

Service Action

Code: 19K5

SB-10058634-4170

| | |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subject | Coolant Pump |
| Release Date | July 21, 2015 |
| Affected Vehicles | <p>U.S.A.: 2011-2014 MY GTI</p> <p><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 & verification source.</i></p> <ul style="list-style-type: none"> ✓ 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 | The coolant pump may develop a small leak over time. |
| Corrective Action | Inspect and, if necessary, replace the coolant pump. |
| Parts Information | Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to upperorderlimits@vw.com . |
| Code Visibility | <p>On or about July 21, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web/VIM). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about July 21, 2015, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about July 21, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com.</p> |
| Owner Notification | Owner notification will take place on or about July 28, 2015. Owner letter examples are included in this bulletin for your reference. |
| Campaign Expiration Date | This campaign expires on December 31, 2018 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply. |
| Additional Information | <p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>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.vw.com.</p> |

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.

| Service Number | 19K5 | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------|-------------------------|---|----------------|---------------|---|---------------|------|---|-------------|-----------|---|---------------|------|---|--------------|------|----------|------------|----------------|
| Damage Code | 0099 | | | | | | | | | | | | | | | | | | | | | |
| Parts Vendor Code | WWO | | | | | | | | | | | | | | | | | | | | | |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 | | | | | | | | | | | | | | | | | | | | | |
| Causal Indicator | *Mark coolant pump as causal part | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action | | | | | | | | | | | | | | | | | | | | | |
| Criteria I.D. | 01 | | | | | | | | | | | | | | | | | | | | | |
| | Check/Updated part(s) present, no further work required Labor operation: 0183 00 99 20 T.U. -OR- Inspect and, if necessary, replace the coolant pump. Labor operation: 1950 23 99 270 T.U. <table><tr><th><u>Quantity</u></th><th><u>Part Number</u></th><th><u>Part Description</u></th></tr><tr><td>1</td><td>06J 121 026 BG</td><td>*Coolant Pump</td></tr><tr><td>1</td><td>06H 103 085 J</td><td>Seal</td></tr><tr><td>2</td><td>WHT 002 001</td><td>Seal Ring</td></tr><tr><td>1</td><td>WHT 001 163 B</td><td>Bolt</td></tr><tr><td>2</td><td>N 910 680 01</td><td>Bolt</td></tr><tr><td>Up to 40</td><td>G 013A8JS0</td><td>Engine Coolant</td></tr></table> | <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> | 1 | 06J 121 026 BG | *Coolant Pump | 1 | 06H 103 085 J | Seal | 2 | WHT 002 001 | Seal Ring | 1 | WHT 001 163 B | Bolt | 2 | N 910 680 01 | Bolt | Up to 40 | G 013A8JS0 | Engine Coolant |
| <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> | | | | | | | | | | | | | | | | | | | | |
| 1 | 06J 121 026 BG | *Coolant Pump | | | | | | | | | | | | | | | | | | | | |
| 1 | 06H 103 085 J | Seal | | | | | | | | | | | | | | | | | | | | |
| 2 | WHT 002 001 | Seal Ring | | | | | | | | | | | | | | | | | | | | |
| 1 | WHT 001 163 B | Bolt | | | | | | | | | | | | | | | | | | | | |
| 2 | N 910 680 01 | Bolt | | | | | | | | | | | | | | | | | | | | |
| Up to 40 | G 013A8JS0 | Engine Coolant | | | | | | | | | | | | | | | | | | | | |

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 19K5 – Coolant Pump
2011-2014 Model Year Volkswagen GTI**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2011-2014 model year Volkswagen GTI vehicles. Our records show that you are the owner of a vehicle affected by this action.

| | |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the issue? | The coolant pump may develop a small leak over time. |
| What will we do? | Your authorized Volkswagen dealer will inspect and, if necessary, replace the coolant pump in your vehicle. This work will take about three hours to complete and will be performed for you free of charge. |
| What should you do? | <p>In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. 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> <p>This service action will be available for you free of charge only until December 31, 2018. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.</p> |
| 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? | <p>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:</p> <p>Volkswagen of America, Inc., Attn: Customer CARE (19K5) 3800 Hamlin Road, Auburn Hills, MI 48326 1-800-893-5298 www.vw.com</p> |
| 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 and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool. 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

ATTENTION!

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.

Required Parts

Note: Coolant part number G 013A8J1G is for ordering only. For SAGA reimbursement, claim as listed on SAGA sheet by using part# G 013A8JS0.

| <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> |
|-----------------|--------------------|----------------------------------|
| 1 | 06J 121 026 BG | Coolant Pump |
| 1 | 06H 103 085 J | Seal |
| 2 | WHT 002 001 | Seal Ring |
| 1 | WHT 001 163 B | Bolt |
| 2 | N 910 680 01 | Bolt |
| Up to 4.0L | G 013 A8J 1G | G13 Engine Coolant (Concentrate) |

Required Tools



- Cooling System Tester - Adapter-VAG1274/8



- Shop Crane – Drip Tray - VAS6208



- Hose Clip Pliers - VAS6362-



- Cooling System Charge Kit -VAS6096-



- Refractometer -T10007A-



- Seal Installer - Intermediate Shaft - T10353



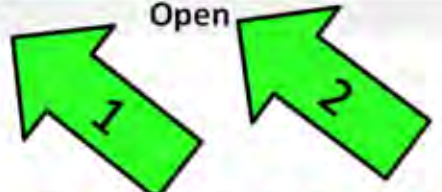
- Torque Wrench - VAG1410 (or equivalent)



- Torque Wrench 1331 Insert – Ring Wrench
– 12mm – T10360

Work Procedure

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



EXAMPLE

TIP

If Campaign Completion label is present, no further work is required.

Section A – Check for Previous Repair

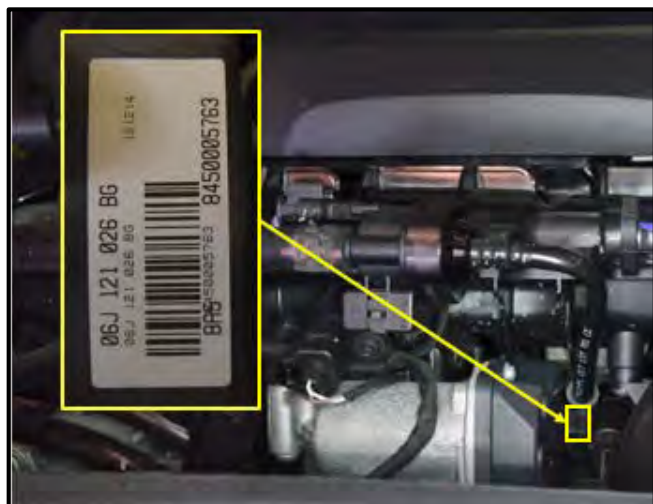
- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

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

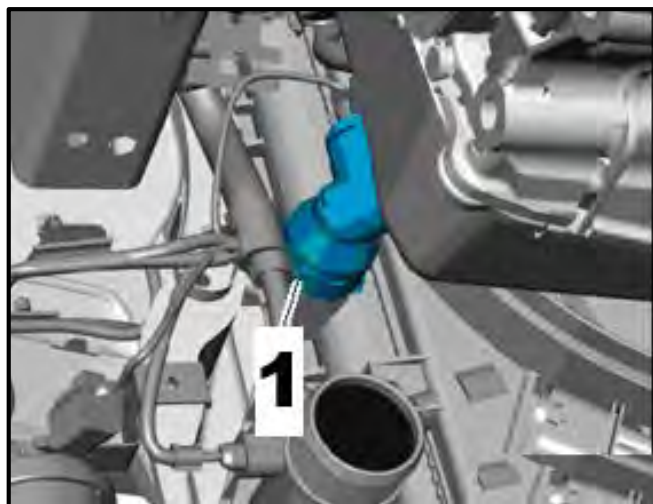
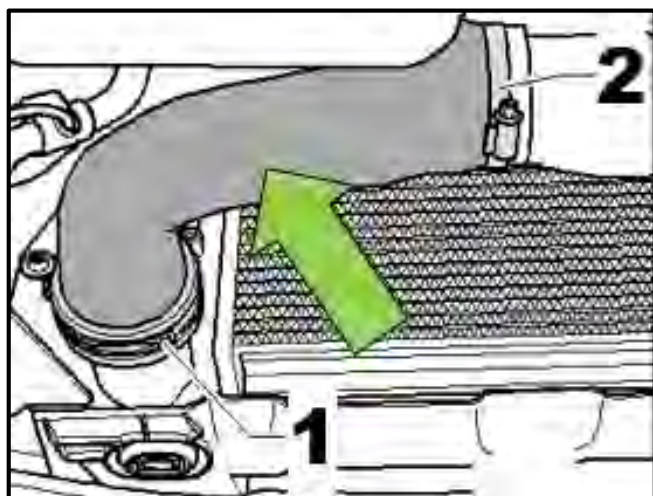
Proceed to Section B



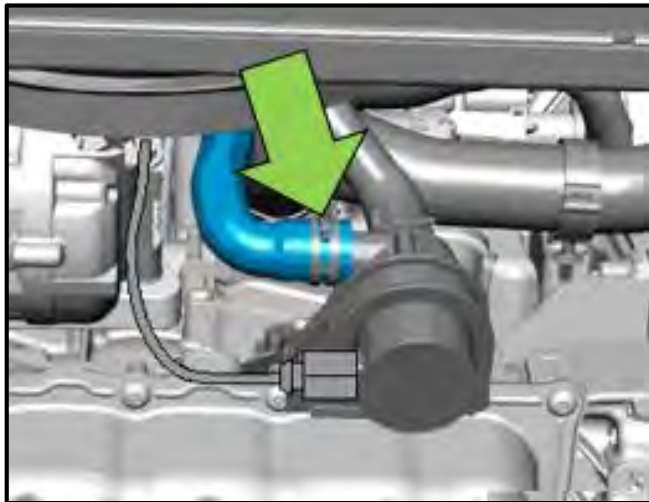
Section B – Coolant Pump Inspection

- Open the hood.
- Locate the label on the coolant pump <as shown>.
- Inspect the part number on the coolant pump.
 - If the part number is 06J121026BG <as shown> or newer – **Work Complete, Proceed to Section G.**
 - If the part number is NOT 06J121026BG or newer, **Proceed to Section C.**

Section C – Coolant Pump Removal



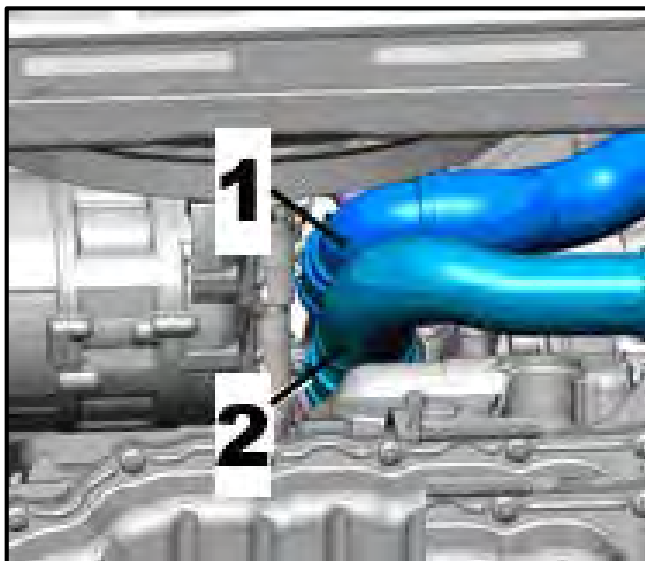
- Open the coolant reservoir cap.
- Raise the vehicle on an appropriate hoist.
- Remove the underbody shield.
- Loosen the air guide hose clamps <1 and 2>.
- Disconnect and remove the air guide hose <arrow>.
- Position the drip tray VAS6208 (or equivalent) under the lower coolant hose.
- Disconnect the lower coolant hose <1> from the radiator and allow the coolant to drain.



- Reposition the drip tray VAS6208 under the After-Run Coolant Pump V51.
- Remove the lower coolant hose from the After-Run Coolant Pump V51 <arrow> and allow the coolant to drain.

! NOTE

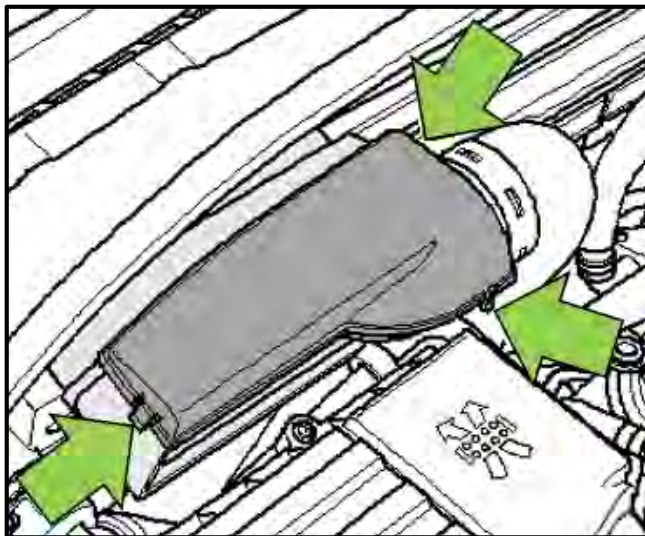
The After-Run Coolant Pump V51 remains installed during this step. It is only necessary to disconnect the coolant hose.



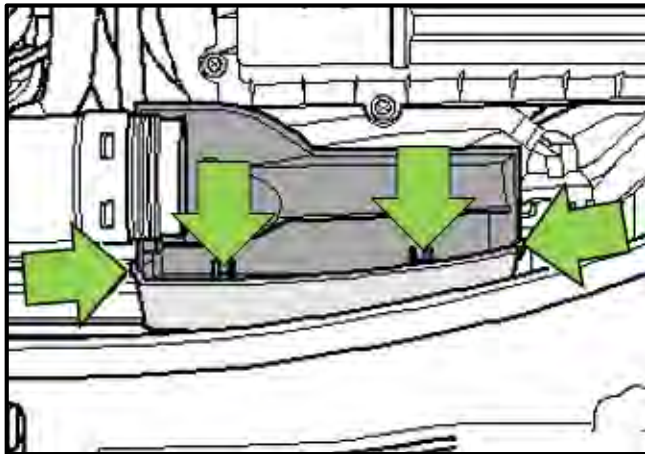
- Remove the coolant hoses <1 and 2> and allow the coolant to drain.

! NOTE

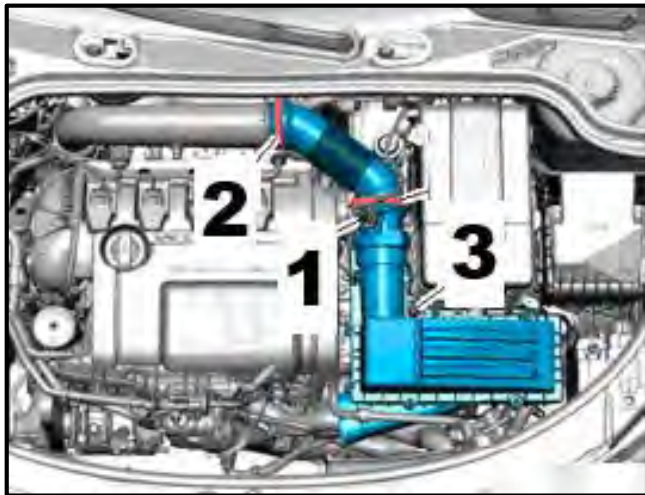
Residual coolant will continue to drain from the open cooling system connections. Position an appropriate drain pan under the vehicle prior to lowering the hoist.



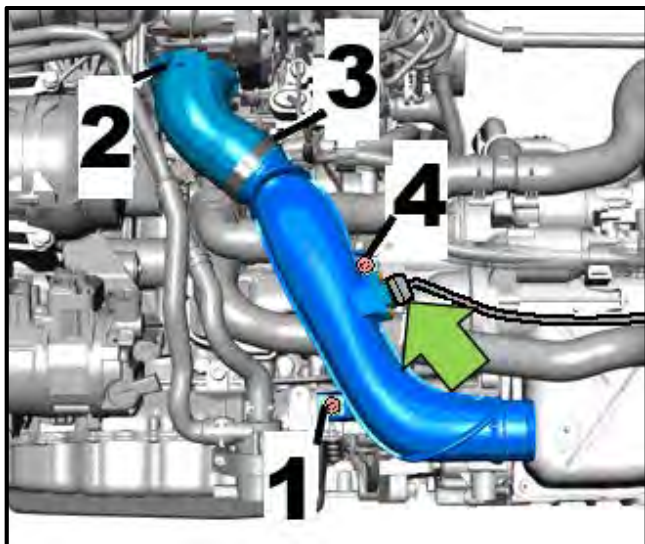
- Lower hoist.
- Disengage the side clips <arrows> and remove the air duct cover.



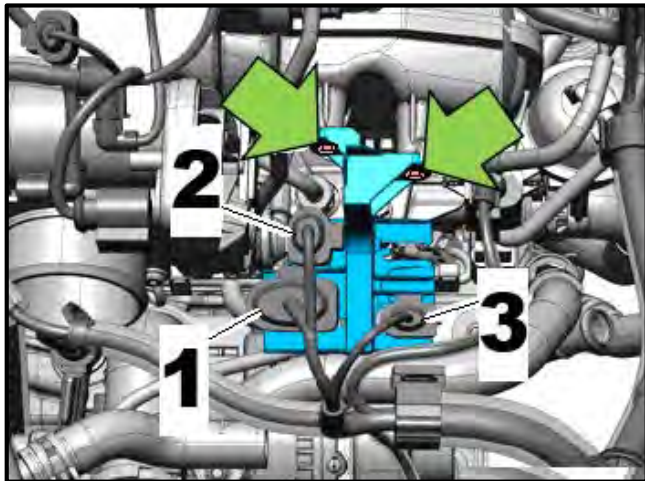
- Disengage the wire retainers <arrows> to unfasten the lower air duct.
- Remove the lower air guide and lower air guide hose.



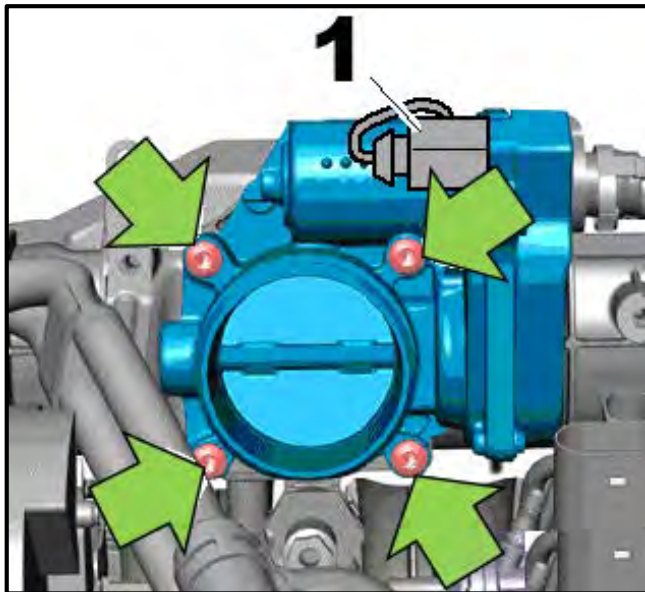
- Disconnect the Secondary Air Injection hose from the air filter housing.
- Disconnect the wiring harness from the Mass Air Flow Sensor <1>.
- Loosen the clamp <2> and remove the air guide hose.
- Loosen the mounting bolt <3>.
- Lift the air filter housing straight upward out of the mounting bracket.
- Remove the air filter housing together with the mass air flow sensor and connecting pipe.



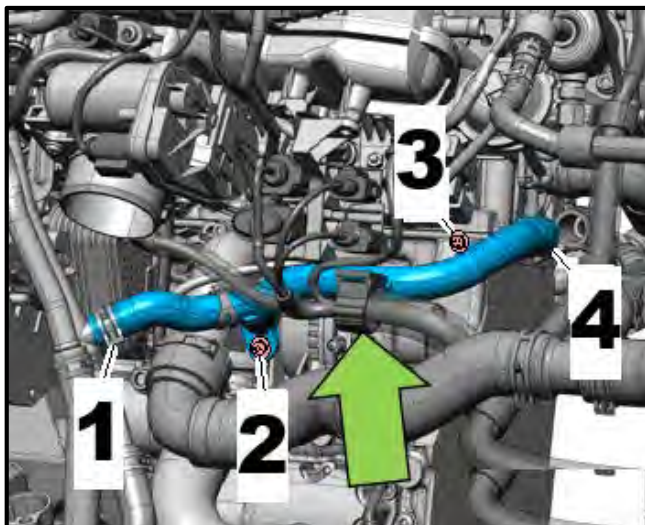
- Loosen the clamp <2>.
- If necessary, loosen the clamp <3>.
- Remove the mounting bolt <4>.
- Disconnect the electrical connector <arrow>.
- Remove the mounting bolt <1> and remove the air guide pipe.



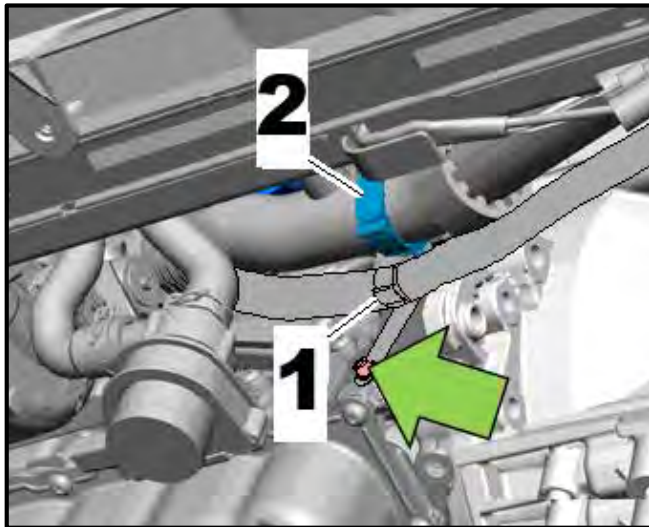
- Remove the mounting bolts <arrows>.
- Remove the connectors <1, 2, and 3> from the mounting bracket.



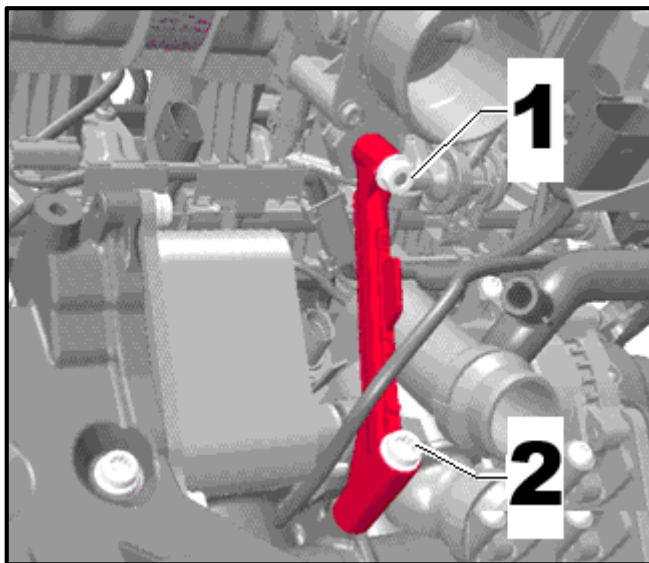
- Disconnect the connector <1> at the Throttle Valve Control Motor (J338).
- Remove the J338 mounting bolts <arrows> and remove the J338.



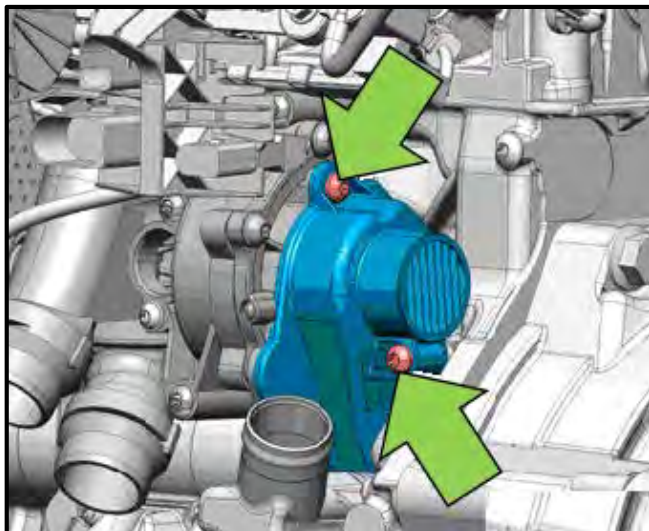
- Release the wiring harness retainer <arrow> and free up the wiring harness.
- Remove the coolant pipe mounting bolts <2 and 3>.
- Release the clamps <1 and 4> and remove the small coolant pipe.



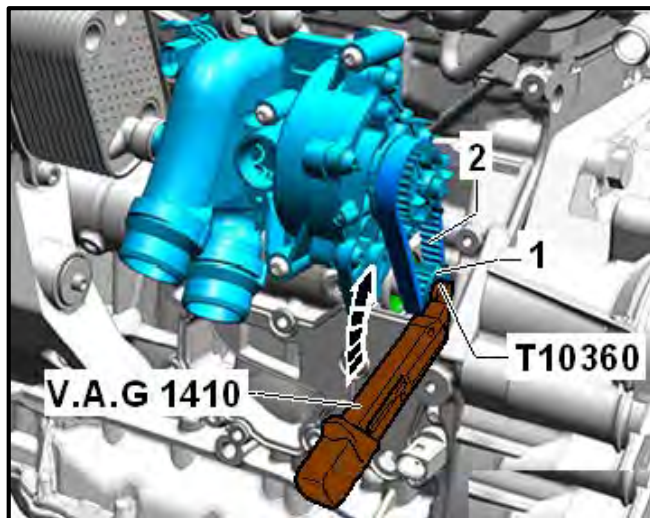
- Release the coolant hose and wiring harness retainers <1 and 2>.
- Remove the mounting bolt <arrow>.



- Remove the nut <1> and mounting bolt <2>.
- Remove the intake manifold support.
- Remove the bonded rubber bushing for the intake manifold support on the intake manifold.



- Reposition the Intake Manifold Runner Control Valve (N316) to allow access to the toothed belt cover.
- Remove the mounting bolts <arrows>.
- Remove the toothed belt cover.



⚠ CAUTION

The drive gear bolt is a left-hand thread.

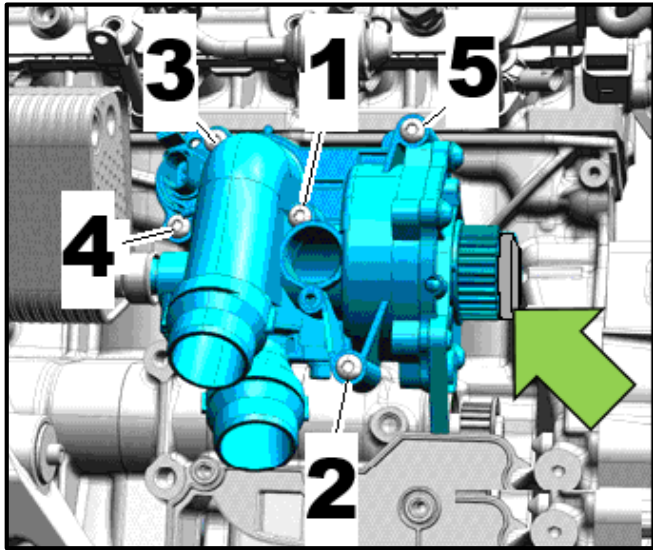
- Using an appropriate 24mm socket and breaker bar, hold the crankshaft stationary.
- Loosen the drive gear mounting bolt by turning it in the **CLOCKWISE** direction using the Torque wrench VAG1410 and Torque Wrench 1331 Insert – Ring Wrench – 12mm – T10360 (or equivalent).
- Remove the drive gear <1> and the toothed belt <2>.

! NOTE

Do not discard the coolant pump mounting bolts. The three longer length bolts are re-used during reassembly.

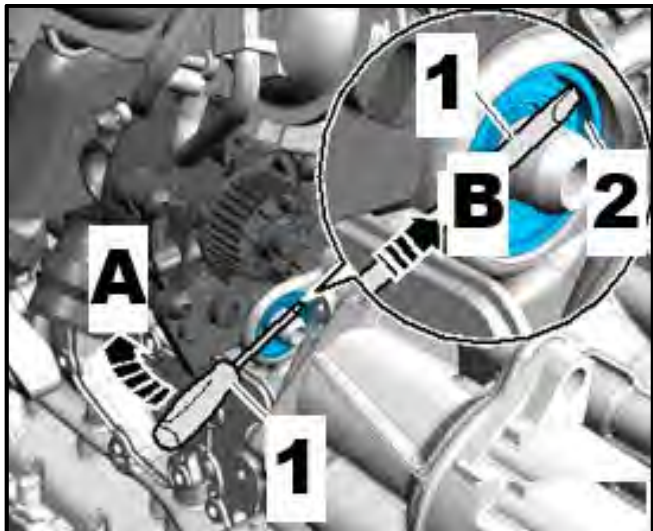
- Remove the coolant pump mounting bolts <1 through 5>.
- Remove the coolant pump from the centering pin and disconnect it from the engine oil cooler.

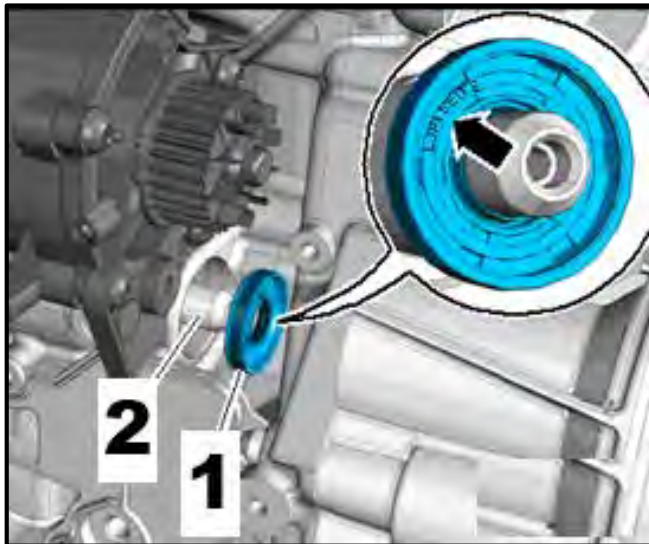
Proceed to Section D



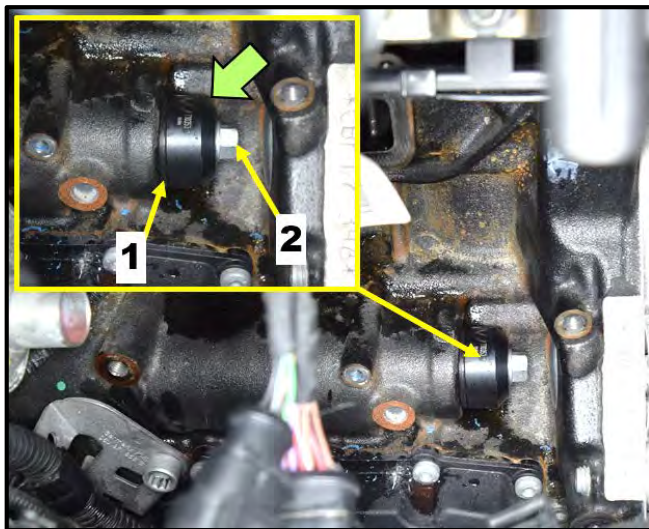
Section D – Coolant Pump Drive Shaft Seal Replacement

- Firmly press a screwdriver <1> against the sealing surface <2> as shown <direction of arrow B>.
- Pry the seal outward to remove it <direction of arrow A>.
- Clean the sealing surface as necessary.





- Coat the sealing surface of the balance shaft <2> with clean transmission oil.
- Position the seal so the designation “Luftseite” (or “Outside”) <arrow> is visible.
- Push the replacement shaft seal, P/N: 06H 103 085 J <1> onto the balance shaft.



- Mount the seal installer – Intermediate Shaft – T10353 <arrow> on the shaft seal <1>.
- Use the bolt <2> to press the seal straight into the cylinder block until fully seated.

! NOTE

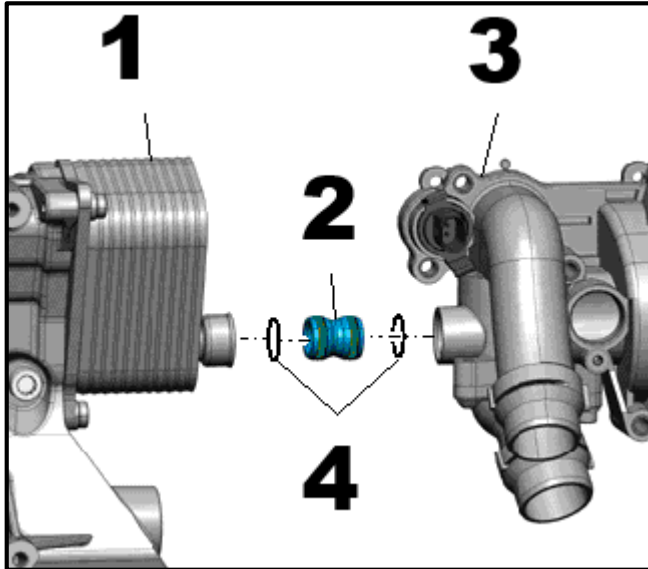
Do not tilt the seal during installation. The seal **MUST** be pressed straight into the engine block.

Proceed to Section E

Section E – Coolant Pump Installation

NOTE

- Replace the seals and O-rings.
- Install the coolant pump without the engine coolant temperature sensor installed. The engine coolant temperature sensor protrudes slightly out of the coolant pump making it difficult to install the coolant pump.

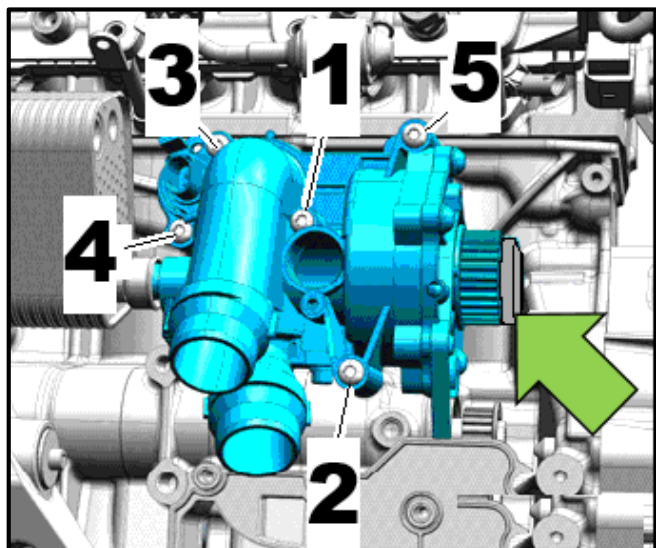


- Remove the O-rings from the connecting pipe <2>.
- Install replacement O-rings, P/N: WHT002001 onto the connecting pipe <2>.
- Coat the O-rings <4> with coolant.
- Inspect both centering pins and insert them into the cylinder block if necessary.

TIP

The centering pins may come out with the old coolant pump. Remove them from the old pump and install them back into the cylinder block if necessary.

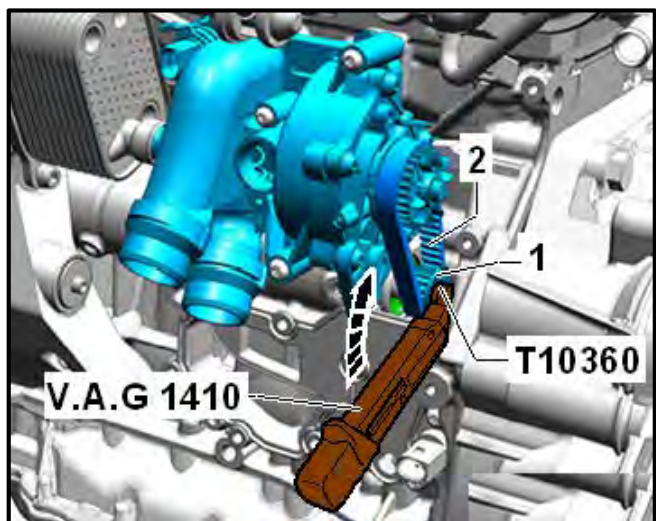
- Install the connecting pipe <2> into the engine oil cooler <1>.
- Position the replacement coolant pump, P/N: 06J 121 026 BG <3> onto the connecting pipe, then onto the centering pins in the cylinder block.
- Inspect the coolant pump and connecting pipe using a mirror to verify the pump is seated properly on the centering pins.



- Install the two new coolant pump mounting bolts, P/N: N91068001 <3 and 4>.
- Reinstall the three longer coolant pump mounting bolts <1, 2, and 5>.
- Tighten all the mounting bolts to **9 Nm** in the sequence shown (1 to 5).
- Remove the protective cap <arrow> from the new coolant pump drive wheel.
- Install the Engine Coolant Temp Sensor (G62).

⚠ CAUTION

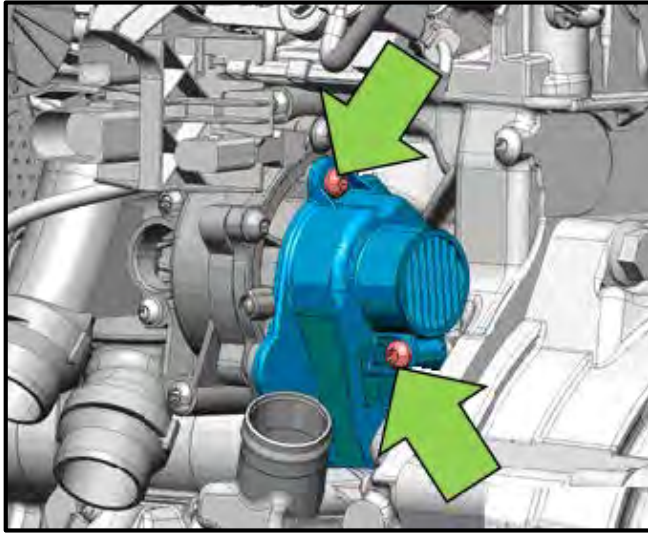
The coolant pump gasket **MUST NOT** come in contact with oil, grease, etc. during installation.



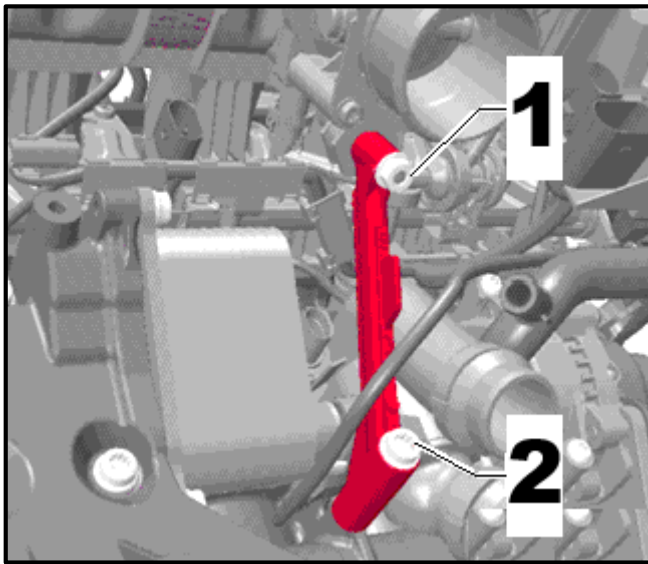
⚠ CAUTION

The drive gear bolt is a left-hand thread.

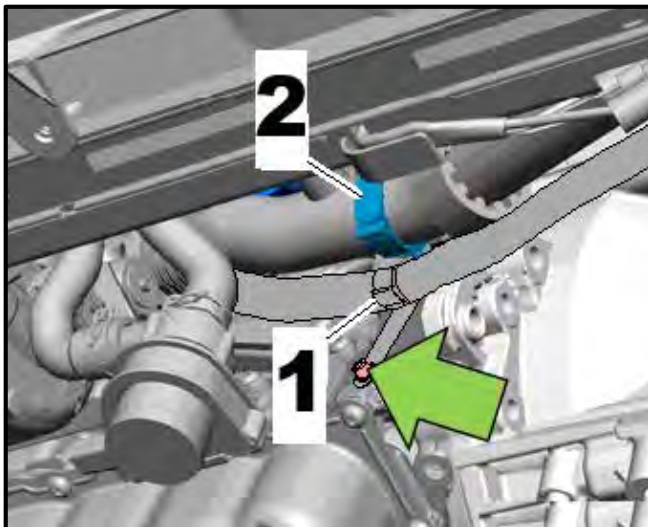
- Using an appropriate 24mm socket and breaker bar, hold the crankshaft stationary.
- Reinstall the toothed belt <2> onto the coolant pump pulley.
- Reinstall the drive gear <1> and insert the mounting bolt by hand.
- Tighten the bolt by turning it in the **COUNTER-CLOCKWISE** direction using the Torque wrench VAG1410 and Torque Wrench 1331 Insert – Ring Wrench – 12mm – T10360 (or equivalent).
- Torque the bolt to **10Nm + 90°**.
- Remove the 24mm socket and breaker bar from the crankshaft bolt.



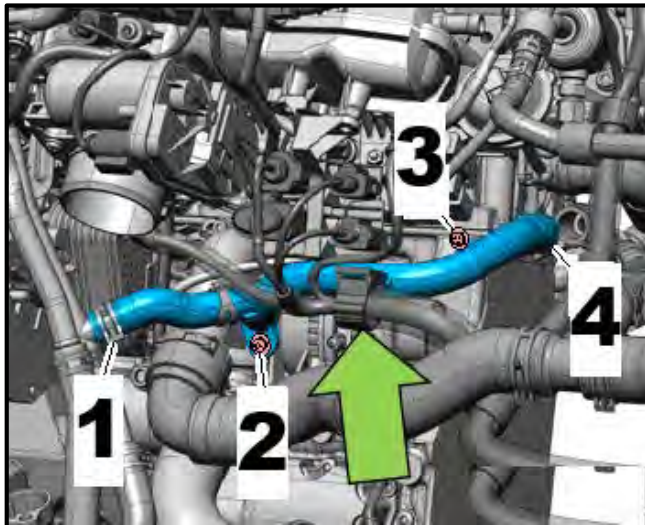
- Reinstall the toothed belt cover and mounting bolts.
- Torque the mounting bolts to **9 Nm**.



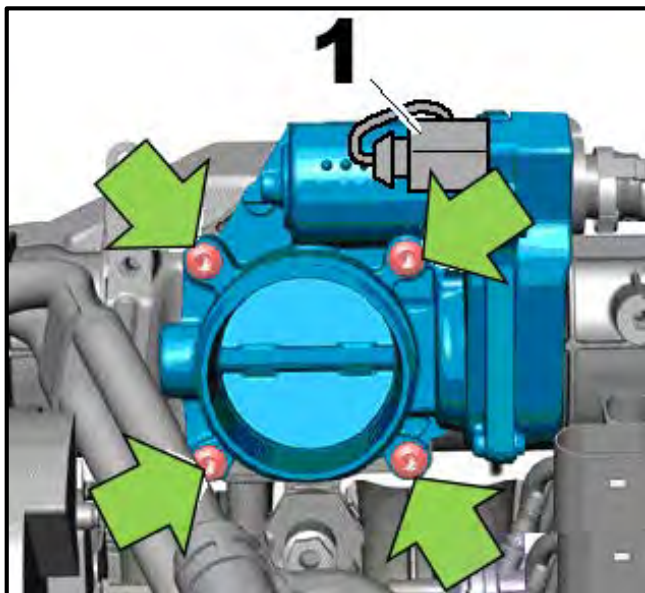
- Reinstall the bonded rubber bushing for the intake manifold support on the intake manifold.
- Reinstall the intake manifold support <as shown>.
- Install then tighten the nut <1> and mounting bolt <2>.



- Refasten the coolant hose and wiring harness retainers <1 and 2>.
- Reinstall then tighten the mounting bolt <arrow>.



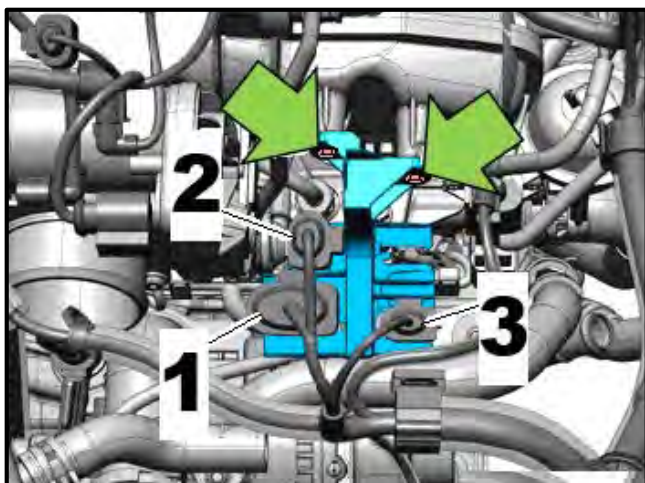
- Refasten the wiring harness retainer <arrow> and secure the wiring harness.
- Reinstall the small coolant pipe and refasten the clamps <1 and 4>.
- Reinstall then tighten the coolant pipe mounting bolts <2 and 3>.



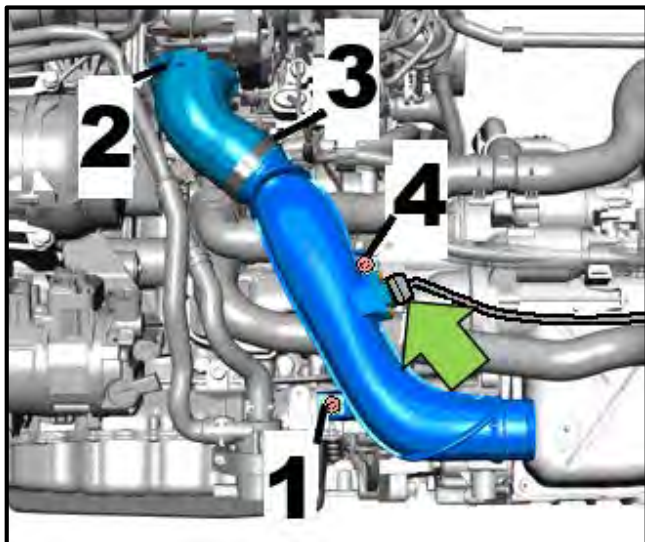
- Reinstall the J338 and the mounting bolts <arrows>.
- Reconnect the connector <1> at the Throttle Valve Control Motor (J338).

NOTE

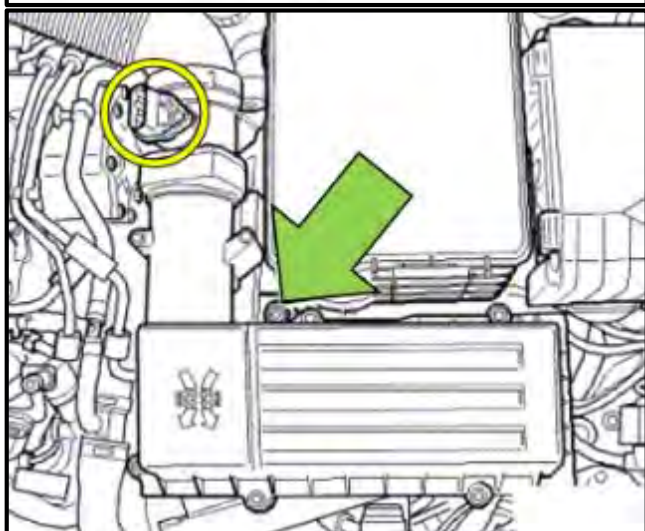
The throttle valve mounting gasket can be reused.



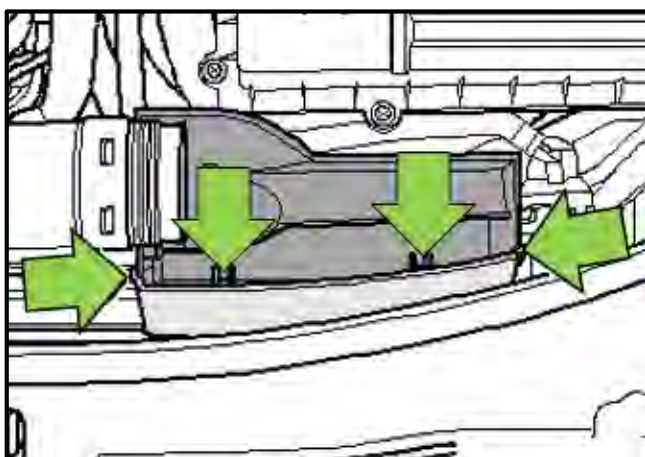
- Reinstall the mounting bolts <arrows>.
- Reinstall the connectors <1, 2, and 3> into the mounting bracket.



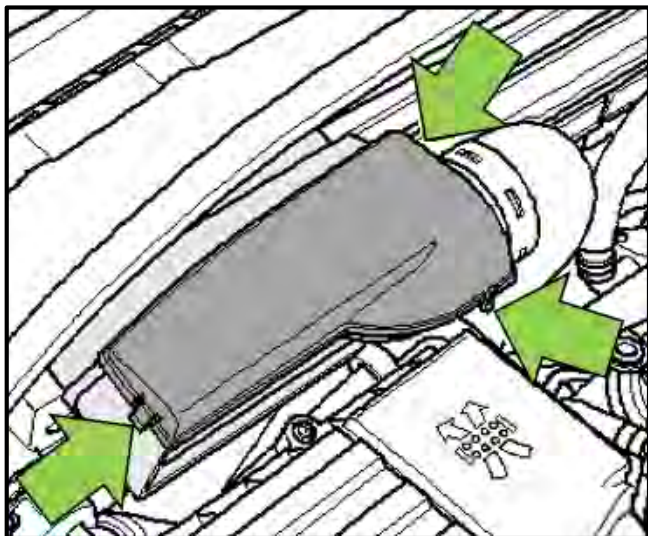
- Reinstall the air guide pipe.
- Tighten the clamp <2>.
- If necessary, tighten the clamp <3>.
- Reinstall and tighten the mounting bolts <1 and 4>.
- Reconnect the electrical connector <arrow>.



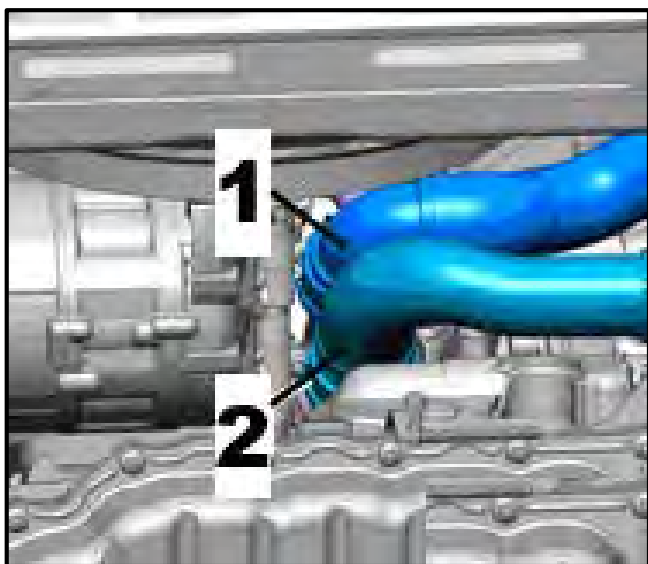
- Reinstall the air filter housing together with the mass air flow sensor and connecting pipe.
- Reconnect the Secondary Air Injection hose onto the air filter housing.
- Reconnect the wiring harness from the Mass Air Flow Sensor <circle>.
- Tighten the mounting bolt <arrow>.



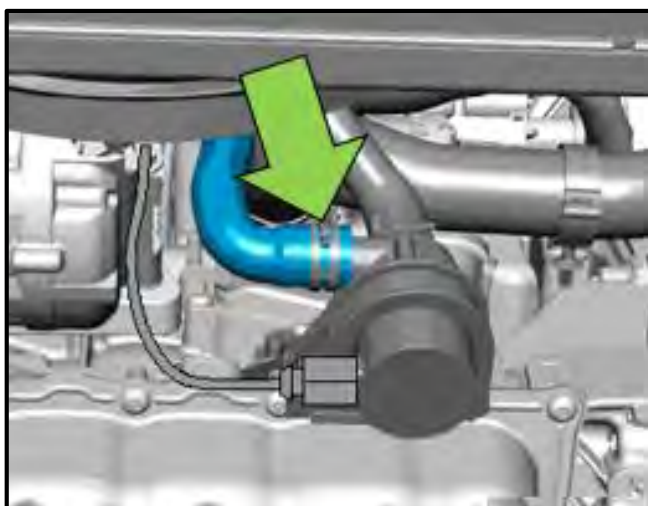
- Reinstall the lower air guide and lower air guide hose.
- Refasten the wire retainers <arrows> to secure the lower air duct.



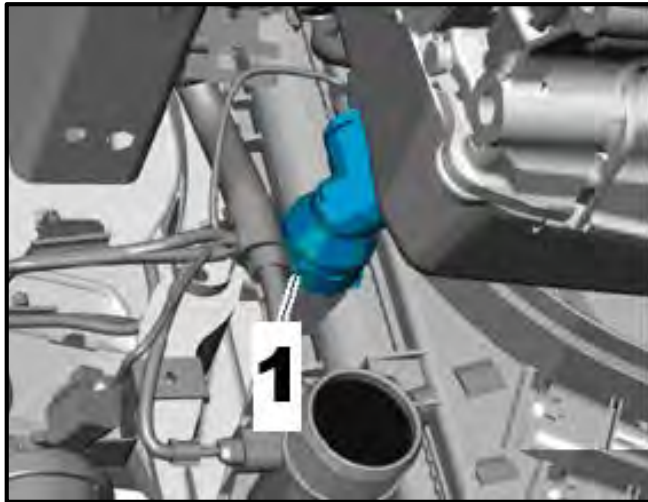
- Reinstall the air duct cover and refasten the side clips <arrows>.



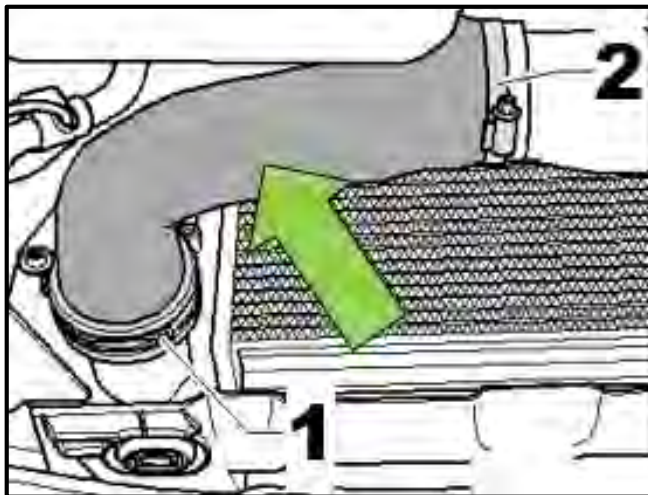
- Reinstall the coolant hoses <1 and 2>.



- Reinstall the lower coolant hose onto the After-Run Coolant Pump V51 <arrow> and fasten the clamp.

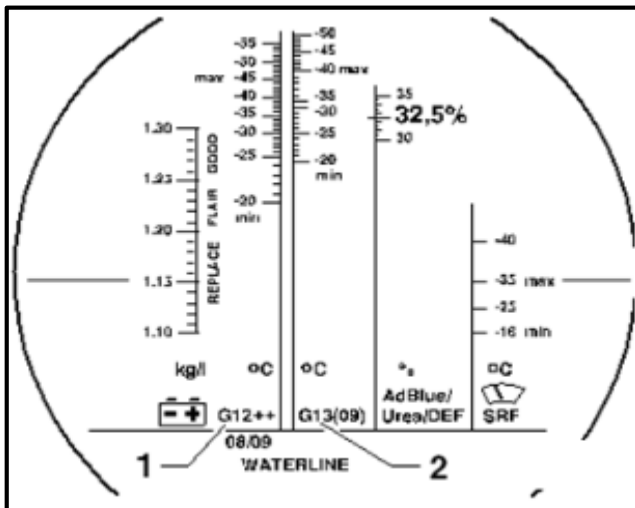


- Reconnect the lower coolant hose <1> to the radiator.



- Reinstall the air guide hose <arrow>, and fasten the clamps <1 and 2>.
- Reinstall the underbody shield.

Proceed to Section F

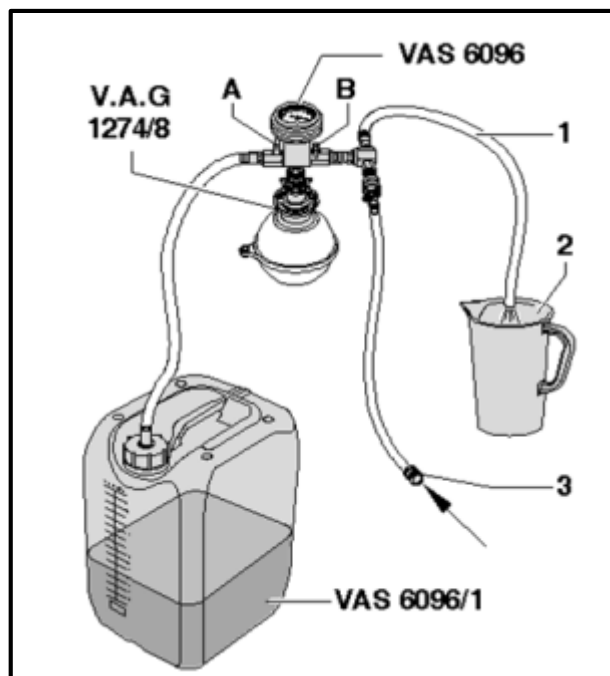


Section F - Refill Cooling System

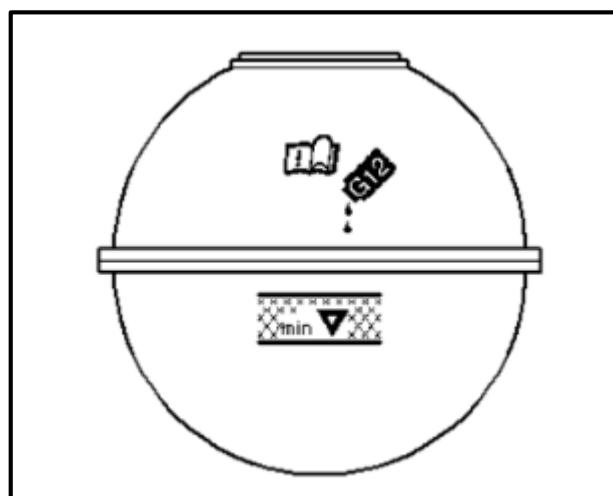
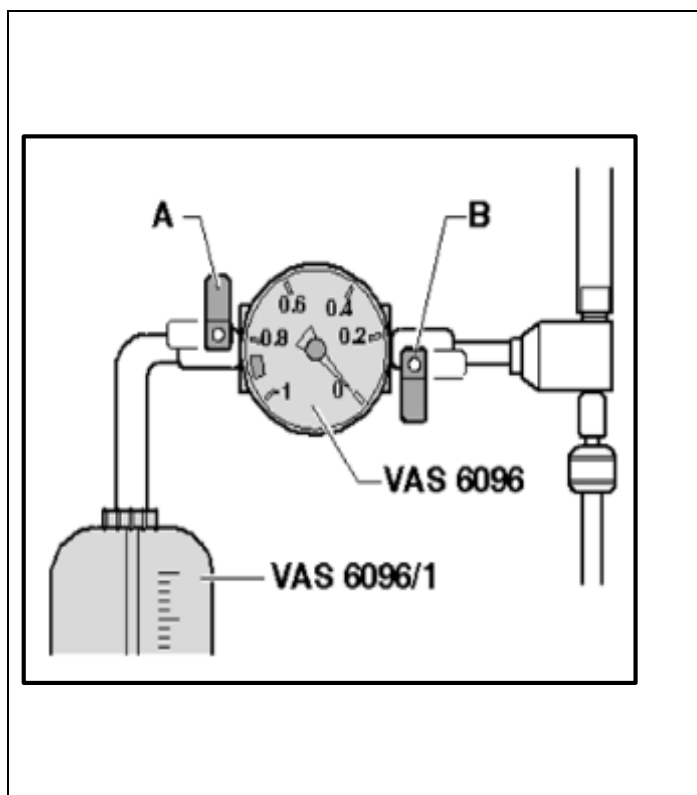
- The Refractometer -T10007A- MUST be used to determine the freeze protection density <as shown>.
- Protection against frost must be adjusted down to minimum -25 °C (-13 °F) (in arctic climatic countries down to approximately -36°C (-32.8 °F)). The freeze protection may only be increased, when stronger freeze protection is needed due to the climate.

NOTE

Only adjust the coolant mixture to - 48°C (-54.4°F) or higher, otherwise the cooling effect of the coolant is impaired.



- Fill the Cooling System Charge Kit - VAS6096-Cooling System Charge Kit - Reservoir -VAS6096/1- with at least 10 liters of premixed coolant with the proper mixture ratio.
- Install the Cooling System Tester - Adapter -VAG1274/8- onto the coolant expansion tank <as shown>.
- Disconnect the hose between the Cooling System Charge Kit - VAS 6090 and the VAG 1274/8.
- Place the air outlet hose <1> in a separate container <2> to catch any residual coolant in the system.
- Close the valves <A and B> on the VAG 1274/8.
- Connect the inlet hose <3> to a compressed air source.



- Open the valve .
- Allow the VAS 1274/8 to pull the cooling system into a vacuum until the needle reaches the green section on the dial (about .9 bar).
- Reconnect the hose between the Coolant System Charge Kit – VAS 6090 and the VAS 1274/8.
- Open the valve <A> briefly and allow the hose from the VAS 6096 to fill with coolant.
- Close the valve <A> as soon as it fills with coolant.
- Re-open the valve and allow air to flow for at least 2 minutes.
- The needle must remain in the green section of the dial.
- Close the valve .
- Open the valve <A>.
- Allow the cooling system to fill until the needle on the VAS6096 has reached “0” and coolant flow into the reservoir has stopped.
- Disconnect the VAS 6096 from the coolant reservoir.
- Top off the coolant level as necessary.
- Install the cap onto the coolant expansion reservoir.
- Start the engine and maintain approximately 2,000 RPM for three minutes.
- Allow the engine to idle until the cooling fans turn on.
- Inspect the cooling system for leaks.
- Check the coolant level and adjust as necessary.

⚠ WARNING

The cooling system may be hot, and/or under pressure. Use caution when opening any cooling system.

Proceed to Section G – Campaign Completion Label and Parts Return/Disposal

Section G – 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.

ALL WORK IS COMPLETE