



Emissions Recall

Code: 23U4

REVISION

Subject	2.0L TDI Engine (GEN 2 – Automatic Transmission) Emissions Modification – <u>USA ONLY</u>
Release Date	August 24, 2017
Revision Summary	Updated loaner/rental instructions.
Repair Applicability	The ONLY Vehicles eligible for repair under this action are: • Automatic transmission vehicles only
Affected Vehicles	U.S.A. ONLY: 2012-2014 MY Volkswagen Passat 2.0L TDI (Automatic Transmission only) <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> ✓ 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 Environmental Protection Agency and California Air Resources Board have determined that Volkswagen vehicles equipped with a 2.0L 4-cylinder TDI engine do not comply with applicable emissions regulations. The emissions control systems on the vehicles will not control emissions under off-cycle conditions as effectively as during the federal test procedure. The extent of the emissions increase under off-cycle conditions depends upon how the vehicles are driven.
Corrective Action	Install updated emissions control system software, install a supplemental Vehicle Emissions Control Information label and TDI Emissions Modification Completion Label. If the vehicle has been modified by the customer prior to receiving the emissions modification in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions- related parts, or modifications to the ECU or computer software of the vehicle), Volkswagen may not be able to perform the emissions modification until the customer corrects such modification.
Code Visibility	On or about June 01, 2017, this campaign code showed open and available for repair on affected vehicles in Elsa. On or about June 01, 2017, affected vehicles were identified and open for repair with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification took place in May 2017.
Loaner/Rental Vehicle	Dealers should offer a loaner/rental vehicle to all customers. The loaner/rental can be a non-Volkswagen brand vehicle.
Emissions Campaigns Requirements (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 EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at www.vwhub.com .

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.

Fill out and affix the appropriate TDI Emissions Modification Proof of Completion label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete.

Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.

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 <u>open on the day of repair</u> to the repair order. If customer refused campaign work: ✓ <u>U.S. dealers:</u> Submit request via WISE under the <i>Campaigns/Update/Recall Closure</i> option.	
Service Number	23U4
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash	Do not claim wash under this action
Loaner/Rental Vehicle	Customers are eligible to receive a loaner/rental vehicle.
Criteria I.D.	01
	*Perform software update, install TDI Emissions Modification – Proof of Completion Label and install Supplemental Vehicle Emissions Control Information label. Labor operation: 2360 25 99 90 T.U. <i>*Labels are sent free of charge. They cannot be charged to this campaign.</i>
– LOANER/RENTAL MUST BE CLAIMED ON A SEPARATE LINE – <u>DO NOT PUT ON CAMPAIGN CLAIM</u>	
LOANER/RENTAL	Claim Type: A1A Service #: CU01 Damage Code: 0010 Removed Part : MOB Outside LO Number : CU010000 <i><u>DO NOT PUT LOANER/RENTAL ON CAMPAIGN CLAIM</u></i>
FOR NEW OR RESALE INVENTORY VEHICLES ONLY – MUST BE CLAIMED ON A SEPARATE LINE – <u>DO NOT PUT ON CAMPAIGN CLAIM</u>	
Monroney Process Claim Coding (Work steps from Appendix A)	Claim Type: 9SP Service #: 0183 – Campaign Related Inspection Damage Code: 0010 Damage Location: N/A Vendor Code: 444 LOP #: 01830199 20 T.U. Causal Indicator: 01830199 <i><u>DO NOT PUT MONRONEY PROCESS CLAIM CODING ON CAMPAIGN CLAIM</u></i>

NOTE

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

Quantity	Part Number	Part Description
1	03L 010 005 H	Supplemental Vehicle Emissions Control Information Label
1	CAMP TDI 2016_2	TDI Emissions Modification – Proof of Completion Label

Labels are sent free of charge. Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.

For any additional inquiries contact labelrequest@vw.com.

Required Tools



- VAS6150X – Diagnostic Tester (or equivalent)
- VAS5054X – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)



- Service Modification Validation Web App
- tdi-inform.track360.com

TIP

This web application is compatible with desktops and laptops running the most current versions of FireFox, Chrome, Safari, or Explorer as well as iOS 9+ on iPads and iPhones.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Emissions Modification Instruction

Section A - Check for Previous Emissions Modification

TIP

If the TDI Emissions Modification – Proof of Partial Completion Label (CAMP TDI 2016_2) is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

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

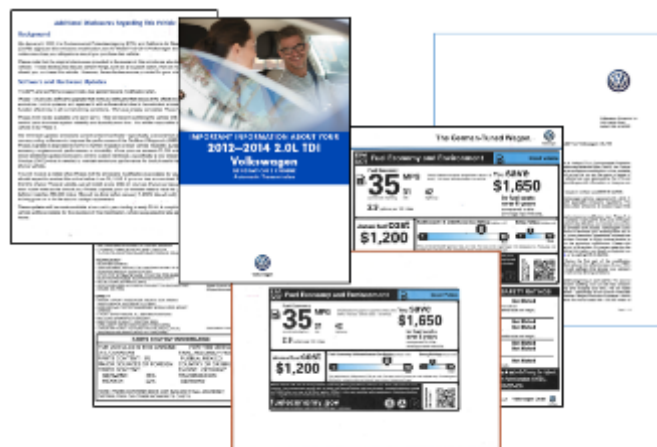
TIP

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.
- Check for other Open campaign actions <red arrow above>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

Vehicle data						
VIN: 3VW1T7AJ800000000						
Campaign Actions						
Repair number	Campaign/Action	Start	Designation	Repair date	Criteria	Campaign/Action Status
1	2582	2013-07-13	S-SERV_ACT - "Diesel Fuel Only" Information	2013-07-31	02	Closed
2	2319	2014-10-04	A-RECALL - Diesel Fuel Injection Lines	01/02	01, 02	Open
3	2306	2015-04-07	S-SERV_ACT - ECU Software Update	01/02	01	Open

Example



NOTE

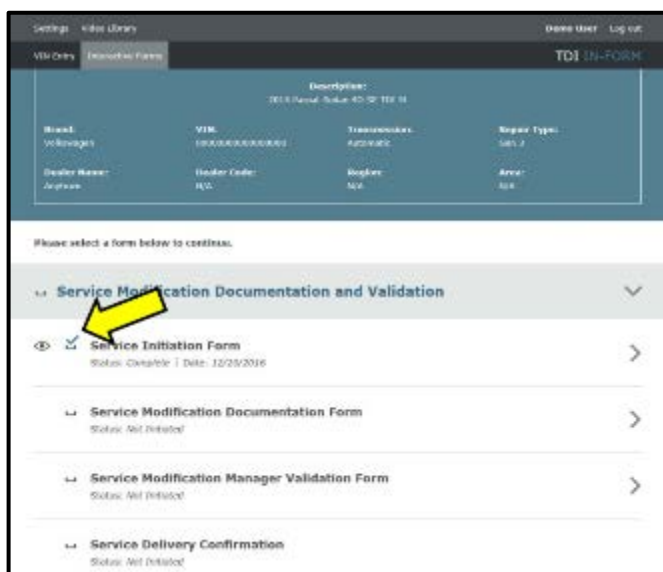
Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW and RESALE vehicles.

- For **NEW and RESALE** vehicles, obtain VIN-specific and other necessary items according to Appendix A. Complete Appendix A in addition to this repair.

Proceed to Section B

Section B – Check for Service Initiation



NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed. Look for the image below to indicate labor operations, parts, or labeling that requires IN-FORM Tool image documentation.



NOTE

RISK of Non-payment!

Ensure that the “check mark” <arrow> is present prior to beginning any work.

- Ensure the Service Initiation Form has a “check mark” <arrow>.
 - o If the Service Initiation Form does not have a “check mark” <arrow>, immediately contact your Service Consultant to complete the initiation.
 - o If “check mark” <arrow> is present, initiate Service Modification Documentation Form and continue work.

DO NOT proceed with any work unless you can initiate the Service Modification Documentation Form.

Proceed to Section C

Section C – Check for Pre-existing conditions, Vehicle Modifications, and MIL light on



- Perform a visual inspection of the intake, exhaust, and emissions systems.
 - o If the visual inspection of the intake, exhaust, or emissions equipment reveals damage or concerns, **STOP**, create a VTA ticket and contact the Volkswagen Technicians Helpline.
 - o If the visual inspection of the intake, exhaust, or emissions equipment reveals no damage or concerns, continue the work procedure.



- Check for vehicle modifications from original equipment.
 - o If vehicle modifications from original equipment related to emissions components are found, **STOP**, create a VTA ticket and contact the Volkswagen Technicians Helpline.
 - o If vehicle modifications from original equipment related to emissions components are not found, continue the work procedure.



- Check for illumination of the MIL <arrow>.
 - If MIL is illuminated, **STOP**, create a VTA ticket and contact the Volkswagen Technicians Helpline.
 - If MIL is not illuminated, continue the work procedure.

NOTE

VTA cases regarding MIL ON conditions require a GFF diagnostic log to be uploaded at the time of first contact.

NOTE

RISK of Non-payment!

The purpose for this step is to document vehicle condition prior to initiation of this action and does not authorize the repair of any pre-existing conditions.

Proceed to Section D

Section D – Software Update Procedure

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**

NOTE

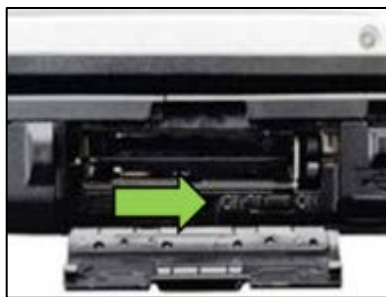
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



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



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

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!

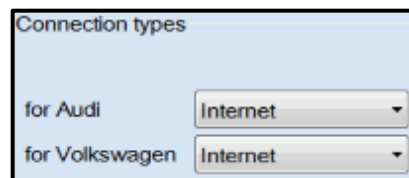
TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

Things to check before starting Software Version Management (SVM):

- ✓ Verify your network connection <arrow> either thru LAN or WIFI by checking the connection icon (lower right of the home screen).
- ✓ Check the icon <arrow> within the ODIS software that you have a connection.
- ✓ Within the Connection Tab, verify that the Connection type(s) display “Internet” <as shown>.
- ✓ Start a connections test <arrow> and verify that all connections pass.





- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.



NOTE



All TDI flashes **MUST** be completed during a single, standalone ODIS Diagnostic Session. You **MUST** fully complete this campaign and send all GFF Paperless logs before beginning any other campaigns or operations. You **MUST** also conclude any other campaigns or operations that have been started and end the corresponding diagnostic session and send all GFF Paperless logs before beginning this operation. Failure to independently separate the ODIS diagnostic session for this campaign will cause problems updating the FAZIT server in Germany and will delay if not negate the payment of the emissions modification.

IMPORTANT!

If there are any ODIS "Hot-Fix" patches installed, they **MUST** be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the flash process.



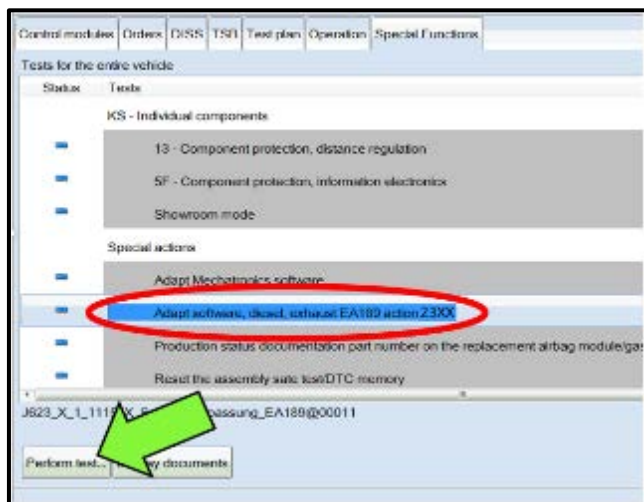
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.



NOTE

KESY Vehicles!

- If loss of communication between the reader coil and the key occurs during the flash, it may damage a control module.
- If equipped with a removable reader coil cap, it is **REQUIRED** to remove the reader coil cap and insert the key into the reader coil, or secure the key in close proximity to the reader coil throughout the flash process.
- If the reader coil cap is not removable, it is **REQUIRED** to secure the key to the steering column in close proximity to the reader coil using a residue-free adhesive or tape, an elastic cloth or stretch bandage, or other improvised retaining device.



NOTE

RISK of Scan Tool Damage!

Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.

- Once the GFF scan is complete, select "Special functions".
- Select the test plan "**Adapt software, diesel, exhaust EA189 action 23XX**" <as shown>.
- Select "Perform test" <arrow>.

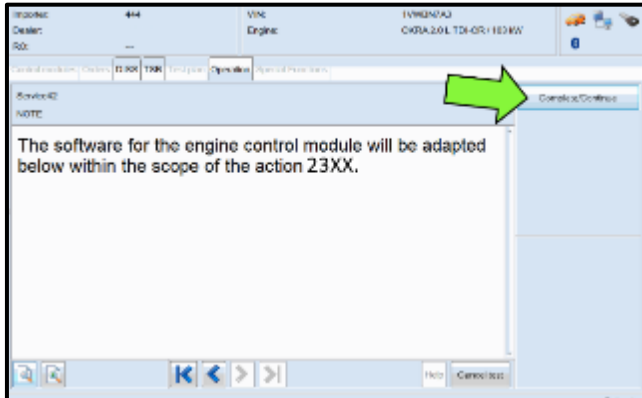
NOTE

RISK of Improper Repair!

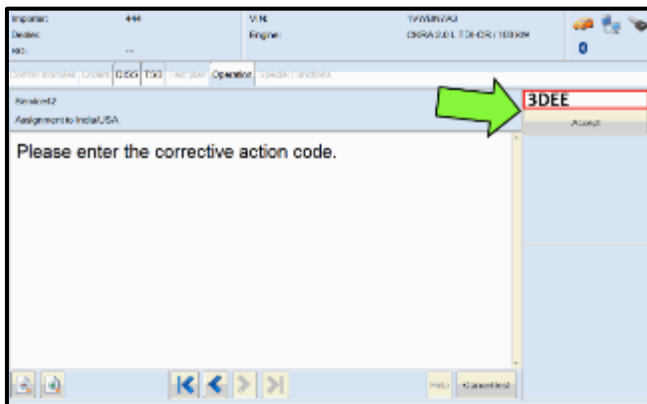
- **DO NOT SELECT** the normal test plan for "Adapting Software".
- **ONLY SELECT** the test plan "**Adapt software, diesel, exhaust EA189 action 23XX**" to perform this repair.



- If you receive the message “**Replace the heated oxygen sensor -G39- (before catalytic converter), Refer to the Repair Manual, Repair Group 23**” <arrow 1> after the Test Plan O2 Sensor self-check routine completes, **disregard** this message at this time. There is **NO** action required in regards to this campaign, as further repair and claiming instructions will be addressed in detail during the **24CX** campaign.
- Select “Complete/Continue” <arrow 2>.



- Select “Complete/Continue” <arrow> after the control module adaptation, action 23XX note appears.



NOTE

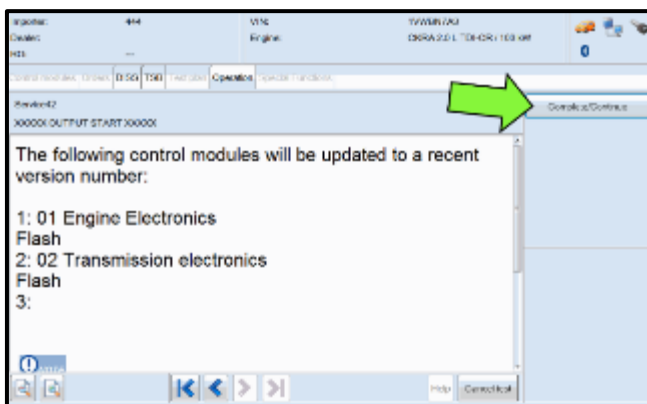
Using Bluetooth for this action is PROHIBITED!

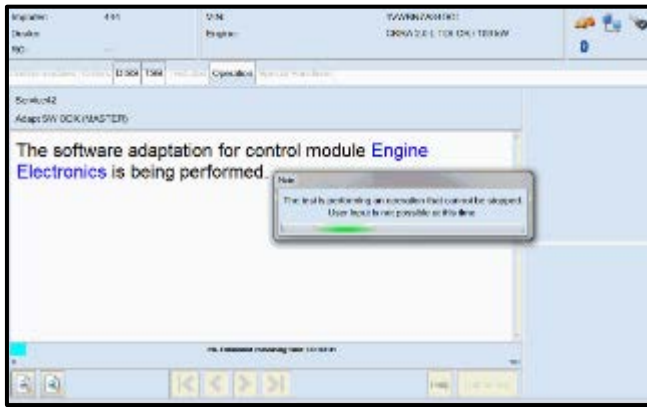
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below:

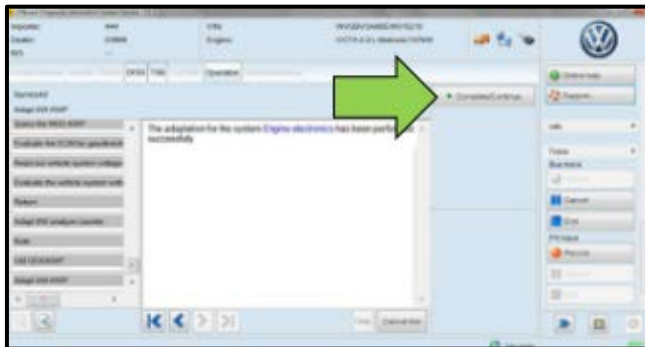
SVM code
3DEE

- Select “Accept” <arrow>.
- Select “Complete/Continue” <arrow> to begin the software update process.

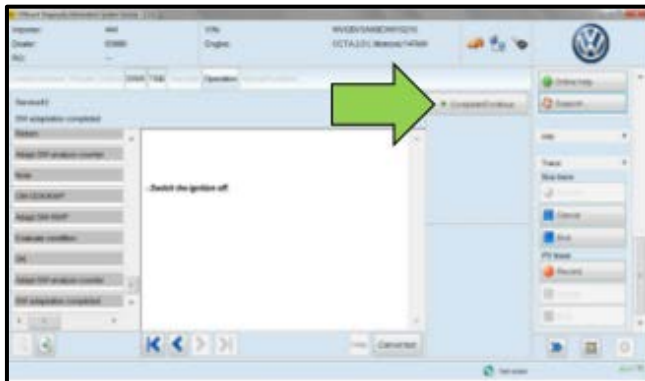




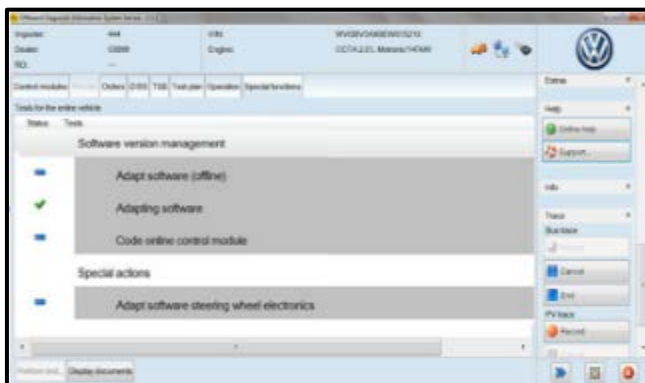
- Observe flash process and follow any on-screen prompts to complete the test plan.



- 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>.



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

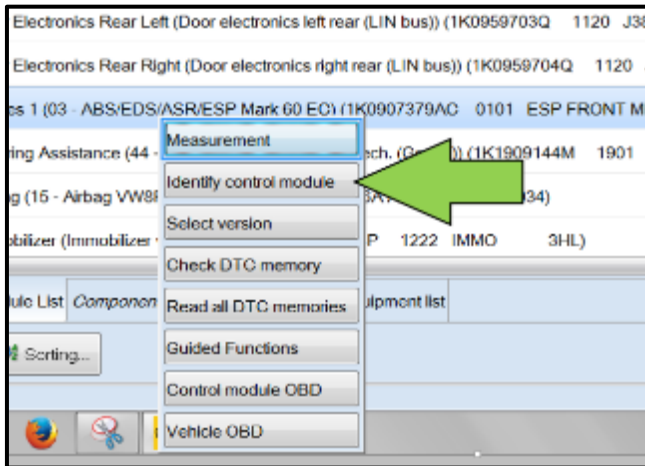


NOTE

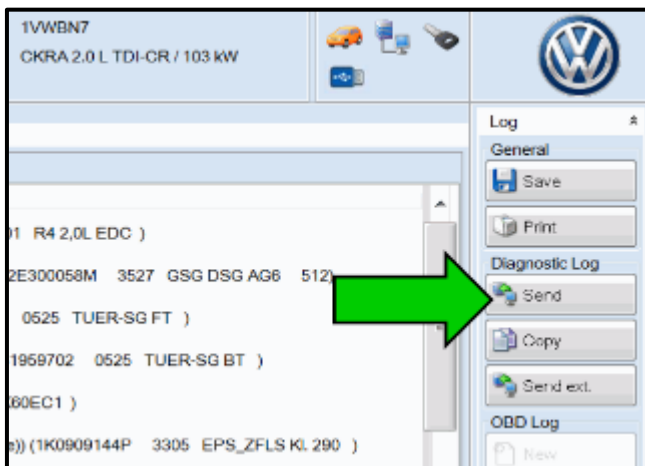
In the event of a Flash Malfunction!

In the event of a flash error or malfunction, **STOP**. **DO NOT** exit the ODIS session, disconnect the scan tool, attempt the flash again, or continue further in the test plan.

Create a VTA ticket and allow the VW Technicians Helpline to provide direction with flash failures.



- After the software update is completed and before sending the GFF Log Online:
 - o Select the "Control Module" tab.
 - o Scroll down and right click on Address Word 0001/ Engine Control Module.
 - o Select "Identify Control Module" <arrow>.



- At the end of the diagnostic session, Select "Send" <arrow> and follow the prompt for sending the log on-line.

NOTE

RISK of Non-payment!

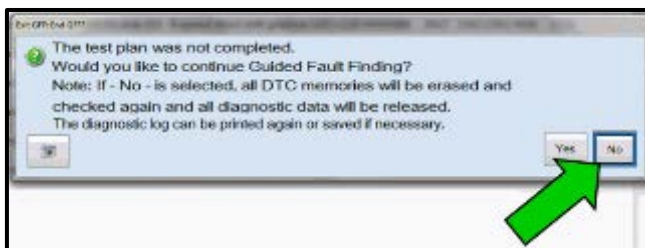
- Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.
- Verify that no other Campaigns or operations are performed during this ODIS diagnostic session before sending the log, and verify that the Engine Control Module has been re-identified.

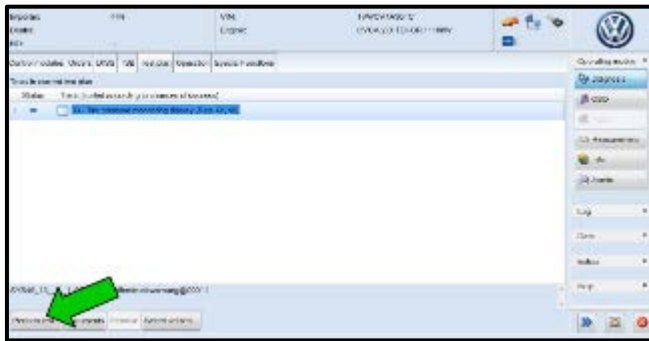
TIP

Technicians may find it helpful to also store the log on a USB stick for back-up.

TIP

When exiting GFF, it is important to select "No" <arrow>.





TIP

It is possible after the flash that the TPMS light may be illuminated. Follow test plan “03 – Tire pressure monitoring display” <as shown>.

- If TPMS light illuminates, follow test plan “03 – Tire pressure monitoring display” by selecting “Perform test” <arrow>.
- End the diagnostic session fully, exit the scan tool, and disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Release the parking brake.
- Perform test drive.

Proceed to Section E

Section E – Supplemental Vehicle Emissions Control Information Label

VOLKSWAGEN / AUDI VEHICLE EMISSIONS CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2012-2014 MY Diesel GEN 2				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Automatic	Automatic	Automatic	Automatic
FTP	0.160	4.2	0.018	0.01
Hwy FE test	0.100	4.2	0.018	0.01
SFTP composite	0.200	4.2	0.018	0.01
FTP+1620m	0.190	4.2	0.018	0.01

03L 010 005 H



Install Supplemental Vehicle Emissions Control Information Label

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Label must be installed in location shown.
- Photo documentation of label installed is required.

- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the supplemental Vehicle Emissions Control Information label, 03L 010 005 H, in the location shown <circle>.



NOTE

DO NOT Cover existing VECI label!

New Vehicle Emissions Control Information (VECI) label MUST NOT be placed over original VECI label.

Proceed to Section F

Section F – TDI Emissions Modification – Proof of Completion Label

TDI EMISSIONS MODIFICATION - PROOF OF COMPLETION

RECALL CODE

DEALER CODE

REPAIR DATE

DO NOT REMOVE
CAMP TDI 2016_2

GENERATION 2 – 2012-2014 MODEL YEAR
☐ SOFTWARE UPDATE

W0000001

CAMP TDI 2016_2



Install TDI Emissions Modification – Proof of Completion Label

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
 - Label must NOT cover any existing label(s).
 - Photo documentation of label installed is required.
- Clean the surface next to the Vehicle Emission Control Information Label where the TDI Emissions Modification – Proof of Completion Label is to be installed.
 - Fill out and install the TDI Emissions Modification – Proof of Completion Label, part number **CAMP TDI 2016_2**.



NOTE

Place the label next to the Vehicle Emission Control Information Label.

- Apply clear overlay (provided).
- Close the hood.

Proceed to Section G (California only).

Proceed to Section H (All States except California).

Section G – California Only Requirements

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 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.

Proceed to Section H

Section H – Service Modification Documentation Requirements

Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Dealer Representative/Cashier – Prints receipt, fuel economy label and delivers to customer.*
- *Warranty Administrator – Enters claim into the SAGA system.*

TIP

To access the interactive forms go to the TDI Settlement Program microsite on vwhub.com. Then Select the “TDI IN-FORM” Button from the lower left side of the microsite navigation.

- Enter the “TDI IN-FORM” tool <arrow>



- Enter the VIN for the vehicle that requires documentation.

TIP

The VIN can be manually typed in or using an iPad or iPhone running iOS 9+, the camera can be used to scan the VIN Barcode.

Please note ambient lighting, camera quality, etc. may impact the effectiveness of the VIN scanning feature.

TIP

After the VIN has been entered, the system will automatically validate that it is a TDI VIN. This will be indicated by a green check mark that will appear next to the VIN.

- Validate the VIN is correct for the vehicle, then click the "Submit" button <arrow>.

- Select “Service Modification Documentation Form” <arrow>.
- Follow the on-screen prompts completely.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

TIP

Upon completion of the Service Modification Documentation Form, the Manager must validate the repair in the IN-FORM tool.

All WORK IS COMPLETE for this Repair.

NOTE

At this time, refer to ELSA and address any additional open campaigns/recalls.

- The TDI IN-FORM Tool **REQUIRES** a photograph of the new Snow Flap to close out the IN-FORM Tool portion of this Emissions Action. Refer to Campaign Code **24CX** for additional details.

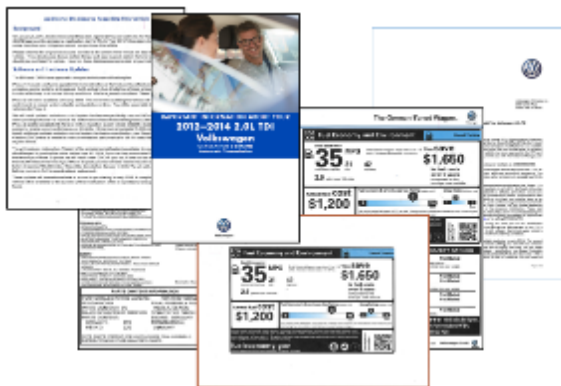


NOTE

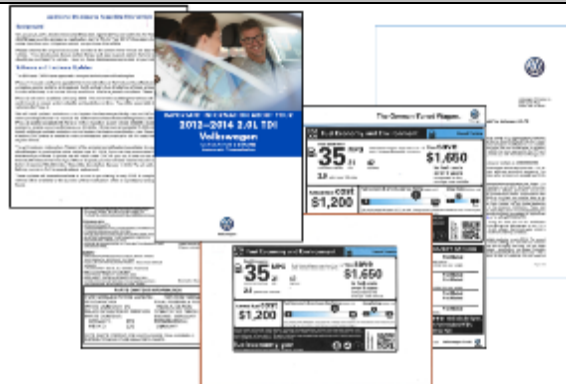
Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW and RESALE vehicles.

- For **NEW and RESALE** vehicles, obtain VIN-specific and other necessary items according to Appendix A. Complete Appendix A in addition to this repair.



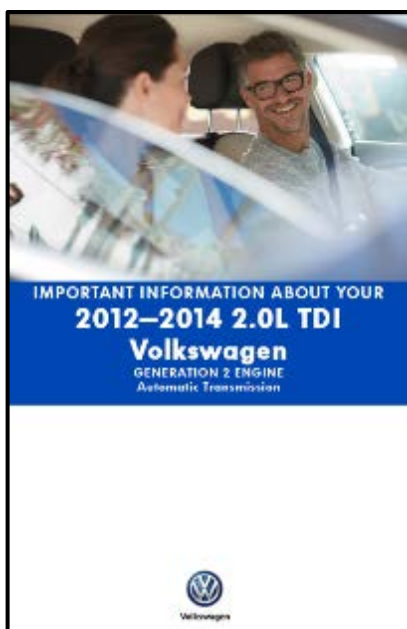
Appendix A – Requirements for Vehicles within New and Resale Vehicle Inventory



NOTE

Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW and RESALE vehicles prior to sale.



- Open glove box and insert the 2012-2014 2.0L TDI (Generation 2) Information Packet <pictured left>.



- Insert the Owner's Manual Supplement into the Owner's Manual.



- Remove original Monroney Label and discard.
- Install new Monroney Label <example pictured left> on the rear passenger side window <example pictured below>.

i TIP

Monroney Labels are VIN-specific. Obtain new label as required from Sales department, Service Manager, General Manager, or other authorized dealer personnel.



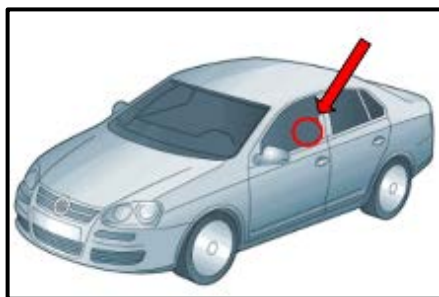
- Install new Fuel Economy Label <example pictured left> to the right of the new Monroney Label. If necessary, use the passenger front window <examples pictured below>.

i TIP

Fuel Economy Labels are VIN-specific. Obtain new label as required from Sales department, Service Manager, General Manager, or other authorized dealer personnel.



- Example of properly installed labels.



- Place the "more information" permanent window sticker <pictured left> on the front driver-side window in the lower right corner of the window <arrow>. Install the sticker from the inside of the window.
 - o Affix the "more information" sticker to the front driver-side window as necessary either above, beside, or under any other required State and/or Local Labels (example, California Prop 65).

i TIP

"More information" permanent window stickers can be obtained from the Sales department, Service Manager, General Manager, or other authorized dealer personnel.