



Service Action

Code: 1906

Subject	Coolant Bottle
Release Date	February 27, 2019
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Atlas <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 coolant level sensor may leak coolant through the electrical connector.
Corrective Action	Replace the coolant bottle and inspect coolant level sensor wiring connector.
Parts Information	Parts will be allocated prior to owner notification. If allocated parts have been used, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with the VIN to order.
Code Visibility	On or about February 27, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about February 27, 2019, this campaign code will show open on affected vehicles in Elsa. On or about February 27, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification will take place in March 2019. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2021 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
Additional Information	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. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vw.com .

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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	19O6																		
Damage Code	0099																		
Parts Vendor Code	WWO																		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																		
Causal Indicator	Mark coolant bottle as causal part*																		
Vehicle Wash/Loaner	<p>U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.</p>																		
Criteria I.D.	01																		
	<p>Replace coolant bottle, inspect coolant level sensor wiring harness for coolant migration.</p> <p>Labor operation: 1940 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>5Q0121407F</td><td>Coolant Bottle*</td></tr></tbody></table> <p>-AND- (if required)</p> <p>Repair coolant level sensor wiring harness and inspect -J519- electrical connector for coolant migration.</p> <p>Labor operation: 9709 41 99 80 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>000979021E</td><td>Wire Set</td></tr><tr><td>2.00</td><td>1J0972741B</td><td>Wire Seal</td></tr><tr><td>2.00</td><td>000979940</td><td>Butt Connector</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	5Q0121407F	Coolant Bottle*	Quantity	Part Number	Description	1.00	000979021E	Wire Set	2.00	1J0972741B	Wire Seal	2.00	000979940	Butt Connector
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Continue to next page

Criteria I.D.	02																		
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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 1906 – Coolant Bottle
Certain 2018 Volkswagen Atlas Models**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The coolant level sensor may leak coolant through the electrical connector.
- What will we do?** Your authorized Volkswagen dealer will replace the coolant bottle and inspect coolant level sensor wiring connector. This work will take about an hour to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.
This service action will be available for you **free of charge only until December 31, 2021**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.
- 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.
- 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 us at 800-893-5298.
- 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 www.vw.com/owners/recalls 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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action Service Action 1906 – Coolant Bottle
Certain 2018 Volkswagen Atlas Models**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The coolant level sensor may leak coolant through the electrical connector.
- What will we do?** Your authorized Volkswagen dealer will replace the coolant bottle and inspect coolant level sensor wiring connector. This work will take about an hour to complete and will be performed for you free of charge
- 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. 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.
- This service action will be available for you free of charge only until December 31, 2021. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.
- 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.
- 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.

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

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview



- Replace coolant bottle <arrow 1>.
- Inspect coolant level sensor for coolant migration.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5Q0.121.407.F	Coolant bottle (V6)
02	1	5Q0.121.407.T	Coolant bottle (4 cyl.)

NOTE

The specified part numbers reflect the status at the start of this Service Action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools



Hose Clamps - Up To
25mm
-3094-
(or equivalent)

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 ← 2	Open ← 1

EXAMPLE

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

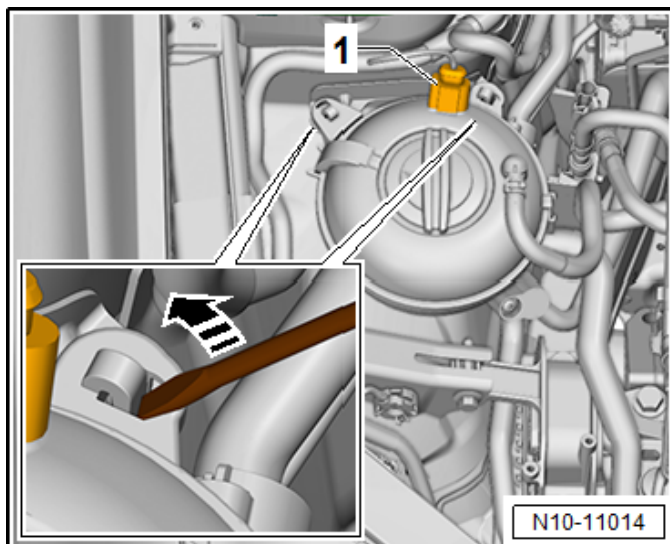
TIP

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.

Proceed to Section B

Section B – Coolant Bottle Replacement



Replace coolant bottle:

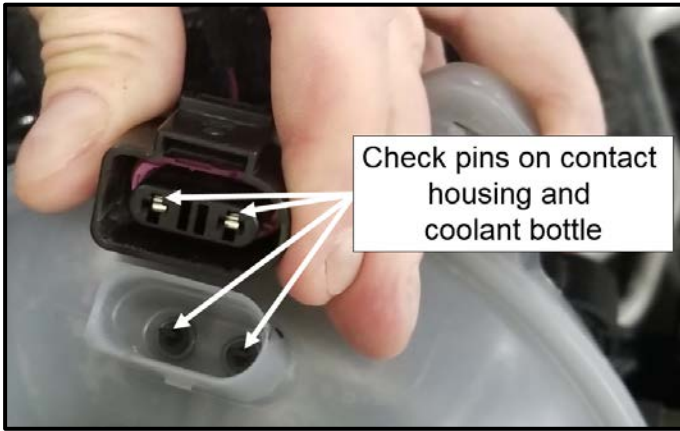
- Turn off the vehicle ignition and remove the key from the vehicle.
- Remove coolant bottle cap.

⚠ WARNING

Risk of scalding due to hot steam and hot coolant.

- The coolant system is under pressure when the engine is warm.
- Cover the coolant bottle cap with a cloth and then open it slowly to release the pressure.
- Disconnect the coolant level sensor connector <1>.
- Clamp off hoses using Hose Clamps -3094-.
- Loosen hose clamps and note the original orientation of the clamps.
- Release the coolant bottle catches with a screwdriver in direction of <arrow>.
- Tip coolant bottle so coolant does not drain out and remove the hoses.
- Install new coolant bottle, install hoses and secure clamps in the same position they were originally oriented.
- Fill new coolant bottle with coolant from old reservoir.

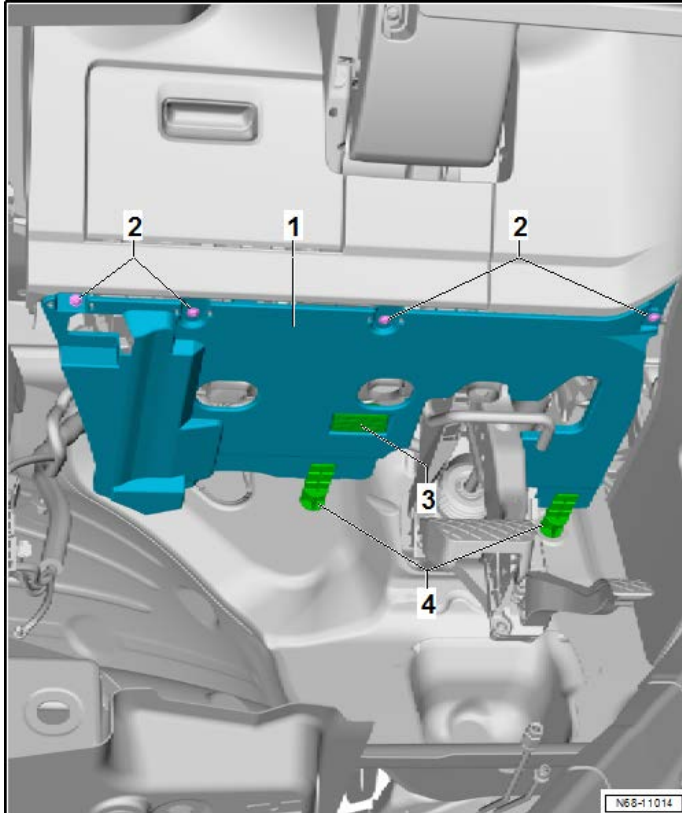
Part Number	Part Description
5Q0.121.407.F	Coolant bottle (V6)
5Q0.121.407.T	Coolant bottle (4 cyl.)



Inspect coolant level sensor wiring connector and coolant bottle connector housing:

- If coolant **IS** found at the coolant level sensor wiring connector and coolant bottle connector housing:
 - **Proceed to Section C** and inspect for coolant migration.
 - Coolant level sensor wiring connector will require repair.
- If coolant **IS NOT** found at the coolant level sensor wiring connector and coolant bottle connector housing:
 - Reconnect the coolant level sensor connector to the new coolant bottle.
 - **Proceed to Section E.**

Section C – Coolant Migration Inspection

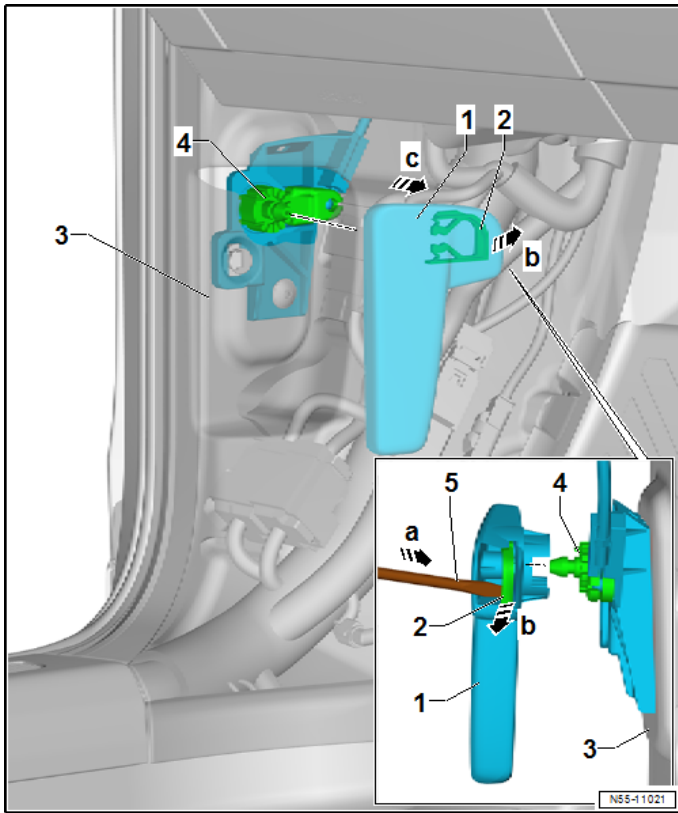


Inspect for coolant at Vehicle Electrical System Control Module -J519- connector:

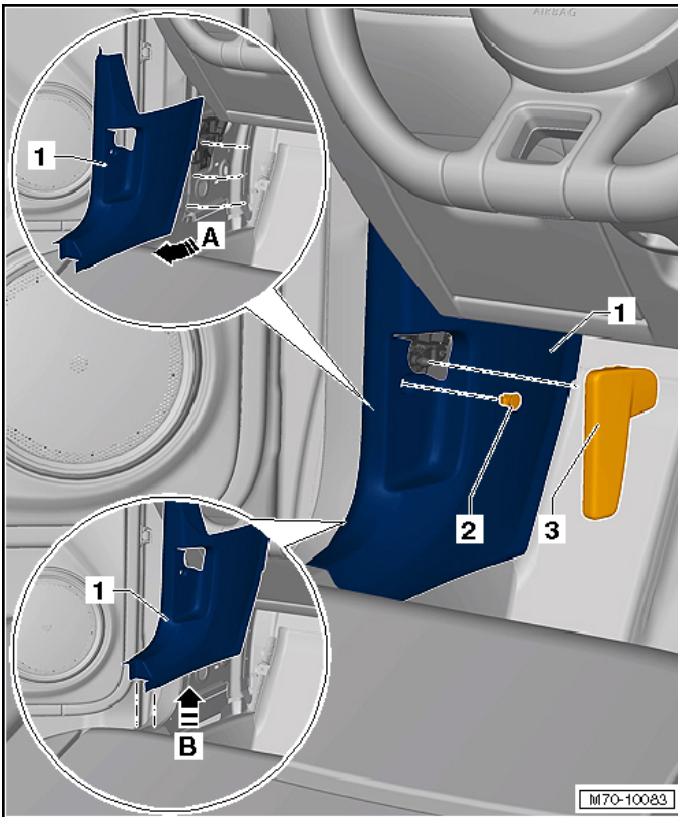
- Remove securing pins <2>.
- Lower the driver side instrument panel lower cover <1> slightly in the rear area.
- Remove the driver side instrument panel cover <1> out of the guides <4>.
- Disconnect the footwell lamp connector <3>.



- Lift the driver side front sill panel enough allow removal of lower A-pillar trim.



- Pull the release lever <1> and release the hood.
- Insert a small screwdriver into the gap between the release lever <1> and the clip <2> in direction of <arrow a>.
- Pry the clip <2> out of the release lever <1> in direction of <arrow b> and remove the release lever from the mounting bracket <3> in direction of <arrow c>.



- Remove the clip <2>.
- Loosen the lower A-pillar trim panel <1> from the body in direction of <arrow B>. Loosen the lower A-pillar trim panel from the door seal molding.
- Remove the lower A-pillar trim panel <1> from the mount in direction of <arrow A>.

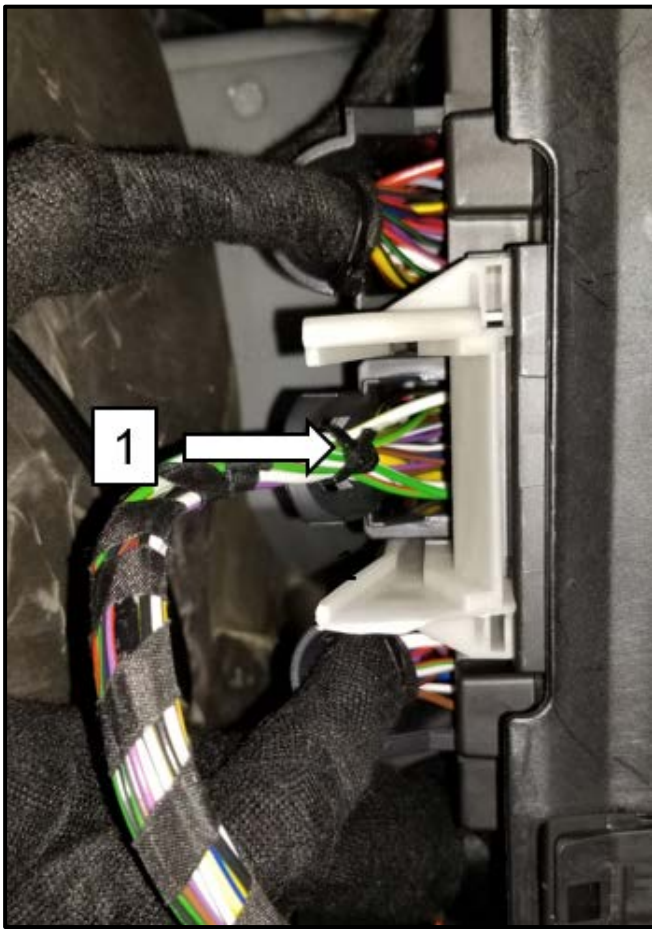


Fig. 1

- Disconnect the center connector <1 - Fig. 1> on the Vehicle Electrical System Control Module -J519-.
- To disconnect the connector press the circlip <1 - Fig. 2>.
- Pivot the retaining bracket in direction of <arrow - Fig. 2> and remove the connector.

NOTE

To pivot the retaining bracket on the center connector, the red connector lock must be additionally removed from the retaining bracket.

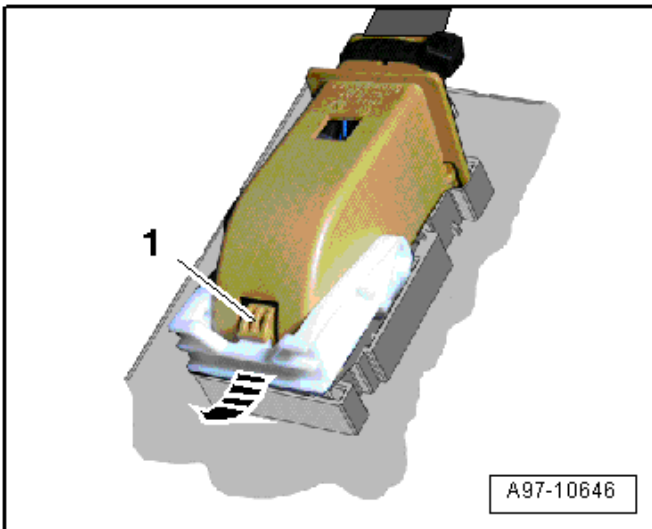
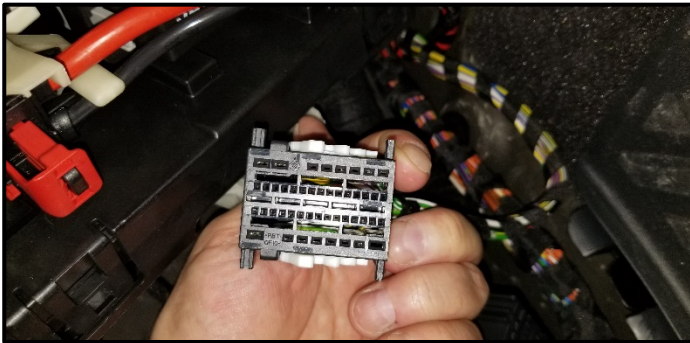


Fig. 2



Inspecting -J519- Connector for Coolant Migration:

- Separate the individual terminal housings and inspect for coolant migration or corrosion.
 - See Appendix A for detailed disassembly instructions for separating the individual pin terminal housings from the -J519- connector housing.
- If coolant **IS NOT** found in the -J519- 46 pin connector:
 - **Proceed to Section D** and repair the coolant level sensor connector.
- If coolant **IS** found in the -J519- 46 pin connector:
 - Take clear photos of 46 pin connector showing coolant migration.
 - Proceed to the next step and generate a VTA WEB ticket.

- A VTA WEB ticket <arrow> must be created if coolant is found in the -J519- connector.
- Attach photos showing coolant migration, corrosion, or damage to the -J519- connector(s) to the VTA WEB ticket and await a response from Technical Assistance.

Technical Assistance

Create Ticket

Ticket Information	
Concern Type:	<input type="text"/> <input type="button" value="v"/>
Technician Name:	<input type="text"/> Valid tech name
<div style="text-align: right;">Technician Email:</div>	
<div style="text-align: right;">Dealer Code:</div>	
Vehicle Information	
VIN:	<input type="text"/>
Model:	<input type="text"/>
Mileage:	<input type="text" value="4278"/>
Contact Options:	<input type="radio"/> I will call now <input checked="" type="radio"/> I will wait for web response (up to 2 business hours)
<div style="text-align: right;">Make:</div>	
<div style="text-align: right;">Model Year:</div>	
<div style="text-align: right;">Engine Code:</div>	
<div style="text-align: right;">Transmission Code:</div>	

- When creating the WEB ticket, be sure to enter a contact phone number at the bottom of the Technician's Questionnaire.
- After the VTA Technical Consultant reviews the images, you will be advised of the next steps.

Section D – Coolant Level Sensor Connector Repair


Required Parts

Criteria	Quantity	Part Number	Part Description
ALL	1	000.979.021.E	Wire Set
	2	1J0.972.741.B	Wire Seal
	2	000.979.940	Butt Connector

IMPORTANT PARTS INFORMATION

Wire seal 1J0.972.741.B is the equivalent part number for wire seal 357.972.741.

Required Tools

	<p>Wiring Repair Kit VAS1978B</p>	<p>Crimping pliers VAS1978/1-2, crimping head VAS1978/1A, and hot air blower VAS1978/14A will be required from the VAS1978B kit.</p>
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Repair Instruction



Repairing coolant level sensor connector (only if coolant was found in connector):

- If coolant migration or corrosion was discovered at the coolant level sensor connector, replace both wiring pins and seals.

NOTE

Make sure the ignition switch is off.



- Fold the electrical tape back approximately 20mm to 30mm to further expose the coolant level sensor wires.
- Note the terminal position of the individual wires in the connector housing before cutting and removing the wires.
- Cut the wires one at a time approximately 50mm from the connector housing.
- Remove the old wires and pins and clean the connector housing.
- Install new wire contacts with new wire seals installed onto the wires first, then secure the wires into the correct position in the connector housing.
- Crimp the new wires onto the wiring harness with butt connectors and crimp tool from the VAS1978B.
- Heat shrink butt connectors with hot air blower from VAS1978B kit (or equivalent).
- Wrap repaired wires with yellow tape.

Part Number	Part Description
000.979.021.E	Wire Set
1J0.972.741.B	Wire Seal
000.979.940	Butt Connector

IMPORTANT PARTS INFORMATION

Wire seal 1J0.972.741.B is the equivalent part number for wire seal 357.972.741.

- Reinstall all trim panels in reverse order of removal.

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).

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) for U.S. and the Part Destruction and Core Disposition Report for Canada.

Appendix A – Terminal Releasing Documentation for -J519- 46 Pin Connector

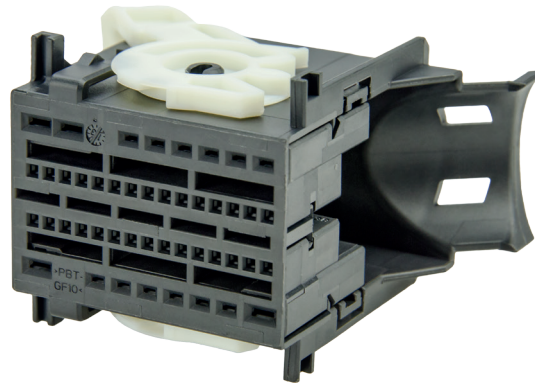
See next page

Terminal releasing documentation

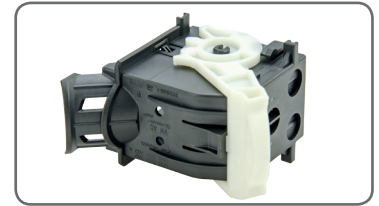
WEB-CON-001552

Article No. 5Q0 937 702

Secondary



Detail



Secondary locking: 1
Primary locking: 3
Pins: <12
Type: female
Colour: black
Seal: no

Mating Conn. —

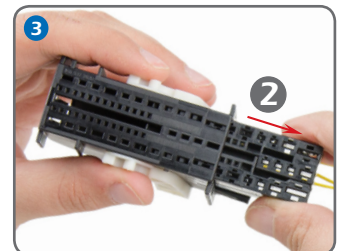
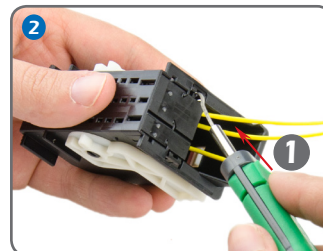
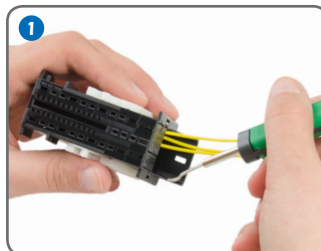
In this documentation, you will see application examples. These examples may differ in colour and number of pins. TKR cannot provide repair manuals.

In dieser Dokumentation werden Anwendungsbeispiele gezeigt. Diese Beispiele können sich in Farbe und Poligkeit unterscheiden. TKR kann keine Reparaturanleitung vorgeben.

Secondary locking

Examples documentation (WEB-CON-000337)

Tool WEB-ENT-11-0020-98

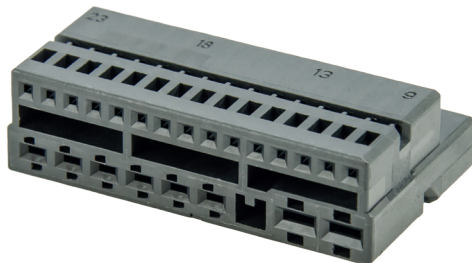


Terminal releasing documentation

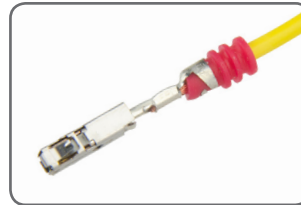
WEB-CON-001552

Article No. 500 937 702

Primary

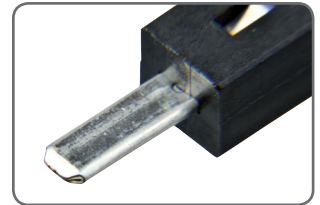


Repair wire



WEB-REP-000...
 ...010, ...011, ...037, ...038,
 ...039, ...041, ...042, ...117,
 ...118, ...119, ...120, ...121, ...139,
 ...186

Measuring lead



WEB-MES-000...
 ...083, ...094, ...099

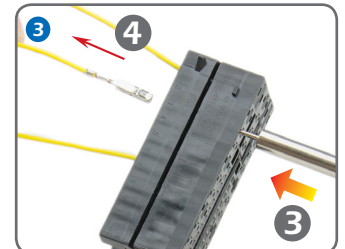
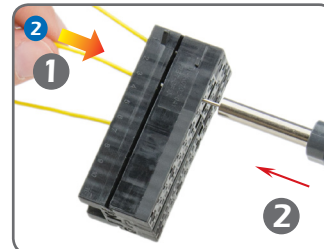
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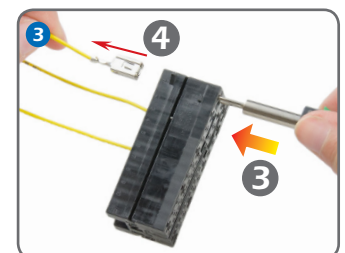
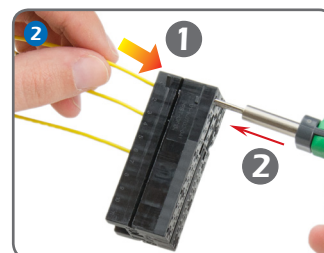
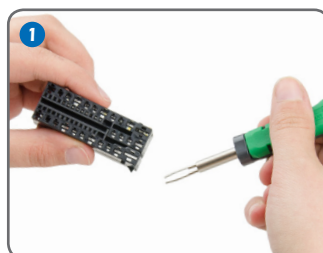
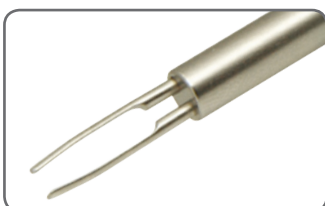
Primary locking

Examples documentation (WEB-CON-000337)

Tool **WEB-ENT-12-0010-99**



Tool **WEB-ENT-12-0030-99**



Tool **WEB-ENT-11-0026-98**

