform operations explicitly stated in the Campaign Circular.
4. Ensure that the following tester requirements are met:
 - Off-board Diagnostic Information System Service (ODIS) is installed and up to date.
 - VAS tester is plugged into a 120V AC power supply at all times.
 - The VAS tester is connected, via wired connection, to the internet.
 - The VAS tester is connected via USB cable to the VAS5054A Bluetooth head **PRIOR** to launching the ODIS program.



CAUTION: Prior to launching the ODIS application and starting the control module update process, confirm the tester screensaver and power settings are in accordance with Special Tools and Equipment - Service Information Document # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer and subsequent control module failure. When performing a flash procedure using a VAS tester in conjunction with a VAS 5054A wireless transmitter head, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure and may damage control modules.



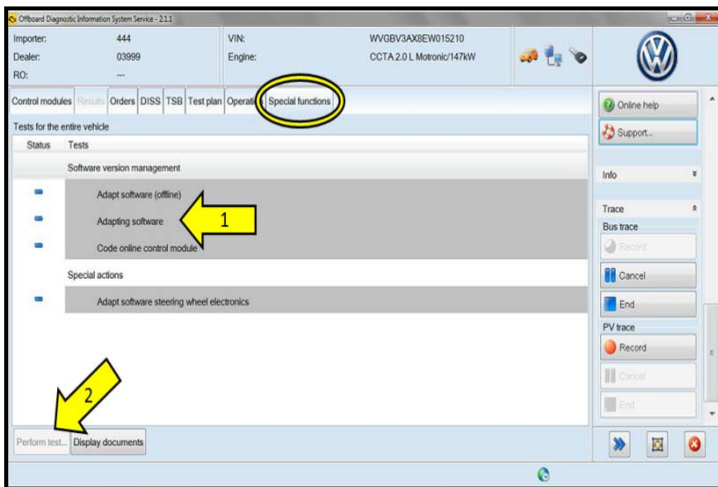
- ⇐ Install the inCharge 940 battery tester onto the vehicle, switch the tester on, then select the “manual” option <as shown>.
- Follow the on screen prompts to charge the battery during the SVM procedure.



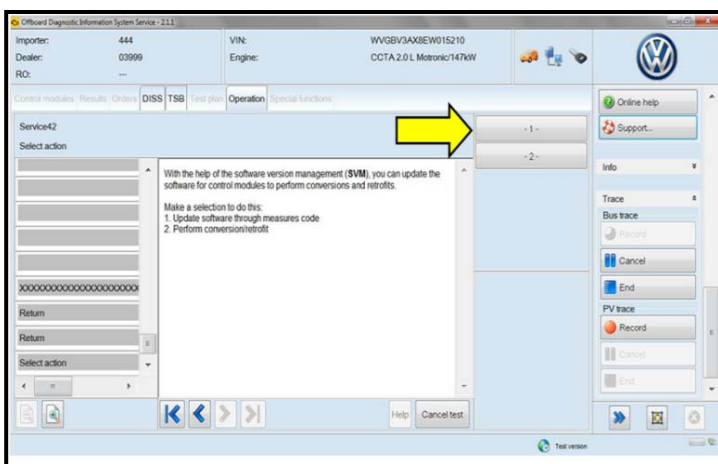
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Attach an appropriate VAS tester to the vehicle.
- Start the ODIS program.
- ⇐ Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

- Using ODIS, perform a Guided Fault Finding scan of the vehicle.

Note: If GFF does not interrogate all control modules, manually select and interrogate remaining modules before proceeding. Address or record all DTCs related to a customer concern before continuing. Sporadic communication DTCs will be created during the flash procedure and must be erased with all other sporadic DTCs by GFF after exiting the flash test plan.

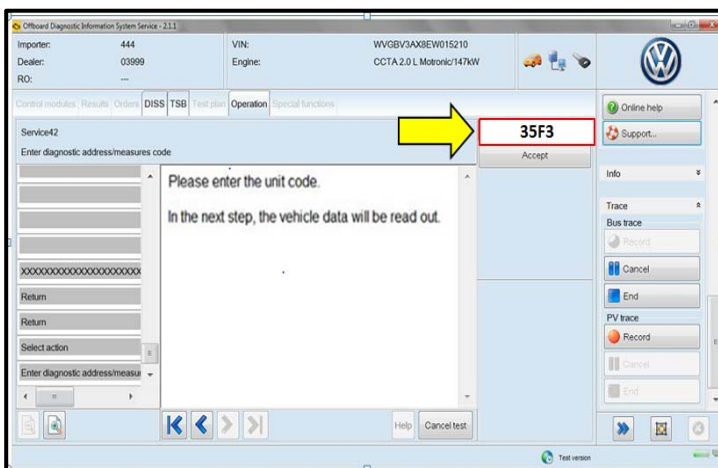


← Once the GFF scan is complete, select “Special functions” <circle>, then “Adapting Software” <arrow 1>, then select “Perform test” <arrow 2>.



← Select the appropriate option to update “through measures code” <arrow>.

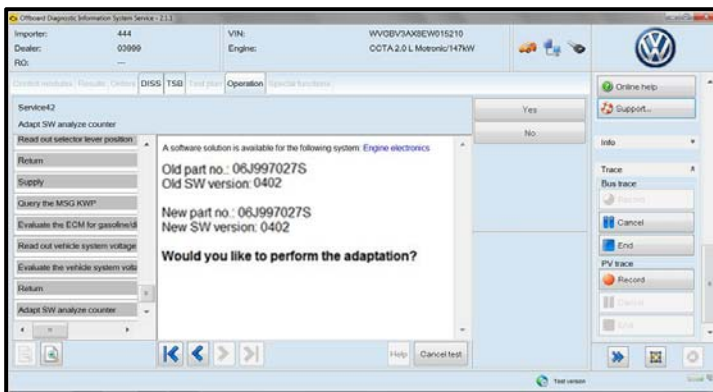
! Note: Read this screen carefully. The option to update software through measures code is **NOT** always selection #1 on this screen.



← Enter “35F3” <as shown>.

← Select “Accept” <arrow>.

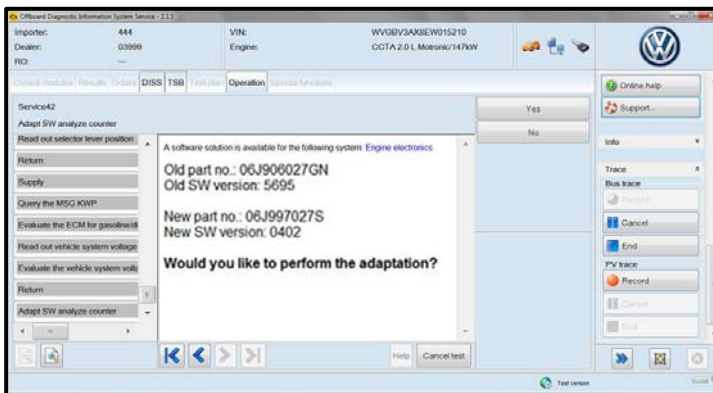
ECM Software Change Table			
Original ECM		New ECM (or higher)	
Part number	Software	Part number	Software
03L906012DE	All	03L906012DE	8401
03L906012BN			
03L906012DD	All	03L906012DD	8400
03L906012BM			
03L906012BP	All	03L906012BP	7445
03L906012	All	03L906012	7444



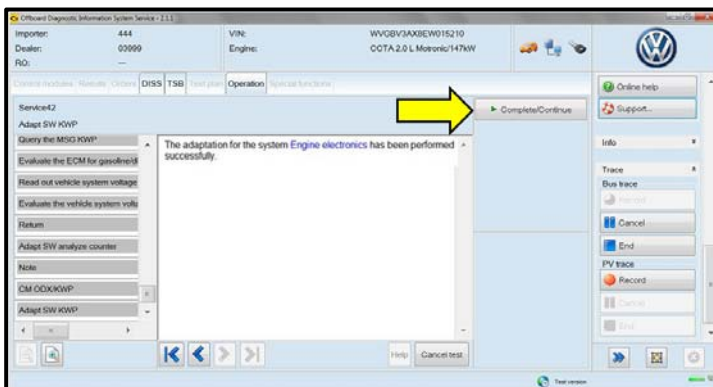
- ⇐ Compare the old and new part number and software version.
- ⇐ If the old and new software versions displayed are the same <as shown>,

Work Complete, proceed to Section C

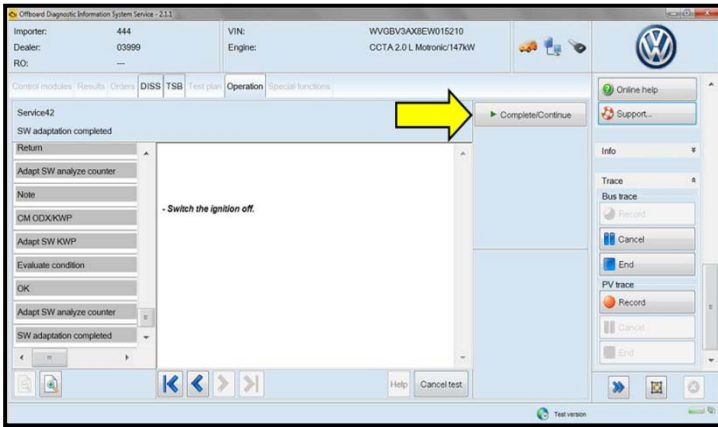
All others continue software update



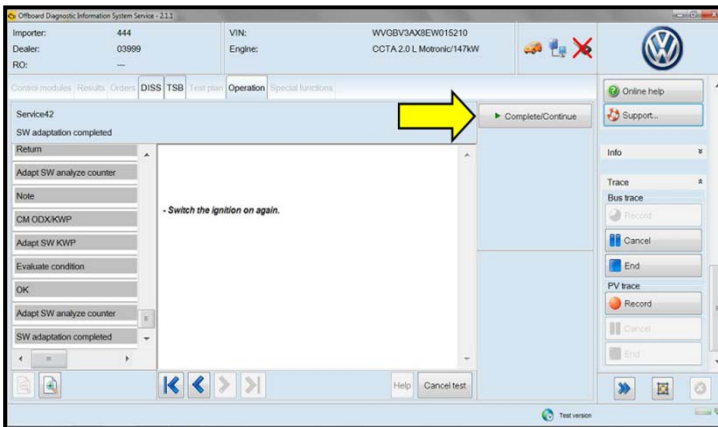
- ⇐ If the old and new software versions displayed are different <as shown>,
Select "Yes" and follow the on-screen prompts to complete the test plan.
- Reference the ECM Software Change Table above for affected ECMs.



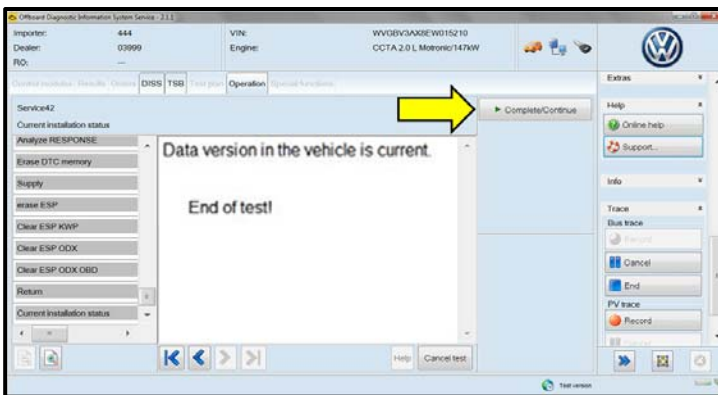
- ⇐ When the SVM update is complete a confirmation message is displayed <as shown>.
- ⇐ Select "Complete/Continue" <arrow>.



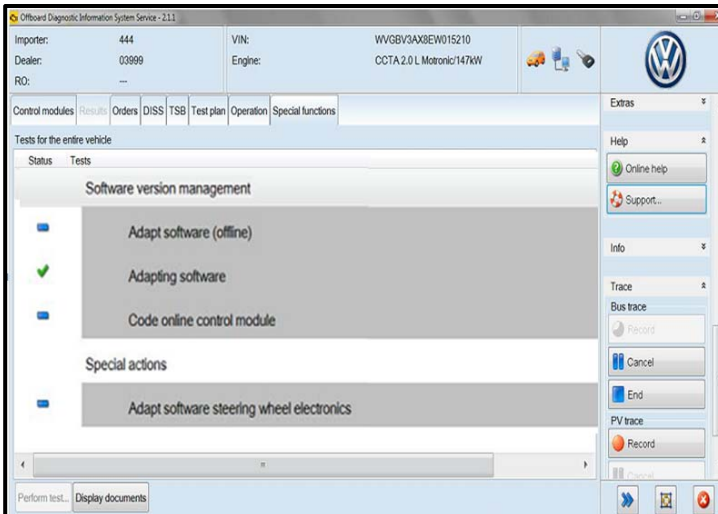
⇐ Switch the ignition off, then select "Complete/Continue" <arrow>.



⇐ Switch the ignition on, then select "Complete/Continue" <arrow>.



⇐ Select "Complete/Continue" <arrow>.



- The green check mark indicates the test plan was successfully carried out.

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the inCharge 940.
- Reinstall the battery cover.
- Close the hood.

Work Complete – Proceed to Section C

Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.
- 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)

- Close the hood.

ALL WORK IS COMPLETE