



# Emissions Service Action

## Code: 26K2

<b>Subject</b>	<b>Reductive Agent Heating Element (AdBlue Heater)</b>
<b>Please Note:</b>	<b>This action is fully independent of the approved emissions modification recall on TDI vehicles. For owner convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification. Owners do not need to receive the diesel modification in order to receive this repair.</b>
<b>Release Date</b>	July 27, 2018
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2009-2016 MY Volkswagen Touareg with TDI (diesel) engine</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	The reductive agent fluid (AdBlue) could contaminate the temperature sensor, causing the Malfunction Indicator Light (MIL) to come on. Additionally, high heat levels can cause the AdBlue fluid to react with the heating fins, causing a variation in internal resistance and the MIL to come on. If the MIL is on, the vehicle will not pass an emissions inspection.
<b>Corrective Action</b>	Replace the reductive agent heating element (AdBlue heater).
<b>Parts Information</b>	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 <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about July 27, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about July 27, 2018, this campaign code will show open on affected vehicles in Elsa.  On or about July 27, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> .
<b>Owner Notification</b>	Owner notification will take place in July 2018. Owner letter examples are included in this bulletin for your reference.
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	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 <a href="http://www.vw.com">www.vw.com</a> .
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  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. Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.vw.com">www.vw.com</a> .

### 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.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	26K2										
<b>Damage Code</b>	0099										
<b>Parts Vendor Code</b>	WWO										
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90										
<b>Causal Indicator</b>	Mark AdBlue Heater Repair Kit as causal part*										
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action										
<b>Criteria I.D.</b>	01										
	Install AdBlue Heater Repair Kit  Labor operation: 2682 19 99 170 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>7P6198970B</td> <td>AdBlue Heater Kit*</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1.00	7P6198970B	AdBlue Heater Kit*			
Quantity	Part Number	Description									
1.00	7P6198970B	AdBlue Heater Kit*									
	<b>-AND- (IF REQUIRED ONLY)</b>  Drain and fill AdBlue system  Labor operation: 2688 17 99 30 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Up to 11.00</td> <td>G 052910A2</td> <td>AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)</td> </tr> </tbody> </table>		Quantity	Part Number	Description	Up to 11.00	G 052910A2	AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)			
Quantity	Part Number	Description									
Up to 11.00	G 052910A2	AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)									
<b>Criteria I.D.</b>	02										
	Install AdBlue Heater Repair Kit  Labor operation: 2682 20 99 170 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>7L6198970B</td> <td>AdBlue Heater Kit*</td> </tr> <tr> <td>4.00</td> <td>N 10697801</td> <td>Rear Stabilizer Bar Bolt</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1.00	7L6198970B	AdBlue Heater Kit*	4.00	N 10697801	Rear Stabilizer Bar Bolt
Quantity	Part Number	Description									
1.00	7L6198970B	AdBlue Heater Kit*									
4.00	N 10697801	Rear Stabilizer Bar Bolt									
	<b>-AND- (IF REQUIRED ONLY)</b>  Drain and fill AdBlue system  Labor operation: 2688 17 99 30 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Up to 11.00</td> <td>G 052910A2</td> <td>AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)</td> </tr> </tbody> </table>		Quantity	Part Number	Description	Up to 11.00	G 052910A2	AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)			
Quantity	Part Number	Description									
Up to 11.00	G 052910A2	AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)									

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 26K2 - Reductive Agent Heating Element (AdBlue Heater)  
2009-2016 Model Year Volkswagen Touareg with TDI (Diesel) Engine**

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 service action on certain 2009-2016 model year Volkswagen Touareg vehicles equipped with a TDI (diesel) engine. Our records show that you are the owner of a vehicle affected by this action.

***Please note: This service action is fully independent of the approved emissions modification recall (AEM) / Emissions Compliant Repair (ECR) on your vehicle. For your convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification. You do not need to receive the diesel modification in order to receive this repair.***

**What is the issue?** The reductive agent fluid (AdBlue) could contaminate the temperature sensor, causing the Malfunction Indicator Light (MIL) to come on. Additionally, high heat levels can cause the AdBlue fluid to react with the heating fins, causing a variation in internal resistance and the MIL to come on. If the MIL is on, the vehicle will not pass an emissions inspection.

**What will we do?** Your authorized Volkswagen dealer will replace the reductive agent heating element (AdBlue heater). This work will take about three hours 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](http://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.

**TDI Approved Emissions Modification (AEM) / Emissions Compliant Repair (ECR)** *If you are the lessor or registered owner of the TDI vehicle identified in this action, you have the right to decline the AEM / ECR at your discretion. Whether you opt-in or out of the AEM / ECR, the reductive agent heating element service action described herein is required in order for your vehicle to maintain proper emissions. California residents, please reference the important information below for details related to the Department of Motor Vehicles, proof of correction and registration of your vehicle.*

**Important information for California Vehicle Owners – California Regulations** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**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 don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN).

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

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 26K2 - Reductive Agent Heating Element (AdBlue Heater)  
2009-2016 Model Year Volkswagen Touareg with TDI (Diesel) Engine**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2009-2016 model year Volkswagen Touareg vehicles equipped with a TDI (diesel) engine. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The reductive agent fluid (AdBlue) could contaminate the temperature sensor, causing the Malfunction Indicator Light (MIL) to come on. Additionally, high heat levels can cause the AdBlue fluid to react with the heating fins, causing a variation in internal resistance and the MIL to come on. If the MIL is on, the vehicle will not pass an emissions inspection.

This issue may have an impact on vehicle tailpipe emissions.

**What will we do?** Your authorized Volkswagen dealer will replace the reductive agent heating element (AdBlue heater). This work will take about three hours 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. On or about July 27, 2018 the necessary repair instructions and parts will be available to your authorized Volkswagen dealer.

**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, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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

**NOTE**

- If this repair is being done at the same time an approved AEM is being performed, this repair must be completed prior to the AEM.
- 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**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	7P6.198.970.B	AdBlue Heater Kit
02	1	7L6.198.970.B	AdBlue Heater Kit
	4	N 106.978.01	Rear Stabilizer Bar Bolt
01 and 02	SEE ETKA		AdBlue <b>(IF REQUIRED ONLY)</b>

**IMPORTANT!  
AdBlue Ordering Information**

- Any AdBlue part number in any quantity/volume is acceptable for use.
- For claiming purposes, for every 0.5 gallons of AdBlue used, one unit of G 052910A2 should be entered onto the SAGA claim regardless of which AdBlue part number was used.

## Required Tools

 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Torque Wrench 40 - 200 Nm -VAG1332- (or equivalent)</p>
 <p>Engine and Gearbox Jack -VAS6931- (or equivalent)</p>	 <p>Wrench - Union Nut -T50014-</p>
 <p>AdBlue Vacuum Box -VAS6557A- (or equivalent)</p>	 <p>Trim Removal Wedge -3409- (or equivalent)</p>
 <p>Refractometer -T10007A- or -T10007B-</p>	

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

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

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

**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.

**Proceed to Section B**



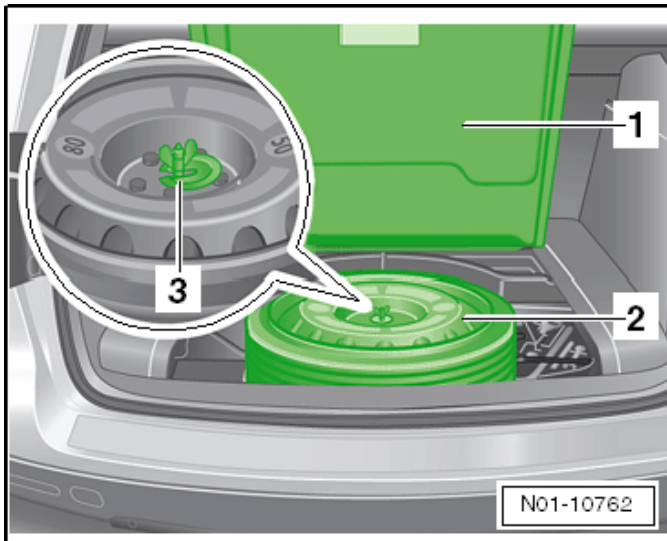
## Section B – Repair Procedure

### **⚠ WARNING**

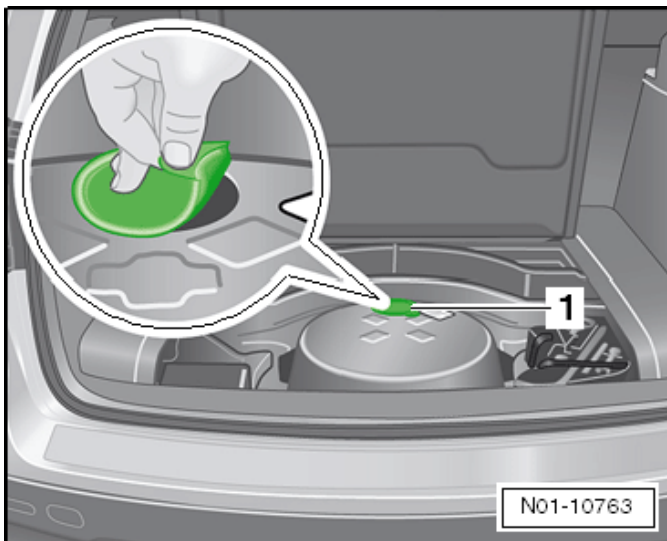
Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### **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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.



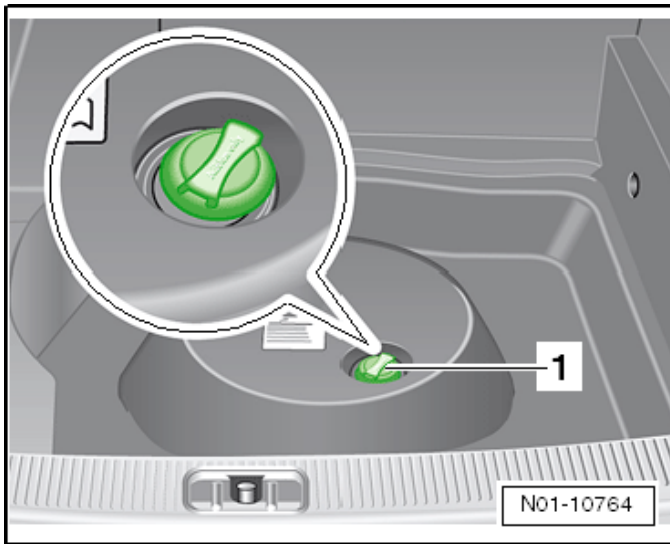
- Open the rear lid.
- Lift the luggage compartment carpet <1> and slide it back.
- Remove the wing nut <3> and remove the spare tire <2>.
- If equipped remove the foam piece.



### **⚠ WARNING**

Sharp-edged body components could cause injury. Protect the hands when prying the plug out of the tank filler neck.

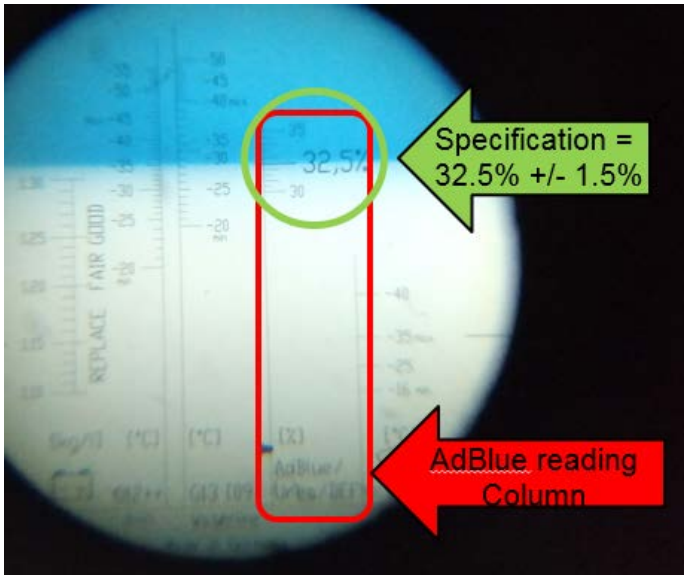
- Remove the plug from the AdBlue tank fill opening <1>.



- Lay a cloth or rag around the Adblue filler cap area to prevent spillage of Adblue into the luggage compartment during the sampling process.
- Open the Adblue filler cap <1>.



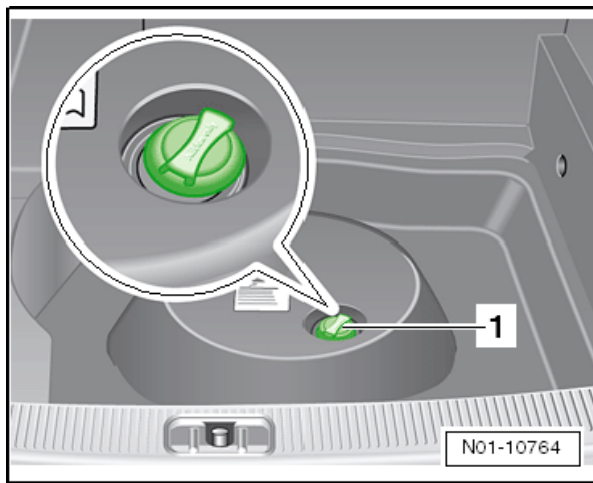
- Using the Transfer Stick -T10007A/1- from the -T10007A- Refractometer Kit, remove a sample of 1 or 2 drops of fluid from the Adblue tank and place the sample onto the reading glass of the -T10007A- Refractometer.
- Close the reading glass flap and view the sample reading through the ocular reticle.



- View the Adblue sample through the -T10007A- Refractometer and record the reading <green arrow> in the Adblue column <red arrow> on the repair order.
  - The specified value will appear as a Blue line across the upper portion of the refractometer ocular reticle <green arrow, and above>.
- The specification for acceptable Adblue is 32.5%, +/- 1.5%.
  - Maximum allowable reading = 34.0%
  - Minimum allowable reading = 31.0%
  - Optimal Adblue reading = 32.5%

**If the Adblue sample is within specification, proceed to Section C.**

**If the Adblue sample is NOT in specification, proceed to the next step.**



- If the refractometer test shows the AdBlue out of acceptable range, extract the AdBlue from the tank through the filler cap opening <1>.
- Follow the directions included with the -VAS6557A- (or equivalent) and drain the AdBlue fluid from the reducing agent tank.

### ⚠ CAUTION

- Make sure the reducing agent does not come into contact with clothing or the vehicle body/interior.
- If this occurs, wash immediately with clean water and then dry with a lint-free cotton cloth.
- If the reducing agent has already crystallized, use warm water and a sponge.
- Reducing agent that is not removed will crystallize and can damage the affected surface.
- Do not reuse extracted reducing agent.

### ! NOTE

The vacuum in the Adblue/Urea Recovery Unit -VAS6557A- extracts the reducing agent from the tank. The Adblue/Urea Recovery Unit -VAS6557A- can extract approx. 9.5 liters (10 quarts). If that volume is not enough to remove all of the fluid from the AdBlue tank, repeat the procedure again until the tank is emptied completely.

**Proceed to Section C**

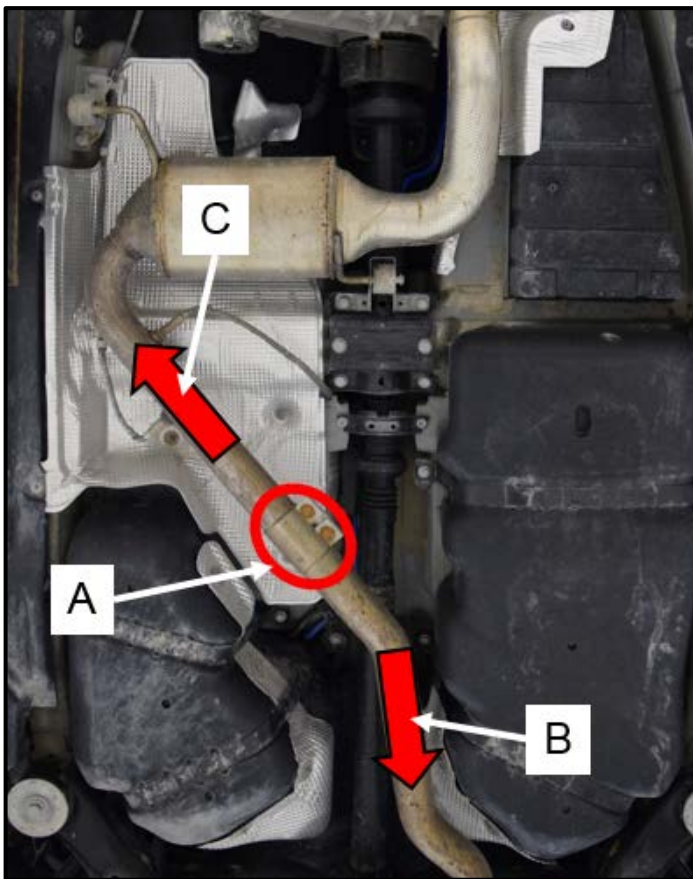
## Section C – Replace AdBlue Heater



- Position the Engine and Gearbox Jack -VAS6931- (or equivalent) under the rear muffler at the <circle> location to support the rear muffler during removal.

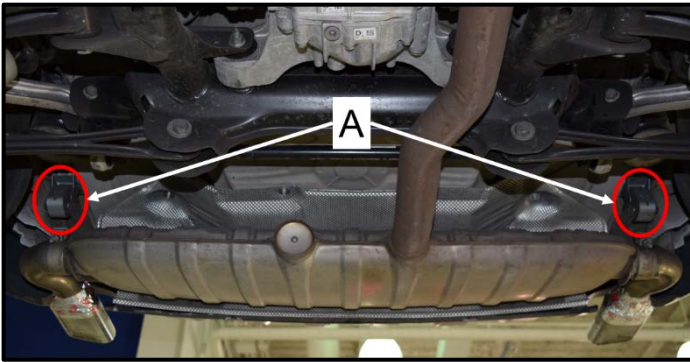
### CAUTION

The rear muffler assembly is heavy. Do not attempt to remove the rear muffler assembly without the assistance of the Engine and Gearbox Jack -VAS6931- (or equivalent).

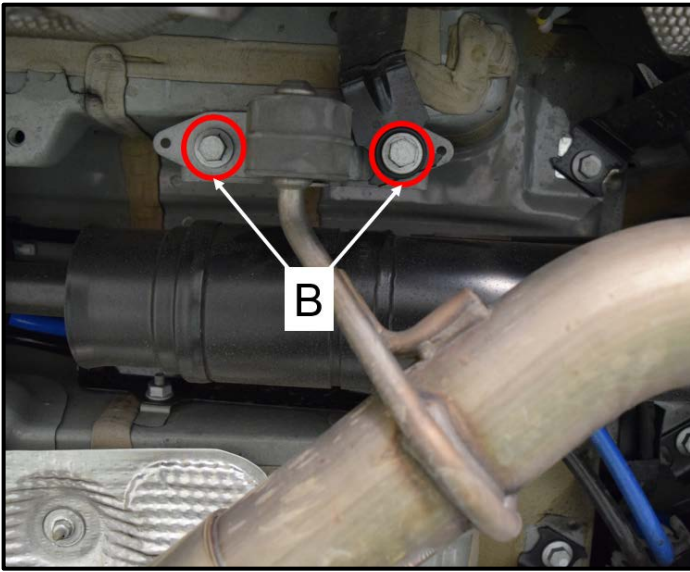


- Loosen the nuts on the exhaust dual clamp <A> and slide the clamp towards the front of the vehicle.
- Separate the SCR Catalyst from the rear muffler by pulling the pipes away from the dual clamp in the direction of arrows <B and C>.



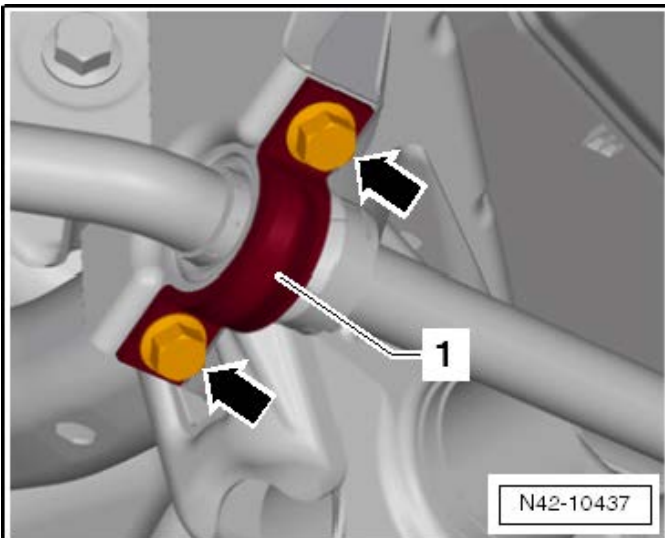


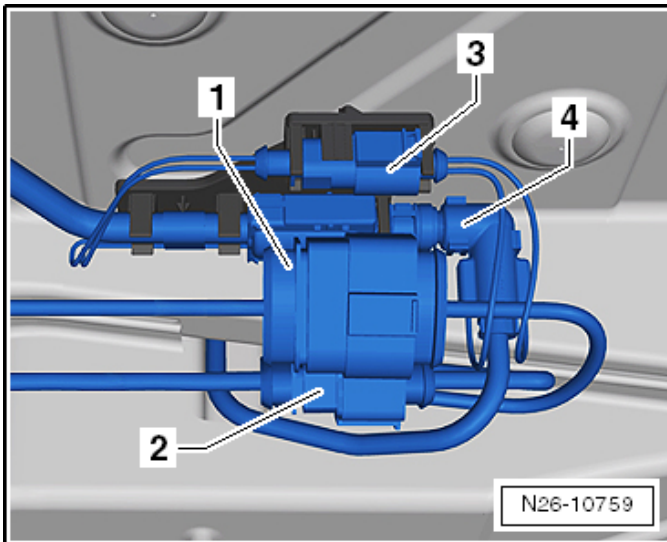
- Remove the bolts from the rear muffler hanging brackets on the left and right sides <A>.
- If equipped, remove the forward mounted rear muffler hanging bracket bolts <B>.
- Lower the rear muffler using the Engine and Gearbox Jack -VAS6931- (or equivalent).
- Remove the heat shield under the rear muffler.



**Criteria 02 (MY 2009-2010) Only:**

- Remove the bolts <arrows> from both stabilizer bar brackets and fold the stabilizer bar down.





**For Model Year 2011 and Up:**

- Towards the left side of the AdBlue tank, remove the connectors <1 through 3> from the support bracket and disconnect the bulkhead connectors.
- Disconnect the AdBlue feed line <4>, noting the specifics in the next step.

**⚠ CAUTION**

- Protect the connectors, for example with a plastic bag or rubber glove.
- The connectors could be damaged because the reducing agent has a tendency to seep and it crystallizes.

**ⓘ NOTE**

**For Model Years 2009 and 2010:**

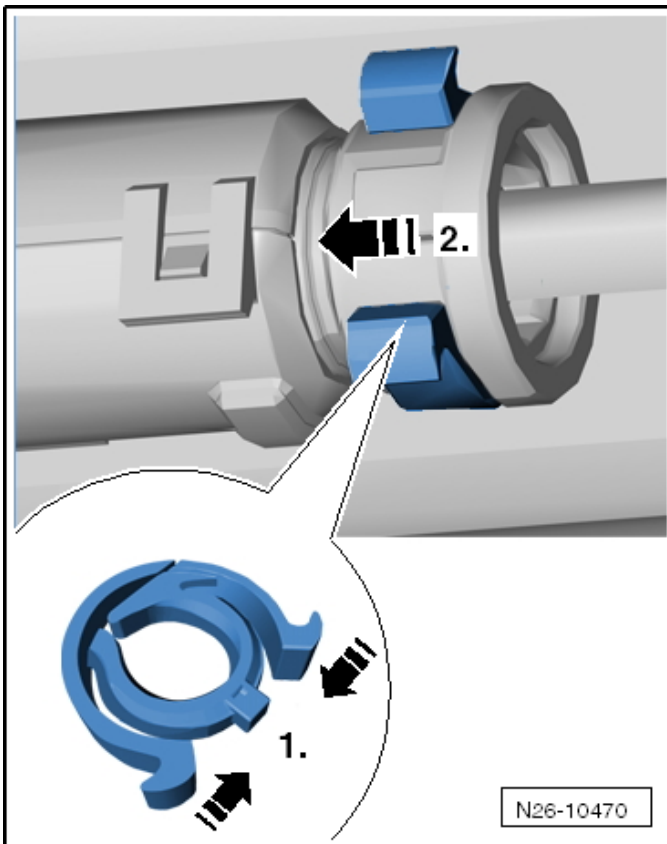
The AdBlue tank will need to be lowered to remove the electrical connectors and AdBlue feed line. There are no bulkhead connectors on 2009 and 2010 Model Year vehicles.

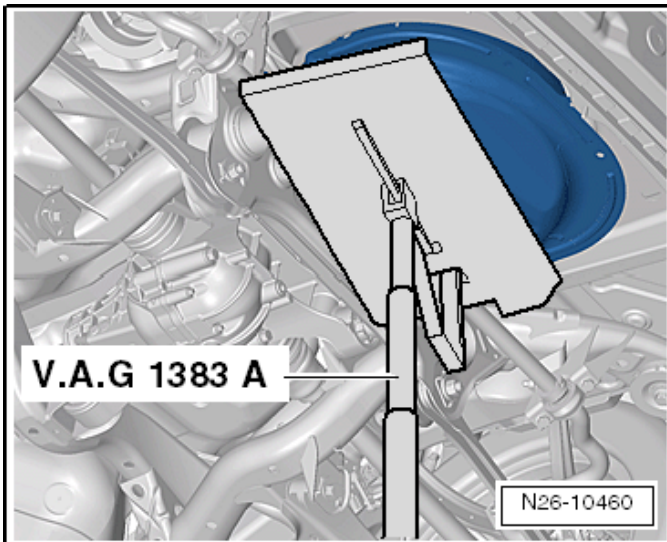
**Continued for all Criteria:**

- Remove the reducing agent line <4> and disconnect it as follows:
  - First press the securing clip of the wire connection on the Reducing Agent Feed Line in direction of <arrow 1> and then remove the delivery line in direction of <arrow 2> without using tools and without pulling sharply.

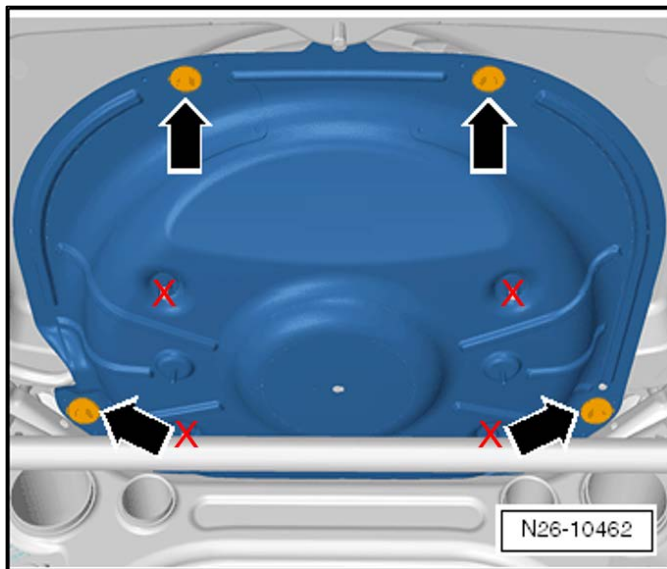
**⚠ CAUTION**

Seal all openings on the AdBlue lines and connections immediately with the cap plugs included in the AdBlue Heater Kit to prevent contaminants from entering. Even tiny particles can cause serious damage to the system.





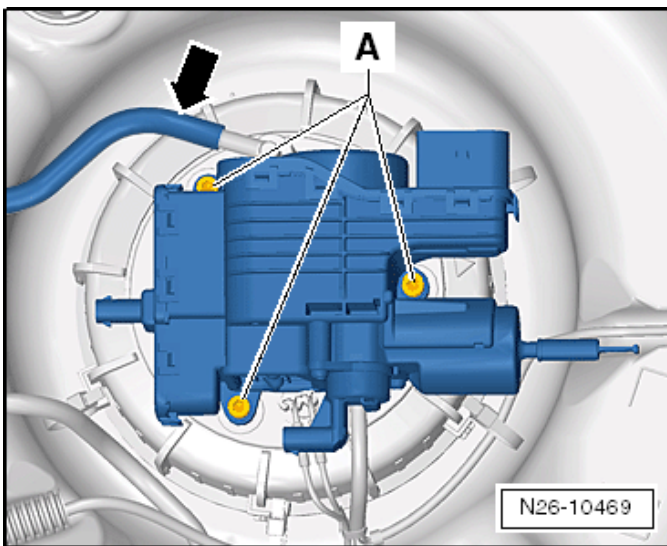
- Place the Engine and Gearbox Jack -VAS6931- (or equivalent) under the AdBlue tank cover.



- Remove the nuts <arrows> and lower the reducing agent tank using the Engine and Gearbox Jack -VAS6931- (or equivalent).

**NOTE**

The orientation and number of nuts will vary based on vehicle configuration. Only remove the nuts on the perimeter of the AdBlue tank cover <arrows>. **Do Not** remove the four small nuts internally securing the AdBlue tank to the cover <red X>.



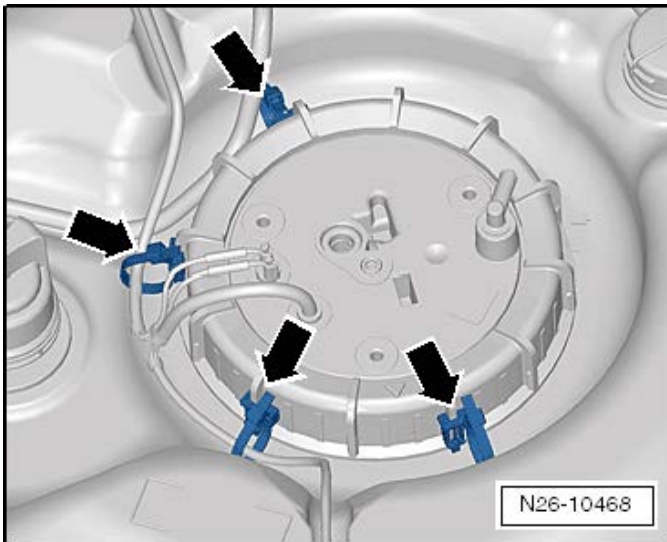
- Remove ventilation line <arrow>.
- Remove any necessary wiring connectors from the Reducing Agent Pump -V437-, noting the original orientation and positioning.

**TIP**

- Take a photograph the Reducing Agent Pump -V437- wiring routing and orientation before disconnecting any connectors for use later when reconnecting the pump and reorienting the harness.
- Only disconnect the wiring harness connections necessary to allow removal of the pump, and allow access to the lock ring and removal of the heater/delivery unit.

- Remove the bolts <A> and remove the Reducing Agent Pump -V437- upward.

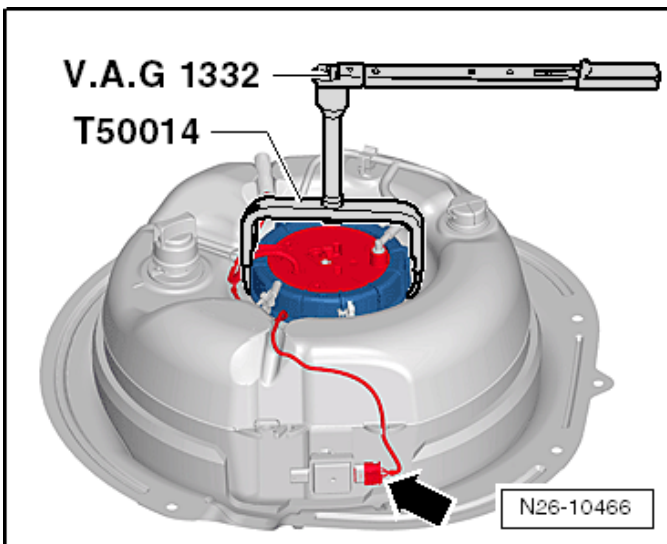




- Cut off cable ties <arrows> on the locking ring.

**NOTE**

- New cable ties are included in the kit.
- The cable ties should be cut from the harness and new ties installed, as when the new locking ring is installed onto the tank, it is unlikely that it will have the same orientation as the old locking ring.
- Inspect the cable ties on the old locking ring and note their orientation and installation. The small locking tab on the new cable tie locks onto the bottom of the locking ring.



- Disconnect any additional connections that would interfere with locking ring removal.
- Place the Wrench - Union Nut -T50014- as shown on the locking ring and turn counterclockwise to remove it.
- Open the delivery module cover, using the Trim Removal Wedge -3409- if necessary.
- Remove the seal from the delivery module opening in the tank to allow for more clearance when removing the delivery module unit/heater.



- Carefully reach into the delivery module chamber, grasp the delivery module and turn it counterclockwise <arrow> about 10 degrees to loosen it from its retainer. The delivery module will snap free from its mounting points.

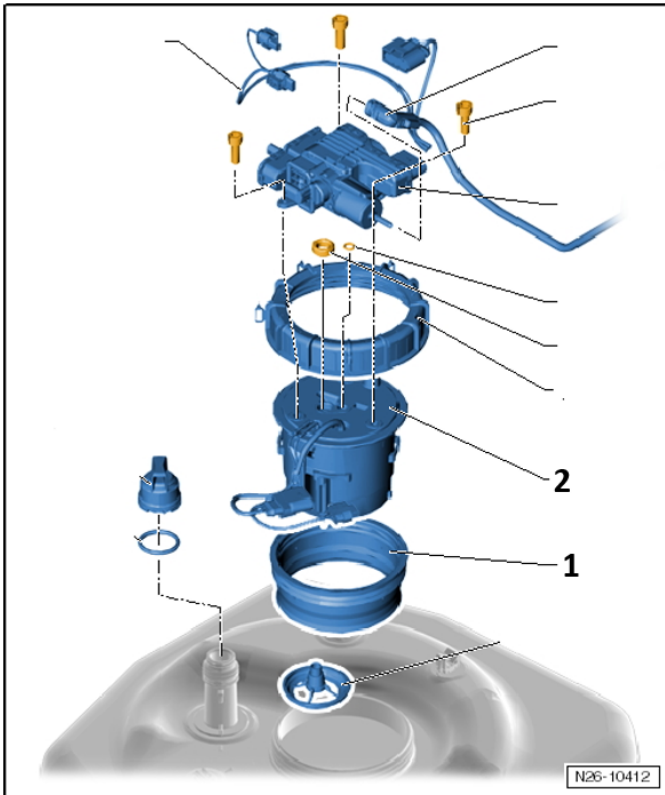
**TIP**

- Before completely removing the delivery module once it has been unsnapped from its mounts, it is advisable to turn the delivery module clockwise and reseat it at this time.
- Practice seating and unseating the old delivery module from its mounting points at this time. This will be helpful when installing the new delivery module later.



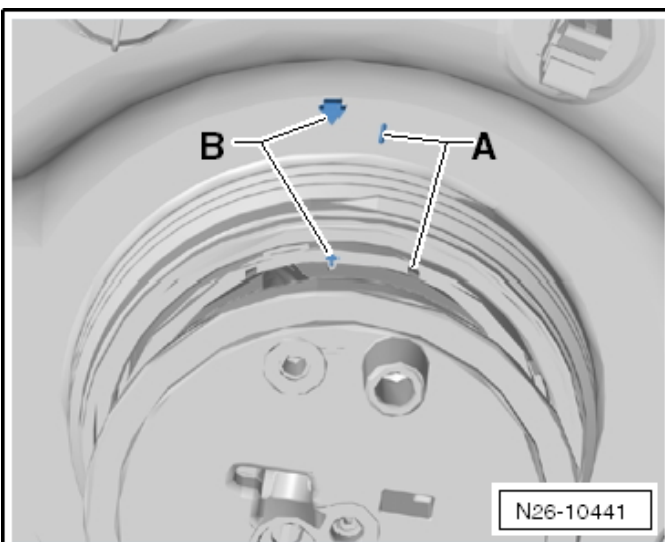


- Remove the delivery module upward from the reducing agent tank.
- Tip the delivery module and allow it to drain fully into the reducing agent tank opening before removing.
- Use a cloth to wipe up any spilled AdBlue from the top of the tank.

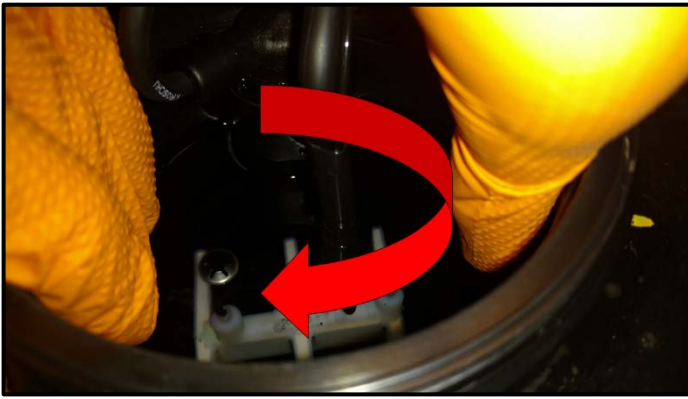


- Insert new delivery module/heating element into the reducing agent tank.
- Install new seal <1> into the reducing agent tank opening over the delivery module <2>.

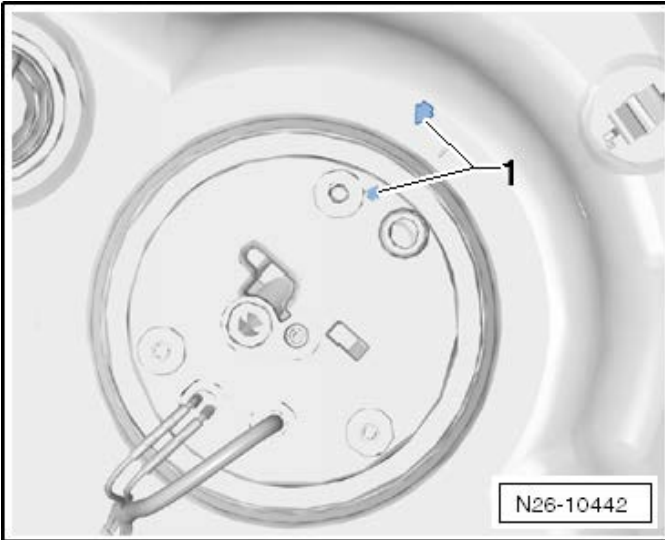
Crit.	Part Number	Part Description
01	7P6.198.970.B	AdBlue Heater Kit
02	7L6.198.970.B	AdBlue Heater Kit



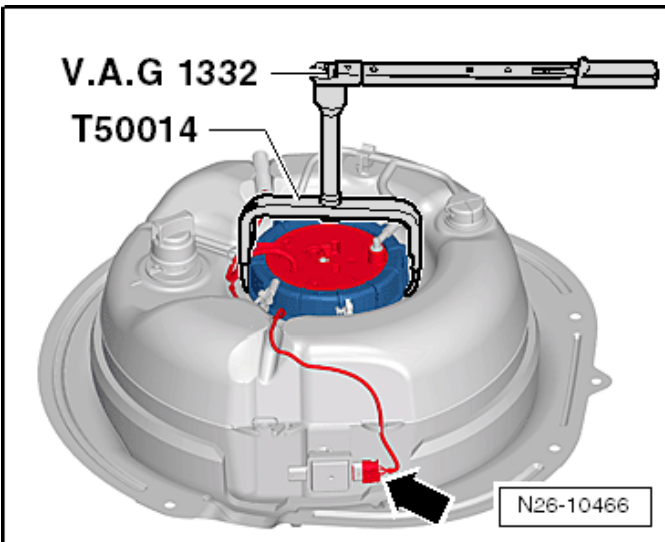
- Line the delivery module up to the reducing agent tank according to the markings <A>.
- The markings <A> must align when inserting the module.



- Carefully reach into the delivery module chamber and rotate it clockwise approximately 10 degrees to secure the module into the mounting points.
- The markings will align when it is installed correctly.



- Coat the sealing base on the delivery unit cover with water and carefully press it into the seal.
- The markings <1> must align.

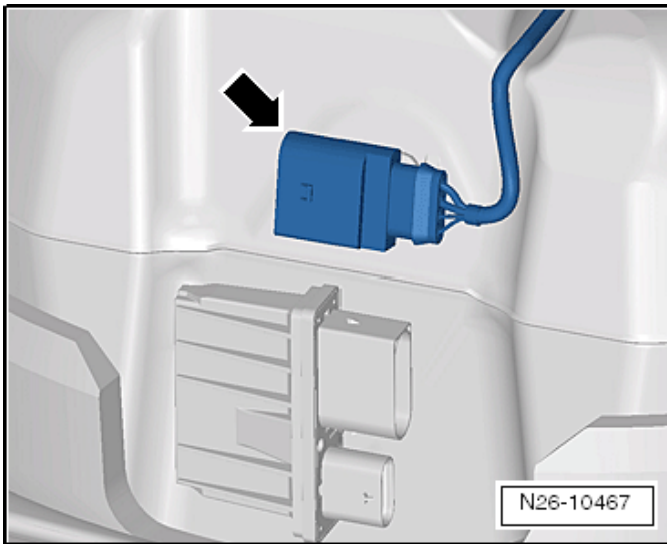


- Position the new locking ring and tighten it by hand.

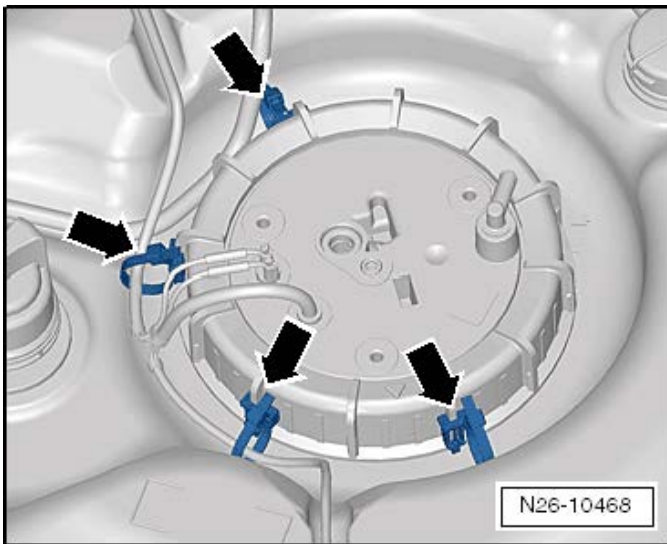
**CAUTION**

Make sure the sealing ring is not installed crooked on the reducing agent tank threads. Otherwise it will leak and result in serious corrosion damage.

- Place the Wrench - Union Nut -T50014- as shown on the locking ring and torque to 80 Nm.
- Wash any leaking reducing agent off with water and a cloth.

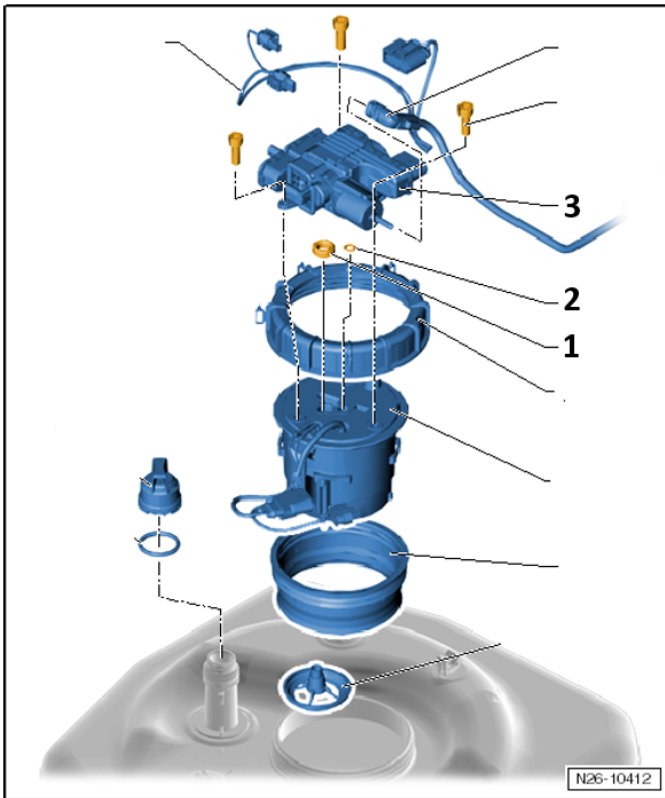


- Install the connector <arrow> on the reducing agent tank.

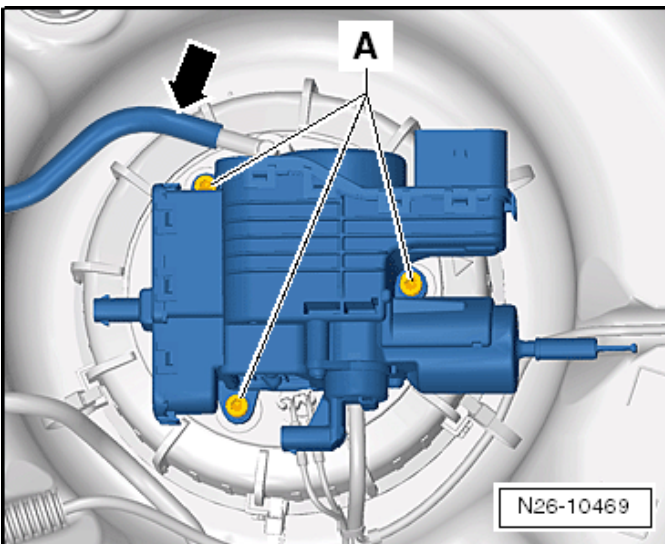


- Install new cable ties <arrows> on the locking ring.

! NOTE	
•	New cable ties are included in the kit.
•	Be certain the new cable ties are securely locked onto the new locking ring.
•	Inspect the old cable ties on the old lock ring for reference.



- Install new seals <1> and <2> onto the delivery module.
- Ensure the old seals are not still on the Reducing Agent Pump -V437- <3>.

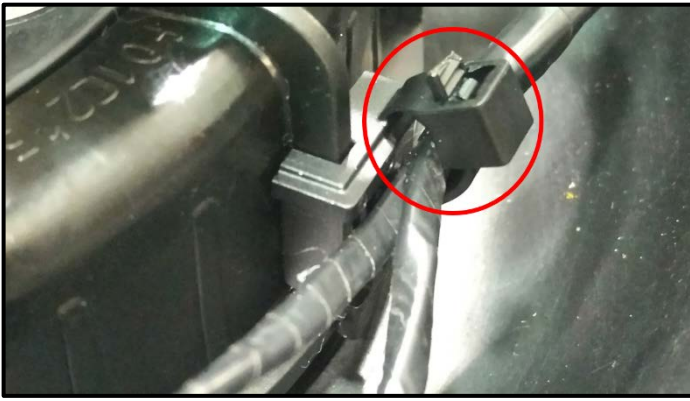


- Remove the cap plug installed onto the Reducing Agent Pump and clean and crystalized AdBlue from the pump with a damp cloth.
- Verify the seals are properly inserted into the delivery module.
- Install the Reducing Agent Pump -V437-.
- Install bolts <A> and torque to 5 Nm.

**NOTE**  
New bolts <A> are included in the kit.

- Install wiring connector to the Reducing Agent Pump -V437-.
- Install ventilation line <arrow>.

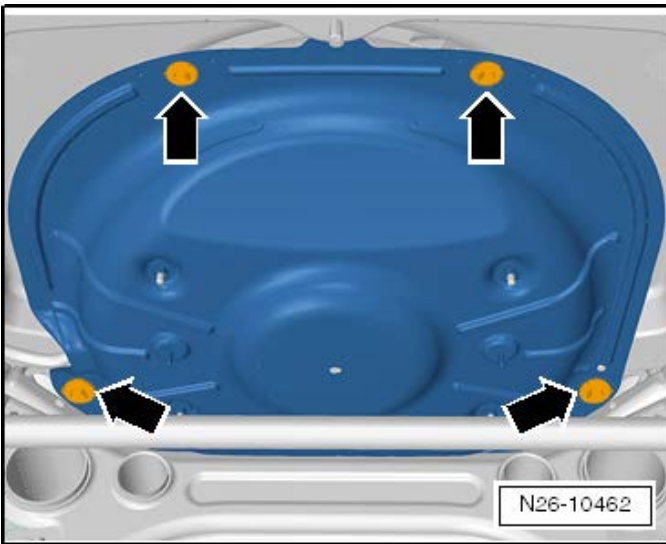




- Refer to the photograph taken showing the proper routing of all wiring harness connections, and install new cables ties onto the locking ring <circle>.
- Plug in all applicable wiring harness connections that were removed.
- Make sure all cable ties are properly secured to the locking ring, and trim off any excess from the cable ties once secured.

**NOTE**

For 2009 - 2010 MY vehicles, perform this step with the reducing agent tank lifted into place.



- Raise the reducing agent tank carefully with the Engine and Gearbox Jack -VAS6931- until the wires and delivery line can be connected.
- Connect the all wiring connectors, remove the cap plugs from and install the AdBlue delivery line.
- Place the insulation upper section on the reducing agent tank.

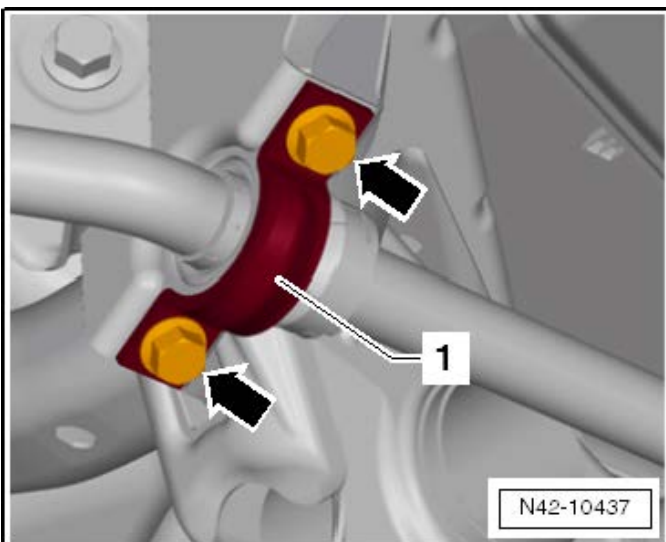
**NOTE**

- Pay attention that all the components are secured on the reducing agent tank.
- The insulation upper section is precisely mounted so no lines are crushed.

- Carefully raise the reducing agent tank using the Engine and Gearbox Jack -VAS6931- until it is possible to install the nuts.
- Torque the nuts <arrows> to 10 Nm.

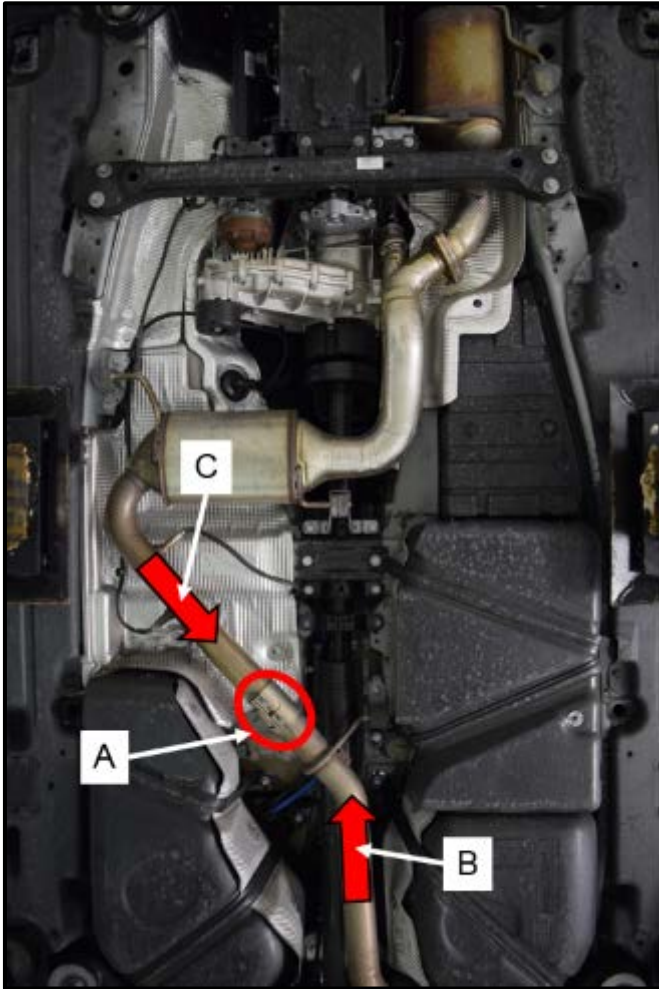
**Criteria 02 (MY 2009-2010) Only:**

- Raise the rear axle stabilizer bar.
- Install new bolts <arrows> and torque to 50 Nm.
- The bolts <arrows> must be torqued in the curb weight position.



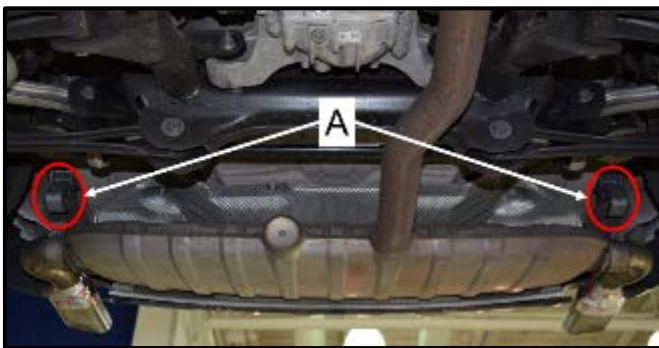
Qty.	Part Number	Part Description
4	N 106.978.01	Stabilizer bar bolt

**Continued for all Criteria:**

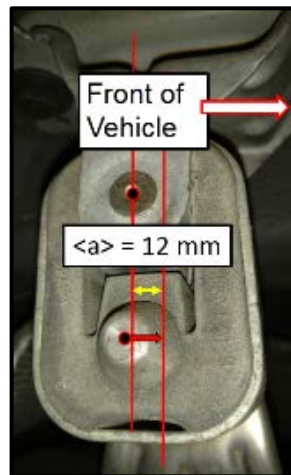


- Install the muffler heat shield.
- Install the rear muffler using the Engine and Gearbox Jack -VAS6931-.
- Tighten the Dual Clamp <A> until there is a slight dragging resistance on both the SCR Catalyst pipe <arrow C> and the rear resonator/muffler pipe <arrow B>, but do not tighten so much that the pipes cannot slide in and out of the Dual Clamp <A>.
- Pretension the rear resonator/muffler hanging straps by pulling the rear resonator/muffler pipe towards the front of the vehicle <arrow B> and pulling the SCR Catalyst pipe towards the rear of the vehicle <arrow C>.

! NOTE	
•	Only replace the dual clamp if necessary.
•	If this repair is being done at the same time as an emissions modification with SCR Catalyst replacement, a new clamp is included in the emissions modification kit.



<A> = Rear Resonator Hanging Straps



In order to reduce harmonic vibration, the rear muffler/resonator straps <A> require 12 mm of forward tension, as shown in the sub-photo. Pull forward on the rear muffler/resonator pipe and insert the pipe deeper into the Dual Clamp until this dimension is achieved.

- Once the desired dimension of <a> = 12 mm is achieved, tighten the Dual Clamp nuts to 30 Nm.

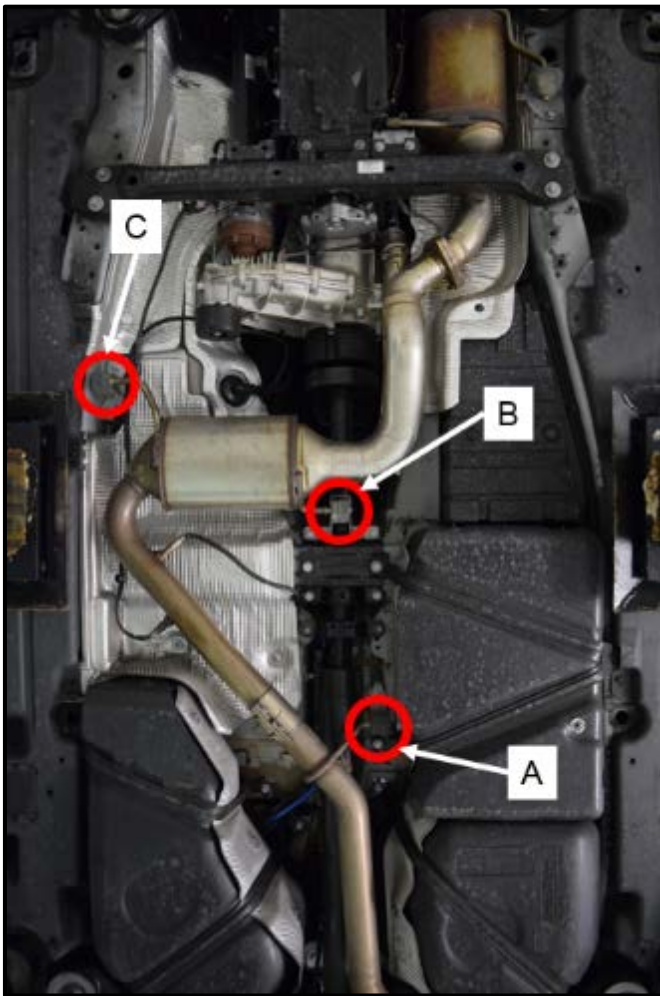
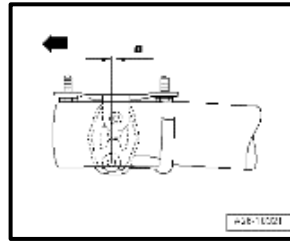


Figure <A>



Front Muffler/Resonator hanging strap:  $\langle a \rangle = 4 \text{ mm}$

If equipped, loosen the bolts at the forward resonator pipe hanging strap <A> and adjust the bracket until  $\langle a \rangle = 4 \text{ mm}$  of forward tension.

- Tighten the two hanging strap bolts to 23 Nm.

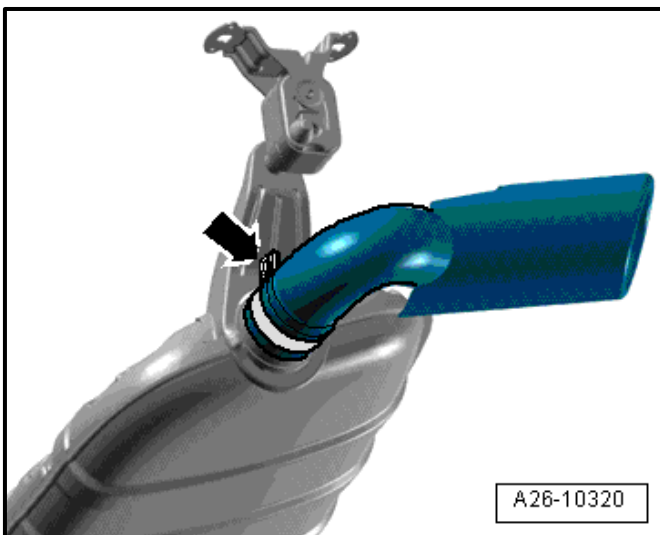
Figures <B and C>



Left and Right SCR hanging straps:  $\langle a \rangle = 0.00 \text{ mm}$ , install without tension.

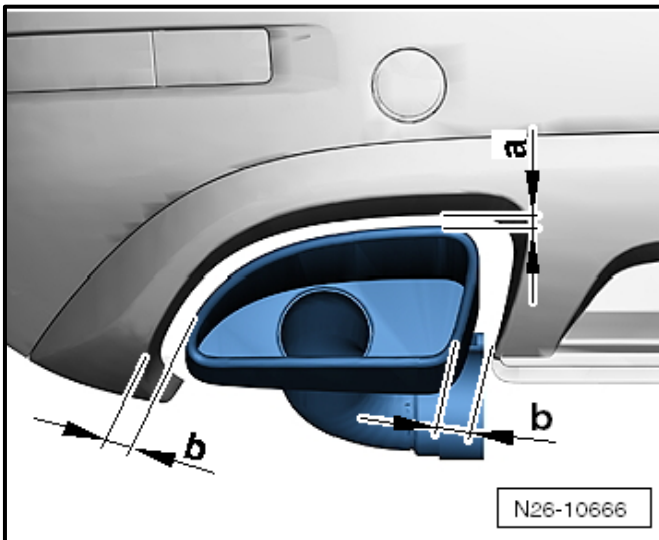
If necessary, loosen the bolts at the left and right SCR Cat hanging straps <B and C> and adjust the brackets until  $\langle a \rangle = 0.00 \text{ mm}$ . The SCR Catalyst hanging straps are installed tension free.

- Tighten the two hanging strap bracket bolts <B> to 60 Nm.
- Tighten the two hanging strap bracket bolts <C> to 23 Nm.

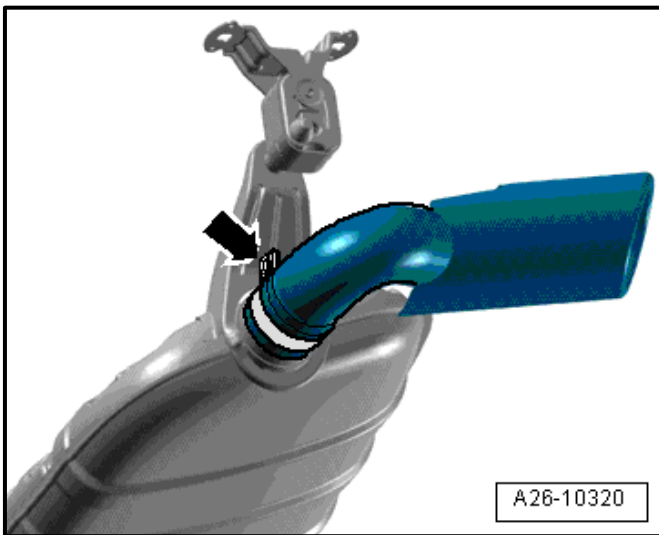


- If necessary, align the tailpipes by first loosening the screw-type clamp <arrow> on the tail pipes.





- Adjust the tailpipes to the specifications below.
  - Dimension -a- = 20 mm minimum.
  - Dimension -b- = align evenly.



- Once the tail pipe is properly aligned to the bumper cover, tighten the screw-type clamps <arrow> to 60 Nm.

- If the AdBlue was drained from the reducing agent tank due to failing the refractometer test:
  - **Fill the AdBlue reducing agent tank.**
  - **Proceed to Section D.**
- If **NO** AdBlue was drained from the system and the AdBlue passed the refractometer test:
  - **No AdBlue fill is required.**
  - **Proceed to Section D.**



## Section D – 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).

**Proceed to Section E.**

## Section E - 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) for U.S. and the Part Destruction and Core Disposition Report for Canada.

**Proceed to Section F (California only).**

## Section F – 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](http://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.

## Appendix A – Warning and Safety Precautions

### WARNING

- AdBlue can irritate the skin, eyes and respiratory system.
- Wear protective gloves.
- If there is contact with the fluid, flush immediately with plenty of water.
- Consult a physician if necessary.

### CAUTION

- Do not allow AdBlue to come into contact with clothing.
- If there is contact with the fluid, flush the AdBlue immediately with plenty of water and dry with a lint-free cotton cloth.
- If the AdBlue has already formed crystals, use warm water and a sponge.
- Any AdBlue that is not wiped off will crystallize after a short time and will damage surfaces.
- Do not reuse extracted reducing agent.