

Emissions Recall

Code: 23U4

Subject	2.0L TDI Engine (GEN 2 – Automatic Transmission) Emissions Modification – Customer Only (Retail Sold) <u>USA ONLY</u>
Release Date	June 01, 2017
Repair Applicability	The ONLY Vehicles eligible for repair under this action are: <ul style="list-style-type: none">• Customer owned 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> <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 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. At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release. 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 will show open and available for repair on affected vehicles in Elsa. On or about June 01, 2017, affected vehicles will be 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.
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 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	23U4
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	<p>*Perform software update, install TDI Emissions Modification – Proof of Completion Label and install Supplemental Vehicle Emissions Control Information label.</p> <p>Labor operation: 2360 25 99 90 T.U.</p> <p><i>*Labels are sent free of charge. They cannot be charged to this campaign.</i></p> <p>At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.</p>

At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.

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.

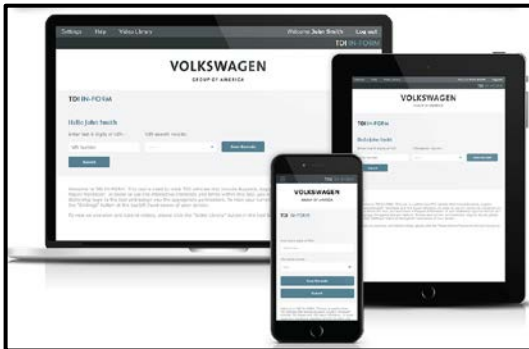
Required Tools



- 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

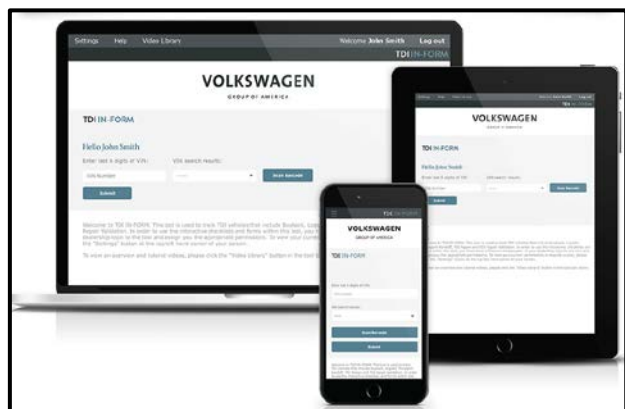
EXAMPLE

- 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.



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.

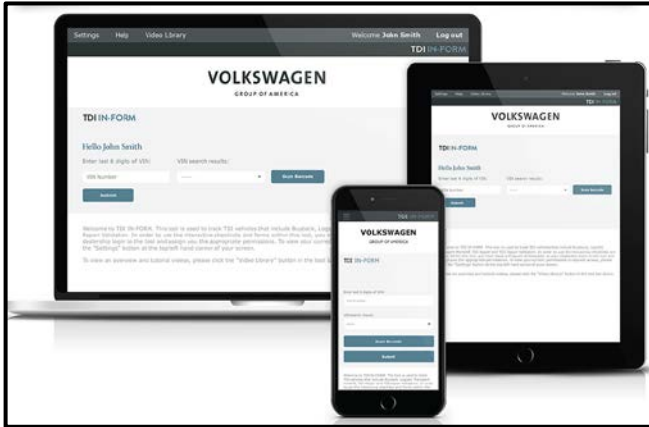
Vehicle data							
VIN: 3VWLT7AJ XXXXXXXXX							
Campaigns/Actions							
Serial number	Campaign/Action	Start	Designation	Repair date	Criteria	Campaign/Action Status	
1	20R9	2012-07-10	S-SERV_ACT - Diesel Fuel Only Information	2012-07-31	02	Closed	
2	23J9	2011-10-04	A-RECALL - Diesel Fuel Injection Lines		01, 02	Open	
3	23O6	2015-04-07	S-SERV_ACT - ECM Software Update		01	Open	

Example

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

Proceed to Section B.

Section B – Check for Service Initiation



Settings Video Library Demo User Log out

VIN Entry Interactive Forms TDI IN-FORM

Description:
2015 Passat Sedan 4D SE TDI 1.4

Brand: Volkswagen	VIN: 0000000000000000	Transmission: Automatic	Repair Type: Gen 3
Dealer Name: Anytown	Dealer Code: N/A	Region: N/A	Area: N/A

Please select a form below to continue.

- Service Modification Documentation and Validation
- Service Initiation Form
Status: Complete | Date: 12/20/2016
- Service Modification Documentation Form
Status: Not Initiated
- Service Modification Manager Validation Form
Status: Not Initiated
- Service Delivery Confirmation
Status: Not Initiated

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.

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>.
 - If the Service Initiation Form does not have a “check mark” <arrow>, immediately contact your Service Consultant to complete the initiation.
 - 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 MIL on conditions and Vehicle Modifications



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

i TIP

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



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

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

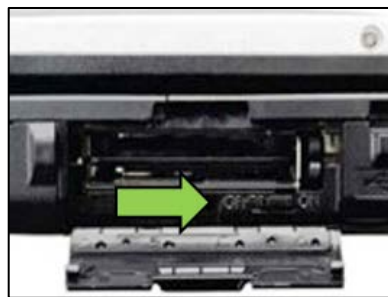
Using Bluetooth for this action is PROHIBITED!

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

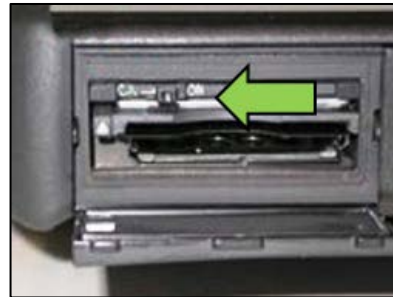
- Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF 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!

i 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.

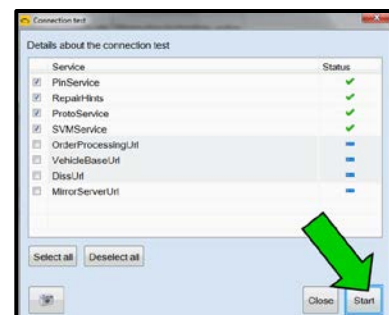
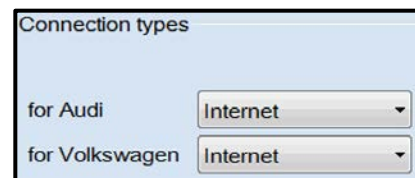
Things to check before starting Software Version Management (SVM):

- ✓ **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.**

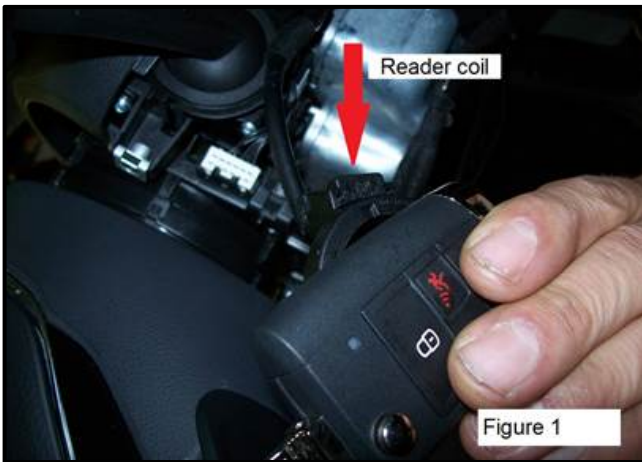
- ✓ **Within the Connection Tab, verify that the Connection type(s) display “Internet” <as shown>.**

- ✓ **Start a connections test <arrow> and verify that all connections pass.**





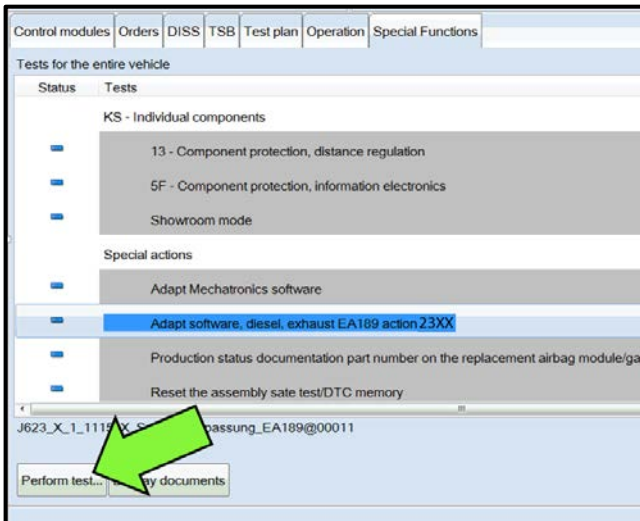
- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.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

It is **REQUIRED** to remove the reader coil cap and insert the key into the reader coil, or place the key in the closest proximity to the reader coil throughout the flash process.



NOTE

RISK of Scan Tool Damage!

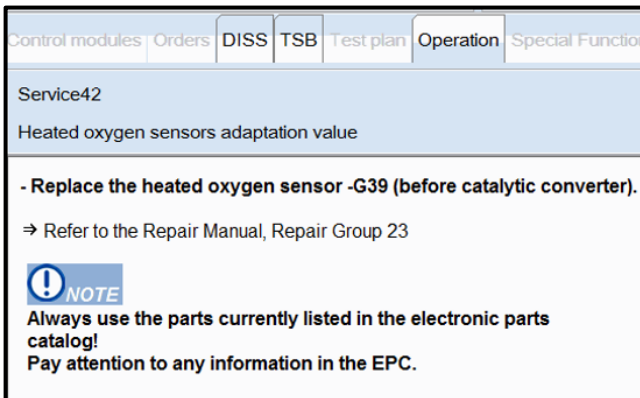
Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.

- 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!

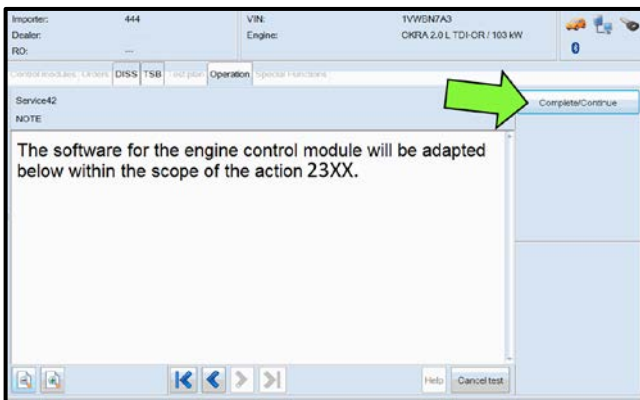
- **DO NOT SELECT** the normal test plan for “Adapting Software”.
- **ONLY SELECT** the test plan “**Adapt software, diesel, exhaust EA189 action 23XX**” to perform this repair.



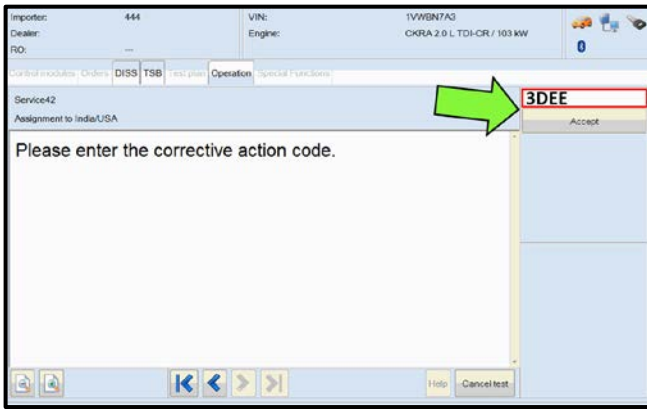
NOTE

IMPORTANT!

- Prior to the flash process, the test plan checks the condition of the heated oxygen sensor -G39-. You **MAY** receive the message shown during the flash procedure.
- If you receive this message, refer to campaign code **24CX** for repair and claiming instructions at this time.
- **DO NOT PROCEED** with flashing until **24CX** has been completed, if required.



- Select “Complete/Continue” <arrow>.



NOTE

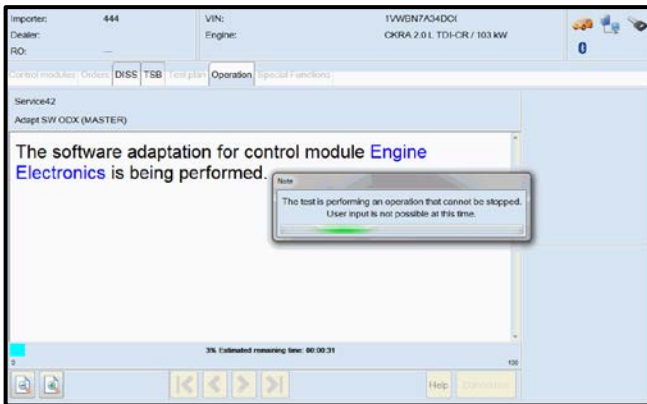
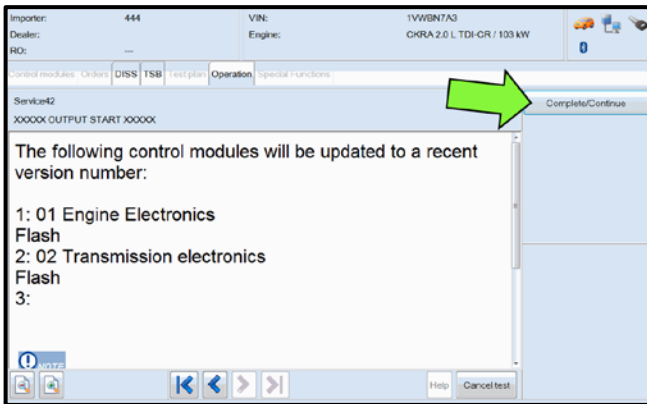
Using Bluetooth for this action is PROHIBITED!

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

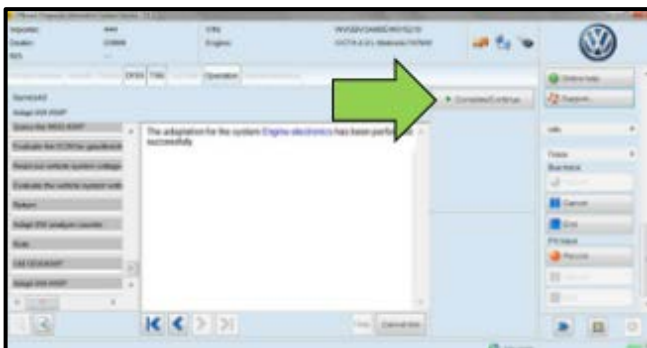
- Enter the corrective action code (SVM code) as listed below:

SVM code
3DEE

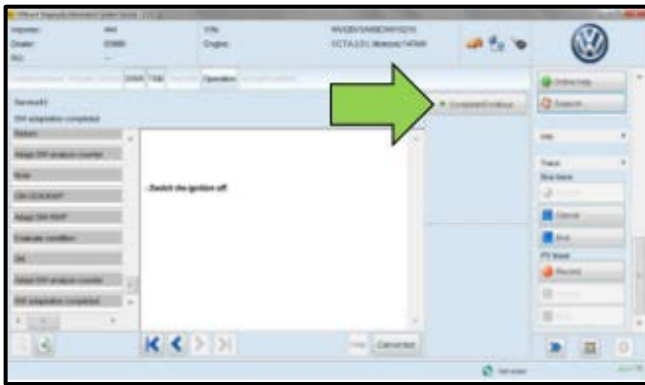
- Select "Accept" <arrow>.
- Select "Complete/Continue" <arrow> to begin the software update process.



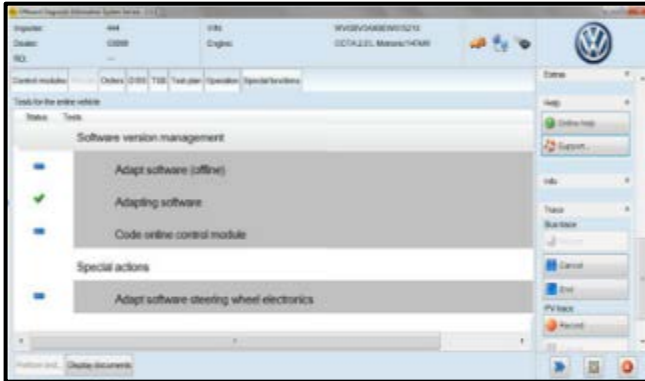
- Observe flash process and follow any on-screen prompts to complete the test plan.



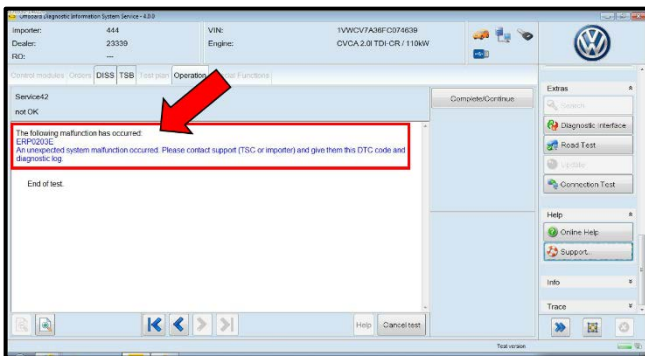
- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.



- Switch the ignition off, then select “Complete/Continue” <arrow>.



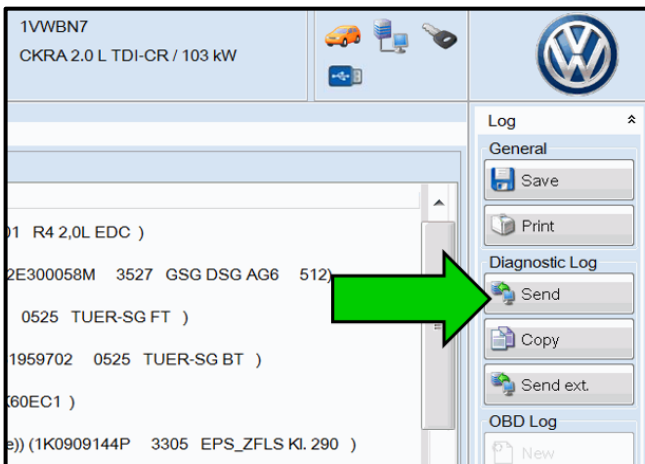
- The green check mark indicates the test plan was successfully carried out.



NOTE

In the event of a Flash Malfunction!

In the event of a flash error or malfunction, **STOP**. **DO NOT** exit the 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.



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

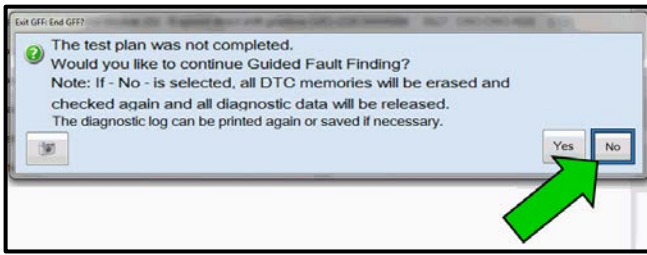
NOTE

RISK of Non-payment!

Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

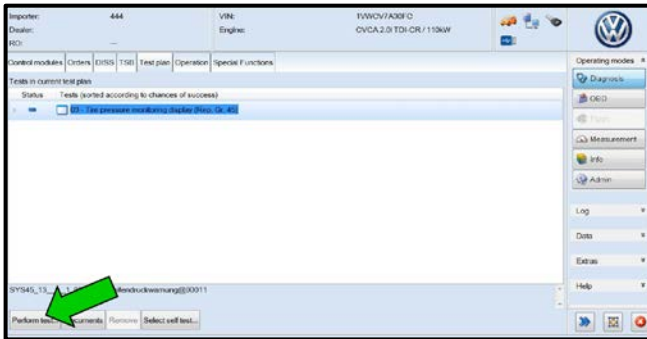
TIP

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>.
- 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 EMISSION 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>.

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

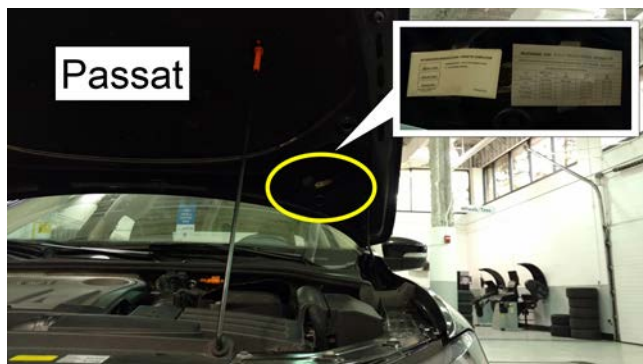
DO NOT REMOVE
CAMP TDI 2016_2

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

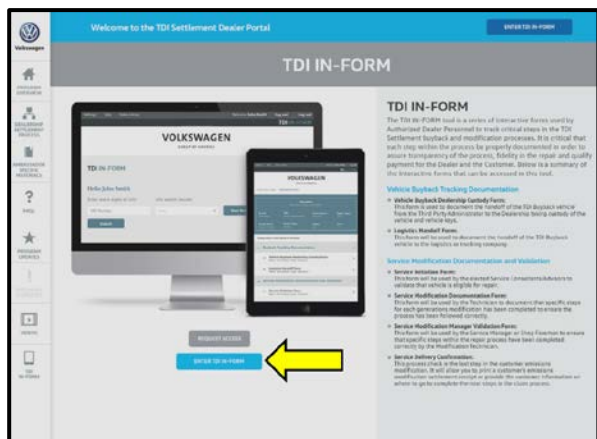
Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV *only upon request*.

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.

Settings Help Video Library Welcome John Smith Log out

VOLKSWAGEN
GROUP OF AMERICA

TDI IN-FORM

Hello John Smith

Enter last 8 digits of VIN: 00000000000000000000 VIN search results: 00000000000000000000 - 2013 P

Submit

Welcome to TDI IN-FORM. This tool is used to track TDI vehicles that include Buyback, Logistic Transport Handoff, TDI Repair and TDI Repair Validation. In order to use the interactive checklists and forms within this tool, you must have a Program Ambassador at your dealership login to the tool and assign you the appropriate permissions. To view your current permissions or request access, please click the "Settings" button at the top left hand corner of your screen.

To view an overview and tutorial videos, please click the "Video Library" button in the tool bar above.

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>.

Settings Help Video Library Welcome John Smith Log out

VOLKSWAGEN
GROUP OF AMERICA

Enter VIN to Start Interactive Forms

Description:
2013 Passat Sedan 4D SE TDI I4

Brand:	VIN:	Transmission:	Repair Type:
Volkswagen	00000000000000000000	Automatic	Gen 2
Dealer Name:	Dealer Code:	Region:	Area:
Anytown Dealer	000000	NER	1A

Please select a form below to continue.

- Buyback Tracking Documentation >
- Service Modification Documentation and Validation >
 - Service Initiation Form
Status: Not Initiated | Date: Vestibulum >
 - Service Modification Documentation Form** >
Status: Not Initiated | Date: Vestibulum >
 - Service Modification Manager Validation Form
Status: Not Initiated | Date: Vestibulum >
 - Service Delivery Confirmation
Status: Not Initiated | Date: Vestibulum >

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 Repair.