

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

USA ONLY

SB-10056904-8874

Code: 28G8

**Subject: 2012-2013 MY Jetta SportWagen TDI® Clean Diesel Engine Vehicles
Glow Plug Control Module**

October 21, 2014

Problem Description

If the engine is started during the initial glow plug glow phase, the engine control module (ECM) may receive an incorrect reading from the glow plug control module which may cause the vehicle's Malfunction Indicator Light (MIL) to come on. If this happens, the vehicle may not pass an IM (emissions) inspection.

Corrective Action

Check and, if necessary, replace the glow plug control module.

Affected Vehicles

U.S.A.:

2012-2013 Jetta SportWagen

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 October 21, 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

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about October 21, 2014 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

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.: 28G8

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WWO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Inspect glow plug control module. Updated module present; no further work required.

Repair operation: 0183 00 99 60 T.U.

OR

Inspect glow plug control module. Install updated module.

Repair operation: 2887 55 99 60 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	03L 907 281	Glow Plug Control Module*

***Select "Glow Plug Control Module" as Causal Part**

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)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 28G8 – Glow Plug Control Module
2012-2013 Model Year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2012-2013 model year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? If the engine is started during the initial glow plug glow phase, the engine control module (ECM) may receive an incorrect reading from the glow plug control module which may cause the vehicle's Malfunction Indicator Light (MIL) to come on. If this happens, your vehicle may not pass an IM (emissions) inspection.

What will we do? Your authorized Volkswagen dealer will inspect and, if necessary, replace the glow plug control module. 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.

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 (28G8)
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 Service & Quality

Customer Letter Example (United States – California)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 28G8 – Glow Plug Control Module
2012-2013 Model Year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2012-2013 model year Volkswagen Jetta SportWagen TDI® Clean Diesel Engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** If the engine is started during the initial glow plug glow phase, the engine control module (ECM) may receive an incorrect reading from the glow plug control module which may cause the vehicle's Malfunction Indicator Light (MIL) to come on. If this happens, your vehicle may not pass an IM (emissions) inspection.
- What will we do?** Your authorized Volkswagen dealer will inspect and, if necessary, replace the glow plug control module. 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.
- 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.
- Important information for California Vehicle Owners – California Regulations** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.
- 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 (28G8)
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 Service & Quality

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”

Required Tools:



- VAG 1331 – Torque Wrench 5-50Nm (or equivalent)

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	03L 907 281	Glow Plug Control Module

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

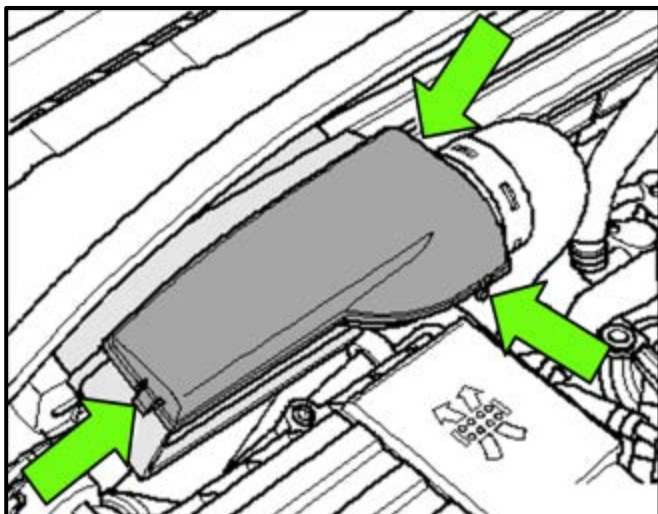


Tip: On the date of repair, print this screen and keep a copy with the repair order

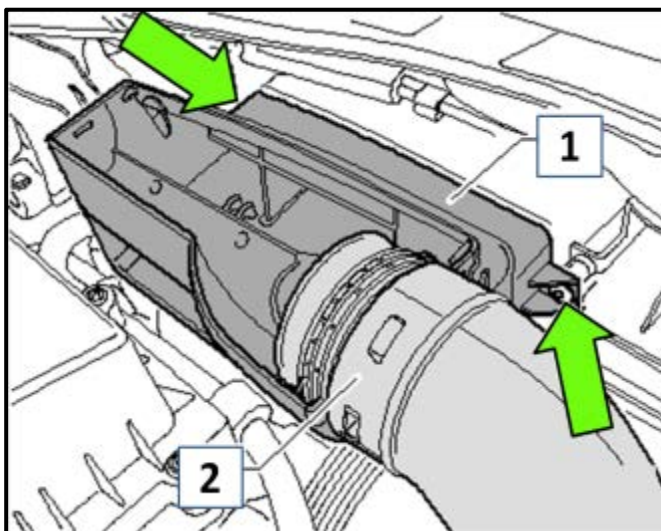
- ⇐ Ensure that the Status is “Open”
<arrow 2>
- ⇐ Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

- **Proceed to Section B.**

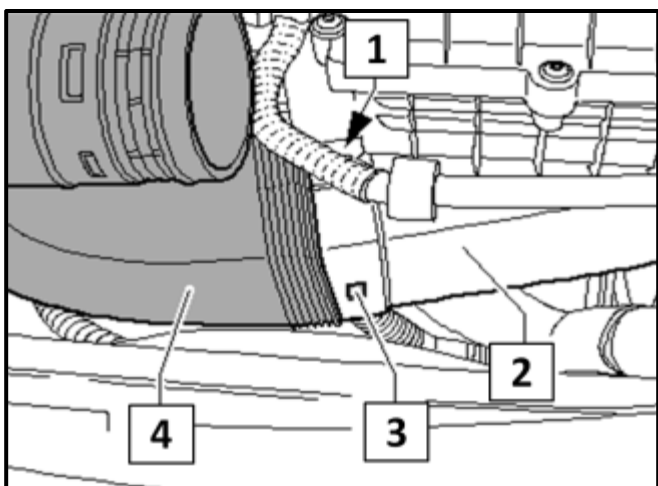
Section B – Inspect/Replace Glow Plug Control Module



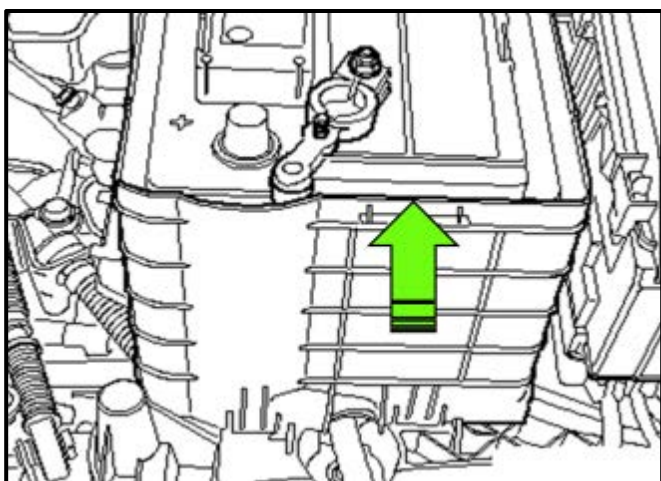
- Switch ignition off and remove key
- Open hood.
- Carefully remove engine cover.
- ⇐ Release the tabs <arrows> and remove the cover on the air intake.



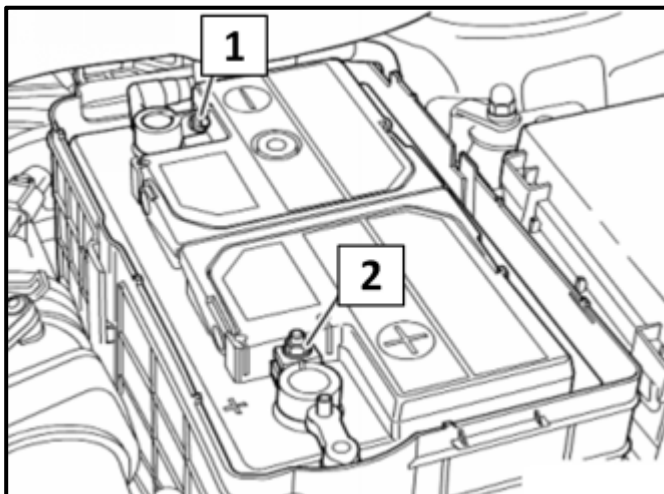
⇐ Remove the screws <arrows> for the air intake guide <1> and pull the guide hose <2> out of the air intake guide <1>.



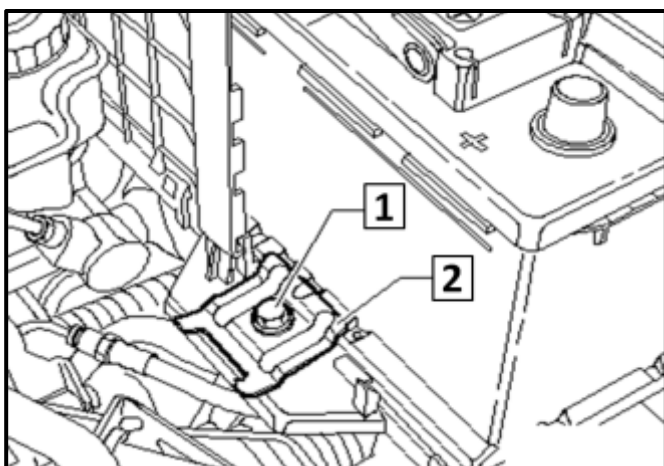
⇐ Press the tabs <1 and 3> and remove the air guide hose <4> from the lower air filter housing <2>.



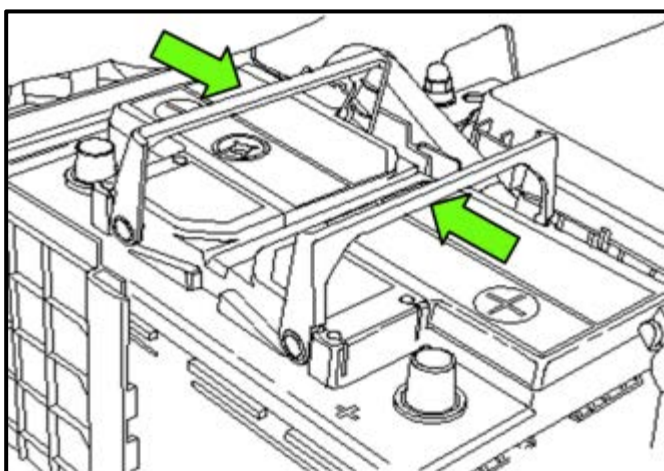
⇐ Remove the battery cover in the direction of <arrow>.



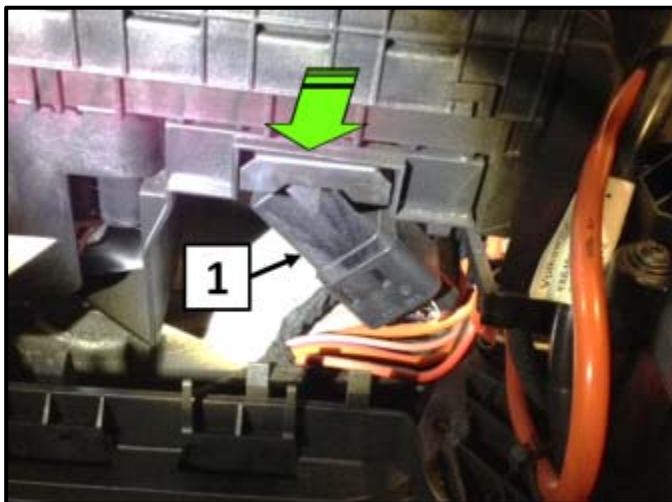
- ⇐ Disconnect and isolate the ground cable <1> from the battery negative pole.
- ⇐ Disconnect the positive cable <2> from the battery positive pole.



- ⇐ Remove the bolt <1> and then remove the clamping plate <2>.



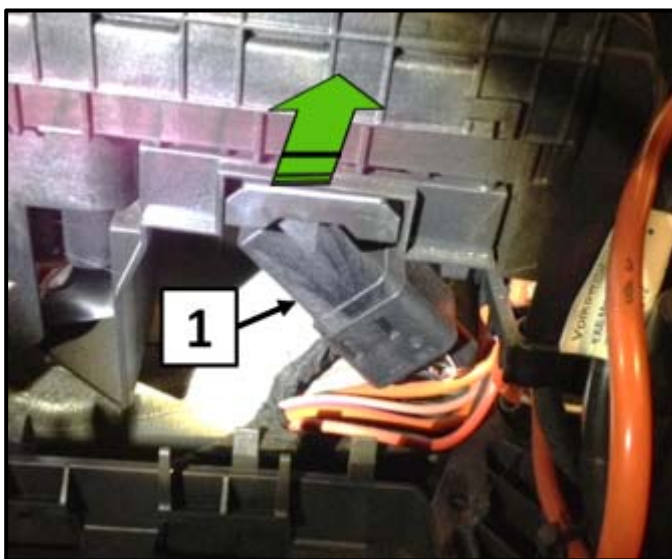
- ⇐ Fold up the handles <arrows> and remove the battery.



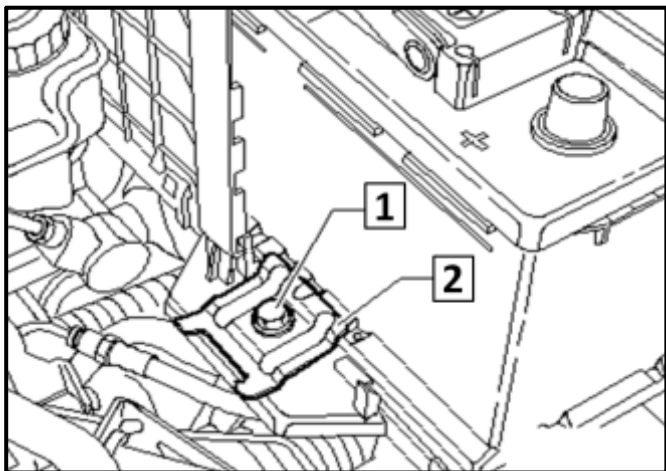
- ⇐ Slide the glow plug control module with bracket <1> outward from underneath the left engine compartment E-box in <direction of arrow>.



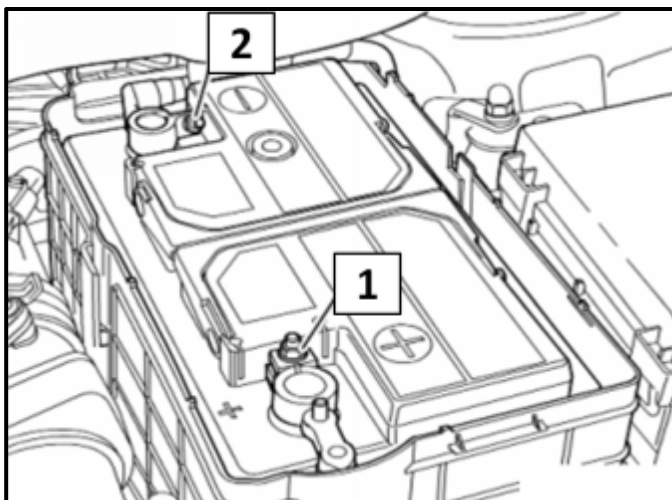
- ⇐ Inspect the software version of the glow plug control module <circle>.
- If the software version <circle> is "SW 02," DO NOT REPLACE the glow plug control module.
 - If the software version <circle> is not "SW 02," REPLACE the glow plug control module with part number (03L 907 281).
- ⇐ If replacing the glow plug control module, disconnect electrical connector <1>, remove screw with bracket <2> and reinstall onto new glow plug control module.



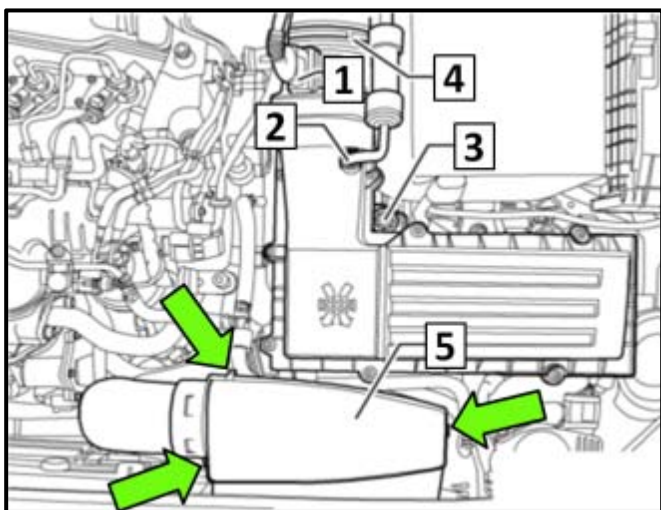
- ⇐ Slide glow plug control module <1> into position underneath left engine compartment E-box <in direction of arrow>.



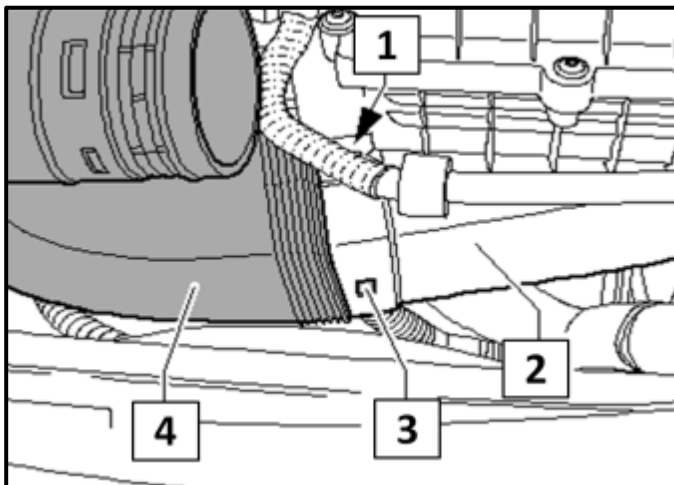
- Reinstall battery.
- ⇐ Reinstall the clamping plate <2> with bolt <1> and torque to 20Nm.



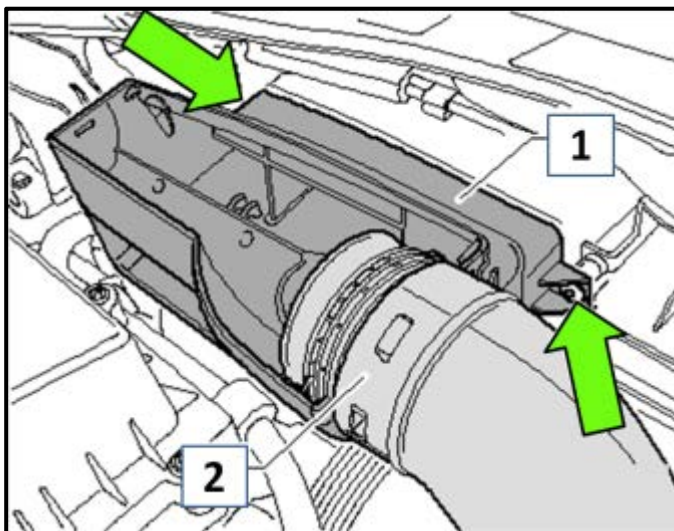
- ⇐ First, reconnect positive cable to positive terminal on battery and torque screw <1> to 6Nm.
- ⇐ Second, reconnect negative cable to negative terminal on battery and torque screw <2> to 6Nm.
- Reinstall battery cover.



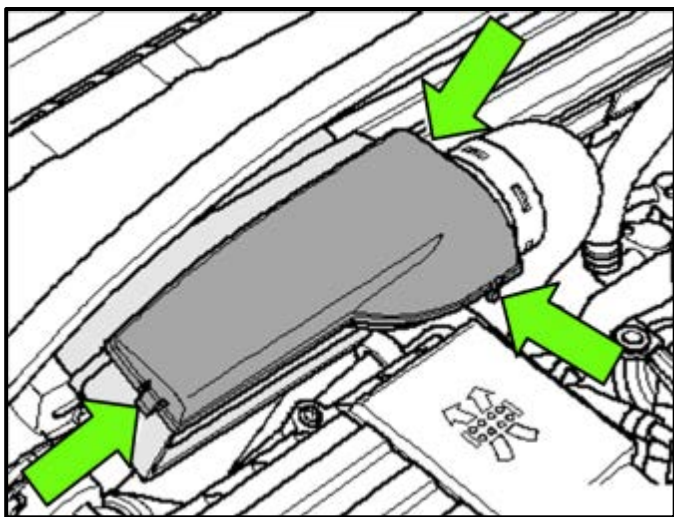
- Reinstall the air filter housing
- ⇐ Tighten the bolt <3> for the lower air filter housing.
- ⇐ Reinstall the intake tube and close the clamp <4>.
- ⇐ Reconnect the Mass Airflow Sensor – G70– connector <1> and the vacuum line <2>.



⇐ Reinstall the air guide hose <4> onto the lower air filter housing <2>.



⇐ Reinstall the air intake guide <1> and air intake guide hose <2>, then tighten the screws <arrows>.



⇐ Reinstall the cover on the air intake and secure tabs <arrows>.

- Reinstall engine cover.
- Close hood.

- Switch on ignition



Tip: The ASR/ESP Control Lamp –K155– will light up continuously until the vehicle is driven 15 to 20km/h. This will activate the Steering Angle Sensor –G85–.

- Connect Diagnostic Tester and clear faults.
- Disconnect Diagnostic Tester.
- Check and reset the clock.
- Completely open/close all power windows and set pinch protection.
- Perform function test of all electrical consumers.

Repair work complete, continue to section C for Campaign Completion Label and Parts Return/disposal

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.

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

California Only – Continue to Section D

Section D – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.



Tip: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

ALL WORK IS COMPLETE