



Emissions Recall – USA ONLY

Code: 24CX

Revision

Subject	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
Release Date	June 26, 2017
Revision Summary	Updated work instructions.
Affected Vehicles	U.S.A.: 2012-2014 MY Volkswagen Passat 2.0L TDI (GEN 2) <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 snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet. The oxygen sensor will be checked during this service and, if measured degradation tolerances are met, the sensor will be replaced.
Corrective Action	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
Parts Information	03L906262B (O2 Sensor) - Please contact the Parts Specialists via phone (800-767-6552, option#2), email (VWoAPartsSpecialists@vw.com) or chat with the VIN to order. 3C0129594A (Snow Flap) - Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.
Code Visibility	On or about June 01, 2017, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about June 01, 2017, this campaign code showed open on affected vehicles in Elsa. On or about June 01, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification took place in June 2017. An owner letter example is included in this bulletin for your reference.
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 EMISCAVWU). Order certificates online via the Compliance Label Ordering portal at www.vw.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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vw.com.</i>

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	24CX																								
Damage Code	0099																								
Parts Vendor Code	WWO																								
Claim Type	Sold vehicle: 7 10																								
Causal Indicator	Mark Snow Flap* as causal part																								
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																								
Criteria I.D.	01 or 02																								
<p>Install new Snow Flap</p> <p>Labor operation: 2325 25 99 30 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>3C0129594A*</td> <td>Snow Flap</td> </tr> </tbody> </table> <p>-AND IF NECESSARY- per test plan results in 23U4 Campaign</p> <p>Replace Heated Oxygen Sensor (G39)</p> <p>Labor operation: 2357 19 99 40 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>03L906262B</td> <td>Heated Oxygen Sensor (G39)</td> </tr> </tbody> </table> <p>-OR-</p> <p>Install new Snow Flap</p> <p>Labor operation: 2325 25 99 30 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>3C0129594A*</td> <td>Snow Flap</td> </tr> </tbody> </table> <p>-AND IF REQUIRED-</p> <p>Manually check condition of Heated Oxygen Sensor (G39)</p> <p>Labor operation: 0150 00 00 up to 30 T.U. per GFF log.</p> <p>-AND IF NECESSARY-</p> <p>Replace Heated Oxygen Sensor (G39)</p> <p>Labor operation: 2357 19 99 40 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>03L906262B</td> <td>Heated Oxygen Sensor (G39)</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1.00	3C0129594A*	Snow Flap	Quantity	Part number	Description	1.00	03L906262B	Heated Oxygen Sensor (G39)	Quantity	Part Number	Description	1.00	3C0129594A*	Snow Flap	Quantity	Part number	Description	1.00	03L906262B	Heated Oxygen Sensor (G39)
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Customer Letter Example

**Subject: Emissions Recall 24CX - Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
2012-2014 Model Year Volkswagen Passat 2.0L TDI (GEN 2)**

Dear Volkswagen Owner,

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 recall on 2012-2014 Model Year Volkswagen Passat 2.0L TDI (GEN 2). Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
- The oxygen sensor will be checked during this service and, if measured degradation tolerances are met, the sensor will be replaced.
- What will we do?** Your authorized Volkswagen dealer will install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- 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. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.
- 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.
- 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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
- 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.

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.

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.

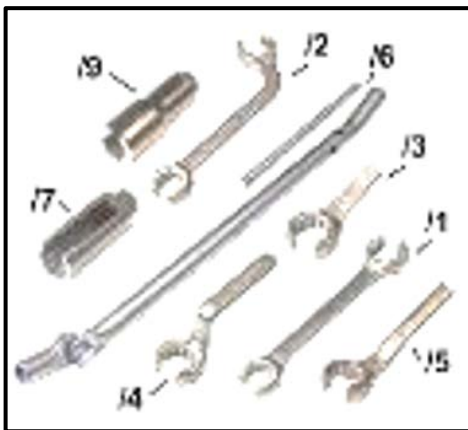
Required Parts

Quantity	Part Number	Part Description
1	3C0 129 594 A	Snow Flap
1 (if necessary)	03L 906 262 B	Heated Oxygen Sensor (G39)

Required Tools



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



- 3337 – Ring Wrench 7-piece set (or equivalent)

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

EXAMPLE

TIP

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

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

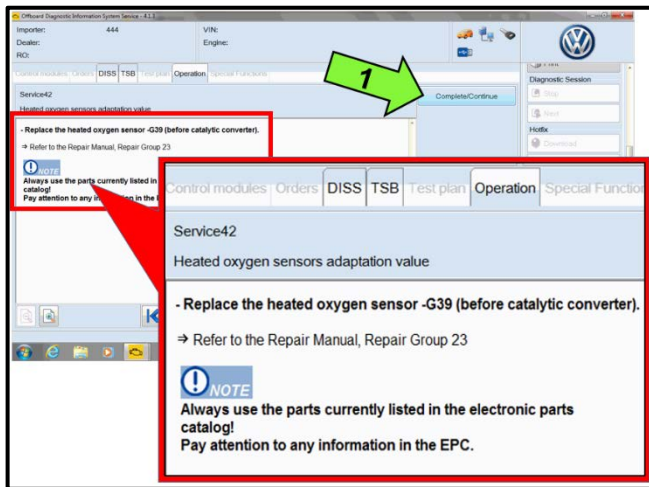
TIP

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.

Proceed to Section B

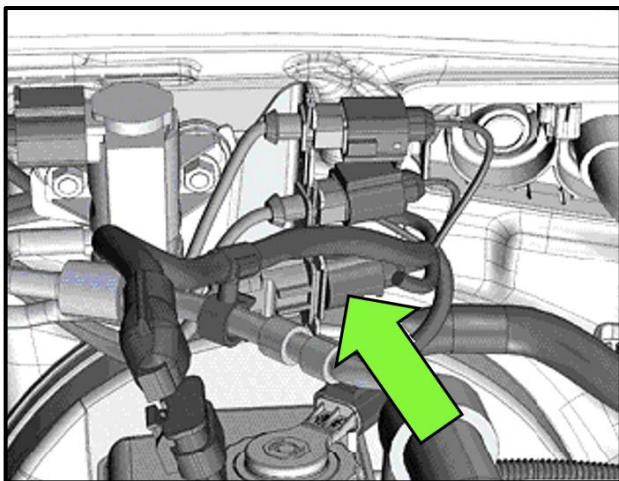
Section B – If necessary, Replace Heated Oxygen Sensor (G39)



- During the 23U4 Campaign, the test plan runs a self-check operation on the Heated O2 Sensor -G39-. You were instructed during the 23U4 Campaign to select “Complete/Continue” <1>, as further repair and claiming instructions would be presented in the 24CX Campaign.
 - If the test plan **DID NOT** display the message noted to the left during the 23U4 Campaign, then the heated O2 sensor passed the test plan self-check and does not require replacement. **Proceed to Section D** and replace the snow flap.
 - If the test plan **DID** display the message noted to the left during the 23U4 Campaign, then the Heated O2 Sensor -G39- has failed the self-check and requires replacement. **Proceed to the next step** and replace the heated O2 sensor.

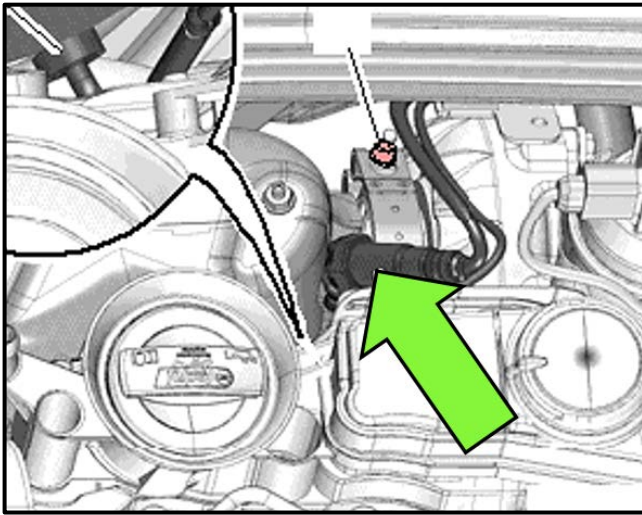
NOTE

- If this campaign action is being performed as a stand-alone operation not in conjunction with the 23U4 Campaign, **Proceed to Section C** to manually check, and if necessary, replace the heated O2 sensor -G39-. See proper claiming instructions above.
- If the 23U4 Campaign has not yet been completed on this vehicle, it is **REQUIRED** to complete that action prior to beginning this action.



Replace heated O2 sensor -G39-, if required:

- Remove the engine cover.
- Disconnect electrical connector <arrow> for the heated oxygen sensor -G39-.
- Free up the wiring harness.
- Loosen and remove the original heated oxygen sensor -G39- <arrow> from diesel particulate filter using the ring wrench 7-piece set -3337-.

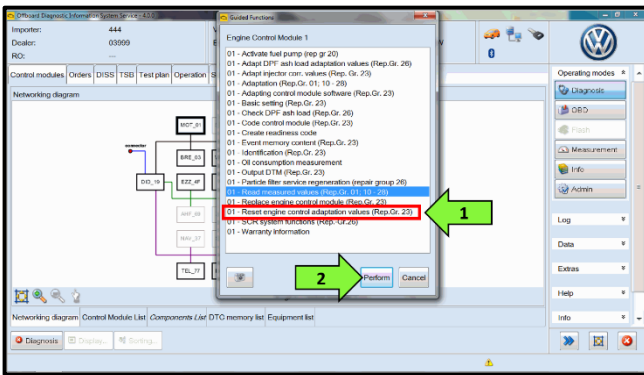


- Install new heated oxygen sensor -G39- <arrow> (part number **03L 906 262 B**) into diesel particulate filter using the ring wrench 7-piece set -3337- and torque to 50 Nm.
- Reconnect electrical connector and reinstall engine cover.

NOTE

Risk of Damaging Sensor

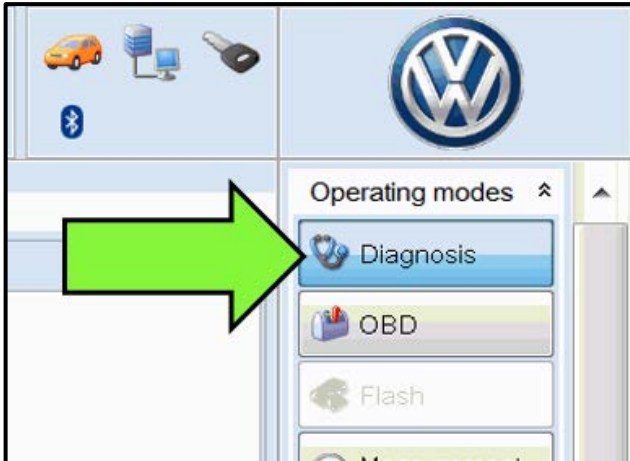
Grease only the threads with Hot Bolt Paste (G 052112A3). The Hot Bolt Paste must not get into the slots on the sensor body.



- After replacing the heated O2 sensor, the engine control module adaptation values must be reset.
 - Select "Diagnosis".
 - Select "Engine Control Module".
 - Select "01 – Reset engine control module adaptation values (Rep. Gr. 23)" <1>.
 - Select "Reset oxygen sensor learned values".
 - Select "Perform" <2>.

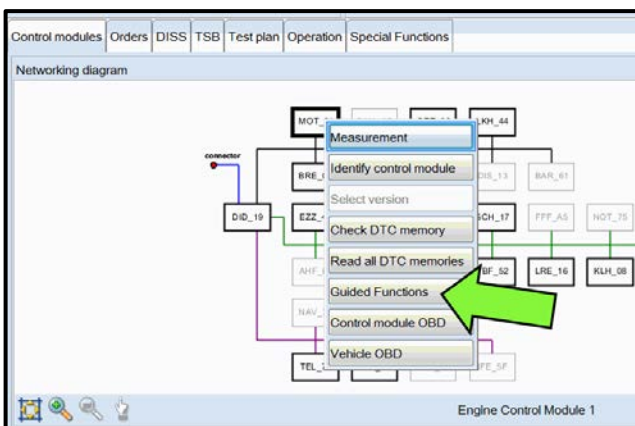
Proceed to Section D

Section C – Manually check, and if necessary, Replace Heated Oxygen Sensor (G39)

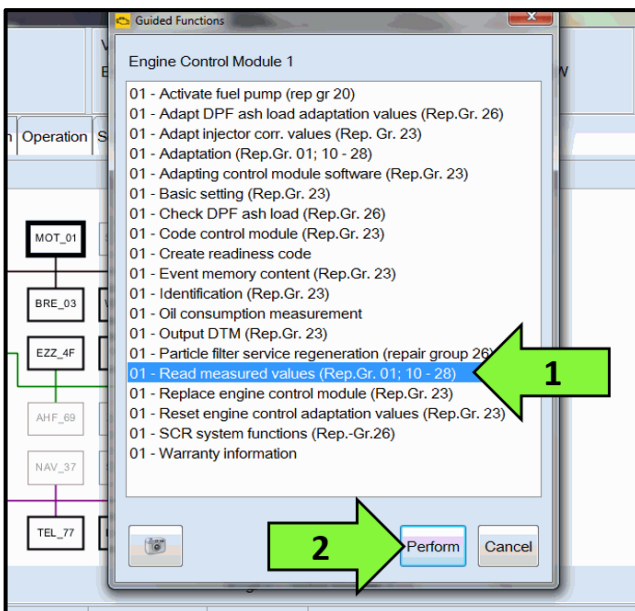


Manually check condition of Heated Oxygen (O2) Sensor (G39):

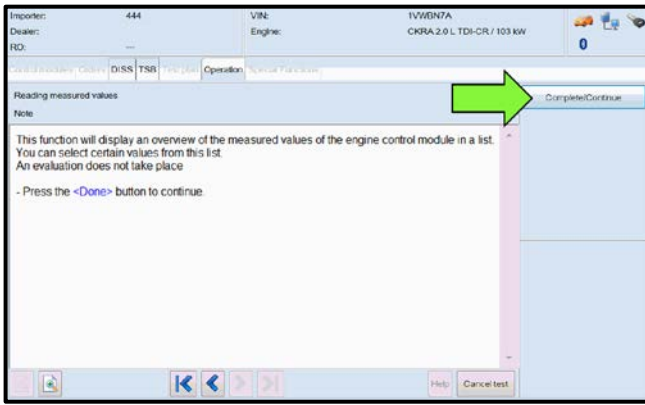
- Switch the ignition on.
- Connect the VAS6150C Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <arrow>.



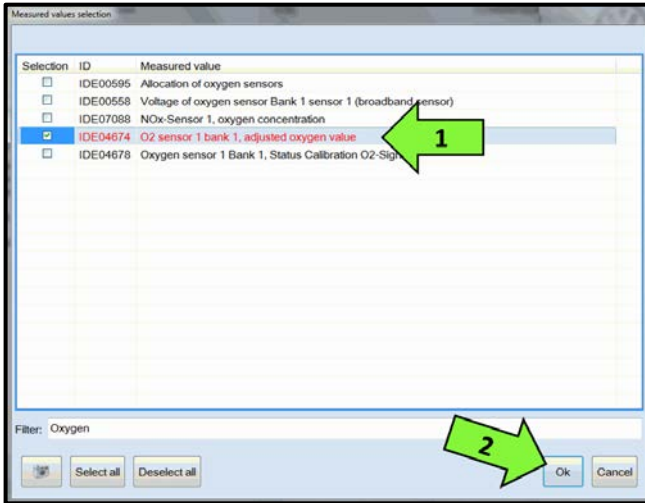
- Under the Control modules tab, select Guided Functions <arrow>.



- Select “01 – Read measured values (Rep.Gr.01: 10-28)” <arrow 1>.
- Select “Perform” <arrow 2>.



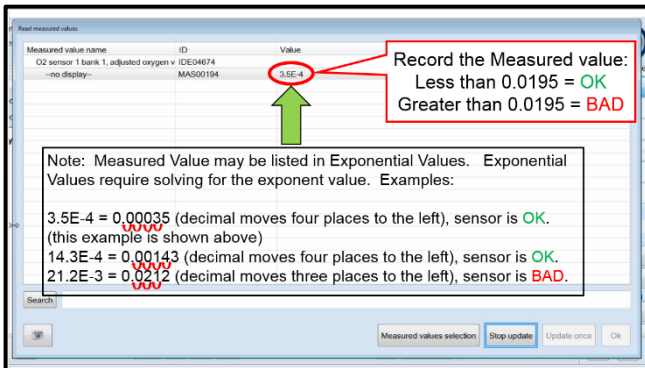
- Read the information, then select “Complete/Continue” <arrow>.



- Make the selection for “IDE04674 O2 sensor 1 bank 1, adjusted oxygen value” <arrow 1>.
- Select “Ok” <arrow 2>.

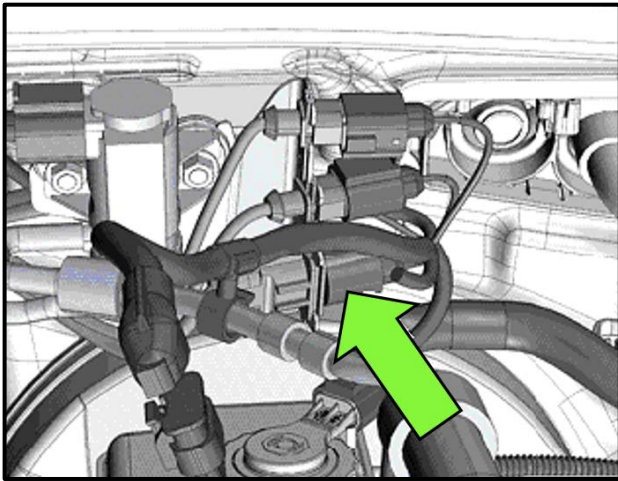
TIP

Use the “Filter” feature to assist in finding the correct selection. For example, the screenshot to the left shows the filter criteria of “Oxygen”. Typing “Oxygen” into the filter will show these listed items.

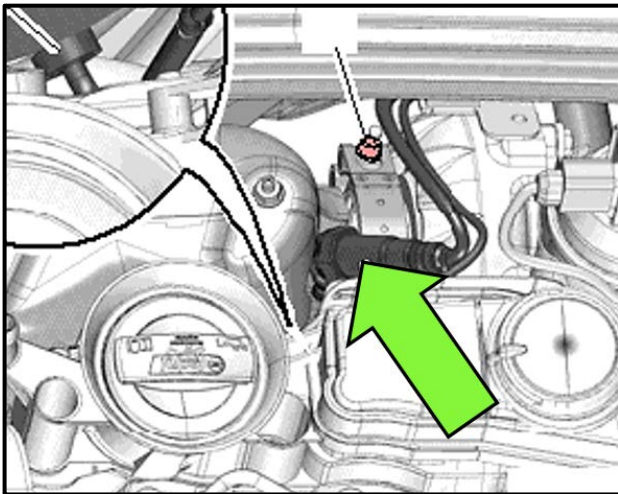


- The target value for a good heated O2 sensor is **LESS than 0.0195**. Any sensor reading a value higher than 0.0195 will require replacement.
- The recorded “IDE04674 O2 sensor 1 bank 1, adjusted oxygen value” Measured Value may be listed in Exponential Values. Exponential values require solving for the exponent value.
- The “E-x” behind the Measured Value is the exponential value. To solve for the exponential value, the decimal place must be moved the number of spaces expressed by the value “-x”. Examples:

- 3.5E-4 = 0.00035 (-4 indicates that the decimal moves four places to the left), sensor is **OK**. (This example shown to the left).
- 14.3E-4 = 0.00143 (-4 indicates that the decimal moves four places to the left), sensor is **OK**.
- 21.2E-3 = 0.0212 (-3 indicates that the decimal moves three places to the left), sensor is **BAD**.



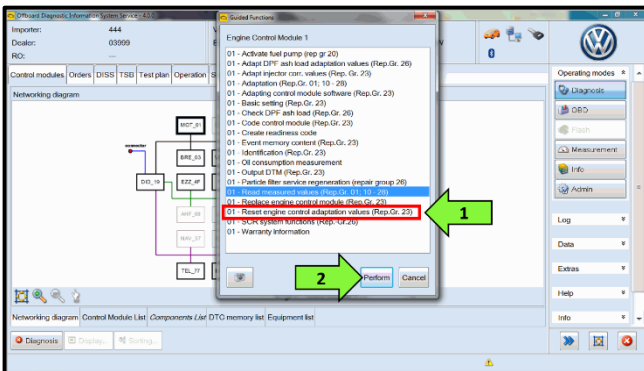
- If heated O2 sensor replacement is required by the test results, remove the engine cover.
- Disconnect the electrical connector <arrow> for the heated O2 sensor -G39-.
- Free up the wiring harness.
- Loosen and remove the original heated O2 sensor -G39- <arrow> from diesel particulate filter using the ring wrench 7-piece set -3337-.



- Install new heated O2 sensor -G39- <arrow> (part number **03L 906 262 B**) into diesel particulate filter using the ring wrench 7-piece set -3337- and torque to 50 Nm.
- Reconnect electrical connector and reinstall engine cover.

NOTE

Risk of Damaging O2 Sensor
Grease only the threads with Hot Bolt Paste (G 052112A3). The Hot Bolt Paste must not get into the slots on the sensor body.



- After replacing the heated O2 sensor, the engine control module adaptation values must be reset.
 - Select "Diagnosis".
 - Select "Engine Control Module".
 - Select "01 – Reset engine control module adaptation values (Rep. Gr. 23)" <1>.
 - Select "Reset oxygen sensor learned values".
 - Select "Perform" <2>.

Proceed to Section D

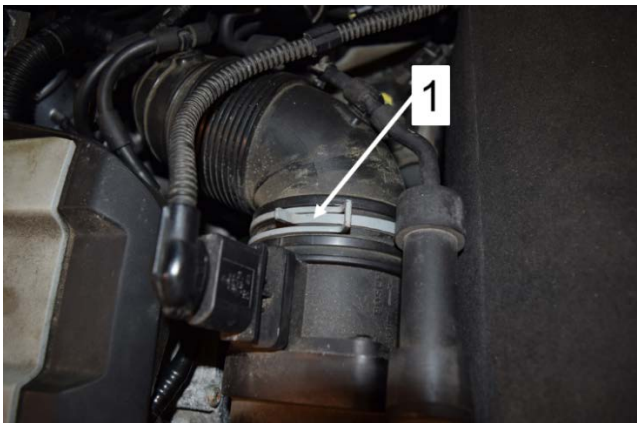
Section D – Replace Snow Flap



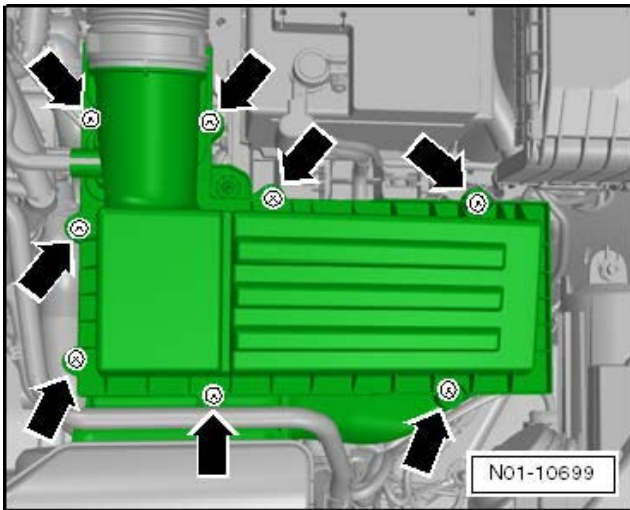
- Remove low pressure hose <1> from air filter housing.



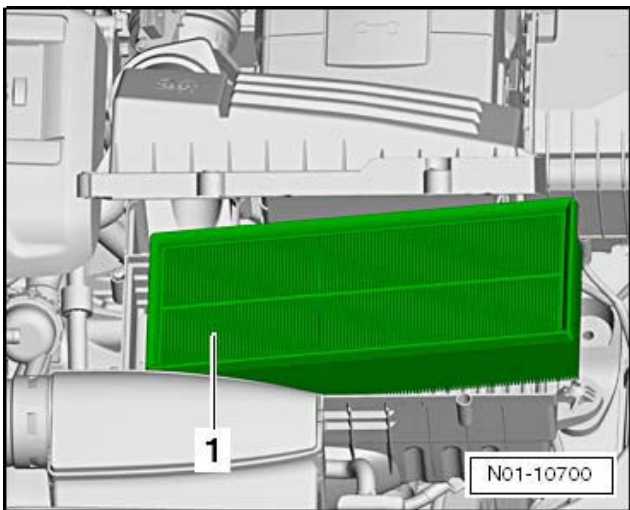
- Disconnect mass air flow (MAF) connector <1> -G70-.



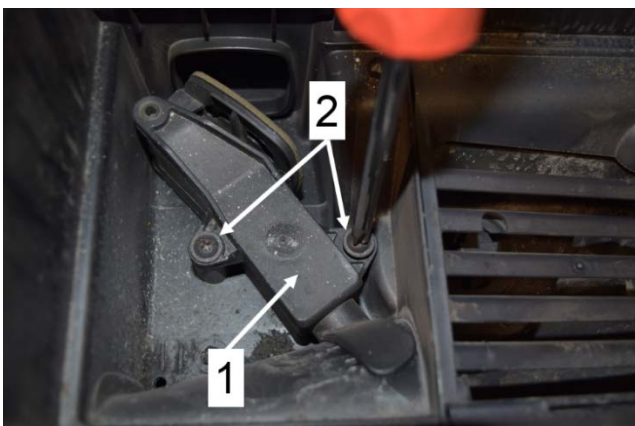
- Loosen clamp <1> to remove air duct hose.



- Loosen the eight airbox cover screws <arrows> and remove the airbox cover.



- Remove the air filter <1> from the lower airbox.

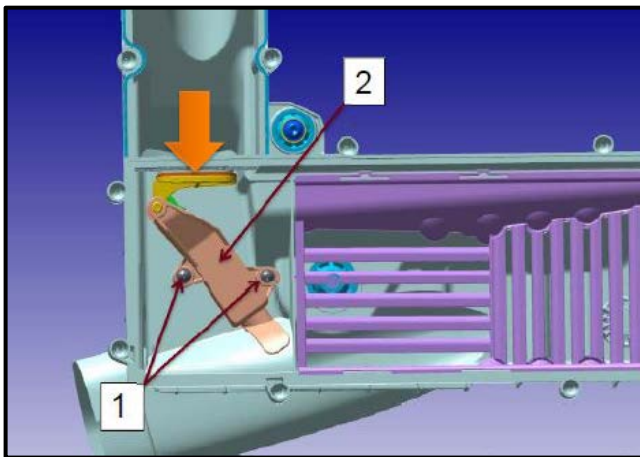


- Loosen the two screws <2> on the snow flap and remove them.
- Lift the snow flap <1> out of the airbox base and remove it.



TIP

The new snow flap when at rest and at normal room temperature (70 F or 21 C) may appear to be extended in the closed position further than the old flap. This condition is normal.



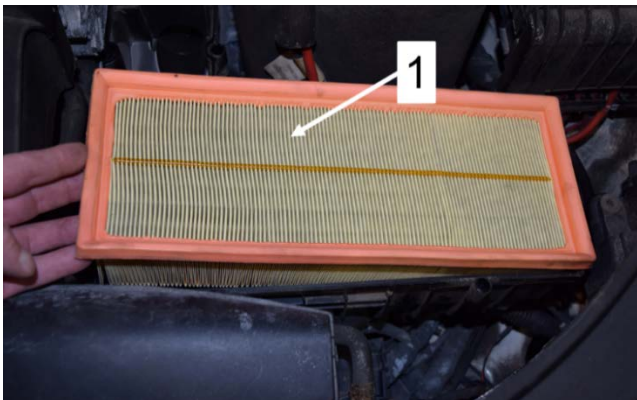
- Install the new snow flap by pushing the flap in the direction of the arrow towards the closed position for easier installation.
- Install and tighten the two screws <1> to 1.6 Nm.



NOTE

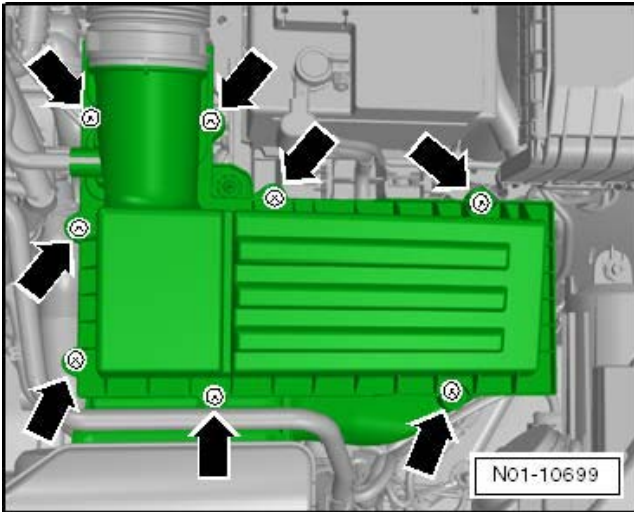
The IN-FORM Tool currently requires a photograph of the newly installed Snow Flap to close the IN-FORM Tool requirements of the **23U4 Campaign**. At this time, refer to the 23U4 Campaign and complete this operation in order to fulfil the requirements of the IN-FORM Tool operation.

- Reinstall the air filter <1> into the lower airbox.





- Reinstall air duct hose in the direction of the <arrow> and reinstall the clamp.



- Reinstall the air filter cover and tighten the bolts <arrows> to 2 Nm.



- Reconnect mass air flow (MAF) connector <2> -G70-.



- Reinstall low pressure hose <1> onto air filter housing.

ALL WORK COMPLETE

Proceed to Section E

Section E – Campaign Completion Label

Install Campaign Completion Label

- 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).

ALL WORK COMPLETE

Proceed to Section F

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

Proceed to Section G (California only).

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.