



Emissions Service Action

Code: 21H3

Subject Exhaust Gas Recirculation (EGR) Filter (Parts Catalog Error)

Release Date November 20, 2019

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2014	2014	BEETLE	2
USA	2013	2014	BEETLE CONVERTIBLE	7
USA	2010	2014	GOLF	24
USA	2009	2014	JETTA	63
USA	2009	2009	JETTA SPORTWAGEN	1
CAN	2010	2013	GOLF	2
CAN	2010	2014	JETTA	12

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 only valid campaign inquiry & verification source.

- ✓ 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 Due to a parts catalog error, incorrect emissions related component(s) may have been installed on some vehicles during a past service repair visit. Dealers will inspect and, if needed, replace the component(s) as a proactive measure to ensure continued emissions compliance.

Corrective Action Inspect and, if needed, replace the component(s) as a proactive measure to ensure continued emissions compliance.

IMPORTANT! AEM Not Required To Receive This Repair This action is fully independent of the approved diesel modification recall on affected vehicles. For customer convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification (AEM). Customers do not need to receive the diesel modification (AEM) in order to receive this repair.

Parts Information

Parts Control Type: Free Order	Parts will be managed by Free Order.
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Initial Allocation: (NO)	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool (right click to open): 

Dealers are urged to order parts only to support scheduled customer repairs.

Dealers must ensure these customer repairs are scheduled so that the correct parts are on hand at the dealership when the customer presents their vehicle for this service.

Code Visibility On or about November 20, 2019, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in November 2019. Owner letter examples are 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 EMISCAVWAWU). 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.vwhub.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	21H3																									
Damage Code	0099																									
Parts Vendor Code	WWO																									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																									
Causal Indicator	Select labor* as causal for inspection only -OR- Mark EGR filter* as causal part																									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action 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 the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.																									
Criteria I.D.	01																									
	<p>Inspect EGR Filter, correct part present, no further work required</p> <p>Labor operation: 2643 01 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>3.00</td> <td>WHT000729A</td> <td>Hex Socket Head Bolt</td> </tr> </tbody> </table> <p>-OR-</p> <p>Inspect EGR Filter, incorrect part present, replace EGR Filter</p> <p>Labor operation: 2643 19 99 70 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>1K0253120B</td> <td>Pipe (EGR Filter)*</td> </tr> <tr> <td>1.00</td> <td>03G131547H</td> <td>Gasket</td> </tr> <tr> <td>1.00</td> <td>1K0253115AG</td> <td>Gasket</td> </tr> <tr> <td>1.00</td> <td>1K0253725F</td> <td>Clamp</td> </tr> <tr> <td>3.00</td> <td>WHT000729A</td> <td>Hex Socket Head Bolt</td> </tr> </tbody> </table>		Quantity	Part Number	Description	3.00	WHT000729A	Hex Socket Head Bolt	Quantity	Part Number	Description	1.00	1K0253120B	Pipe (EGR Filter)*	1.00	03G131547H	Gasket	1.00	1K0253115AG	Gasket	1.00	1K0253725F	Clamp	3.00	WHT000729A	Hex Socket Head Bolt
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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 21H3 - Exhaust Gas Recirculation (EGR) Filter

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 2009-2014 model year Volkswagen vehicles. 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 diesel modification recall 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?	Due to a parts catalog error, an incorrect exhaust gas recirculation (EGR) filter may have been installed during a past service repair visit. Volkswagen will replace the EGR filter as a proactive measure to ensure continued emissions compliance.
What will we do?	Your authorized Volkswagen dealer will inspect and, if necessary, install the correct EGR filter. This work will take about one 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?	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 .
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 – <u>California Regulations</u>	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 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Emissions Service Action 21H3 - Exhaust Gas Recirculation (EGR) Filter

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 2010-2014 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a parts catalog error, an incorrect exhaust gas recirculation (EGR) filter may have been installed during a past service repair visit. Volkswagen will replace the EGR filter as a proactive measure to ensure continued emissions compliance.

What will we do? Your authorized Volkswagen dealer will inspect, and if necessary, install the correct EGR filter. This work will take about one 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. On or about November 19, 2019, 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.

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.

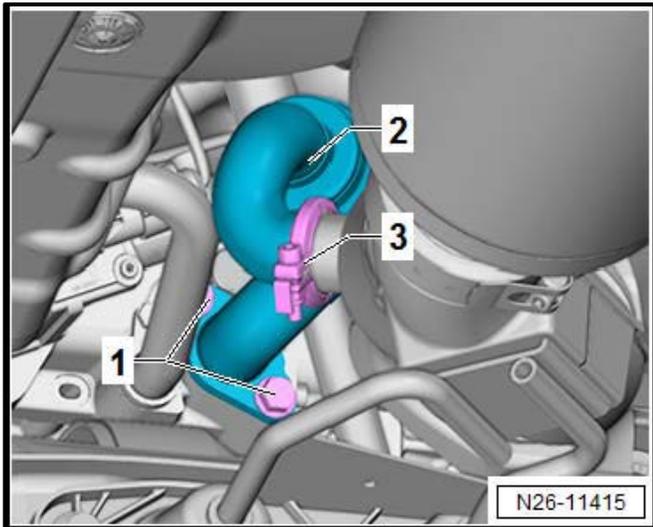
Sincerely,

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



- Inspect and if necessary, replace EGR Filter <2>.

- Section A - Check for Previous Repair
- Section B - EGR Filter Work Procedure
- Section C - Campaign Completion Label
- Section D - Parts Return
- Section E - California Only Requirements

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	1K0.253.120.B	EGR Filter
	1	03G.131.547.H	Gasket
	1	1K0.253.115.AG	Gasket
	1	1K0.253.725.F	Clamp
	3	WHT.000.729.A	Bolt

NOTE

The specified part numbers reflect the status at the start of this 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.

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.

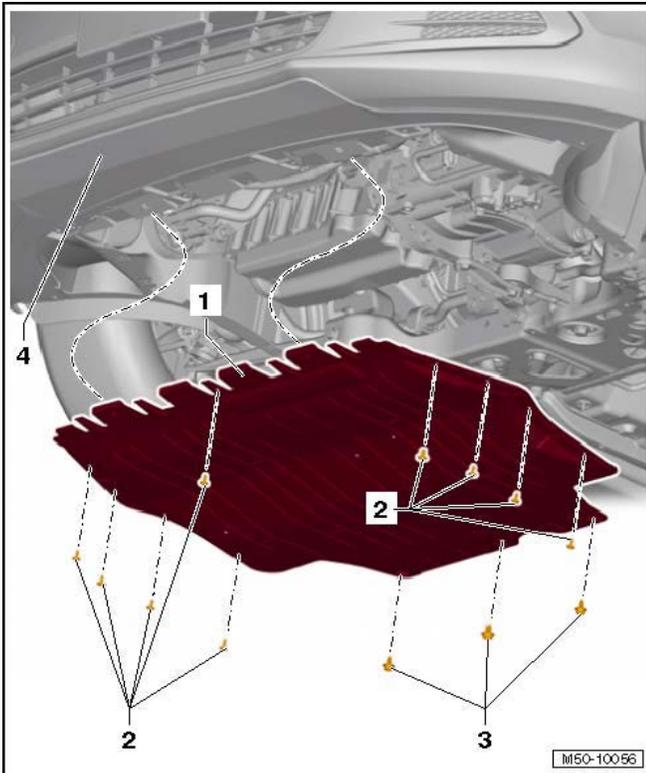
TIP

On the date of repair, print this screen and keep a copy with the repair order.

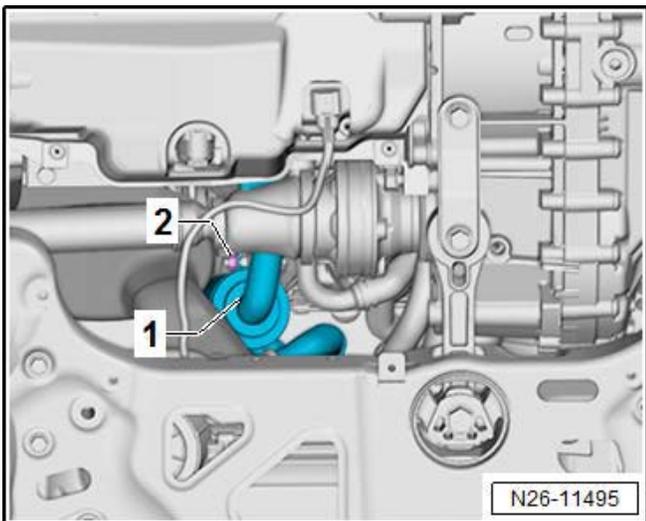
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls MUST be completed before starting this Campaign.**

Proceed to Section B

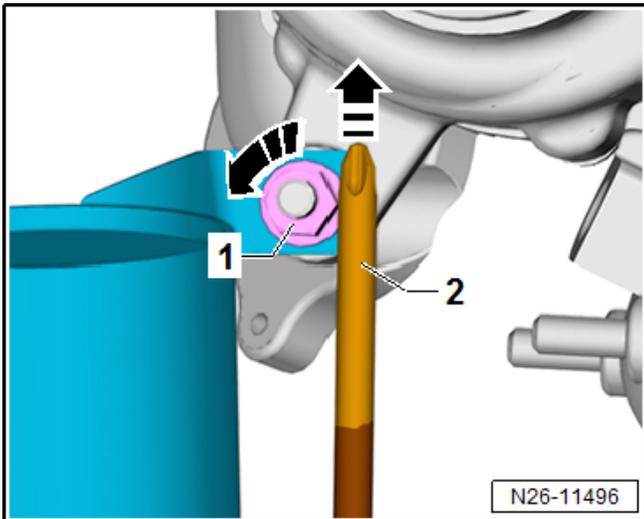
Section B – EGR Filter Work Procedure



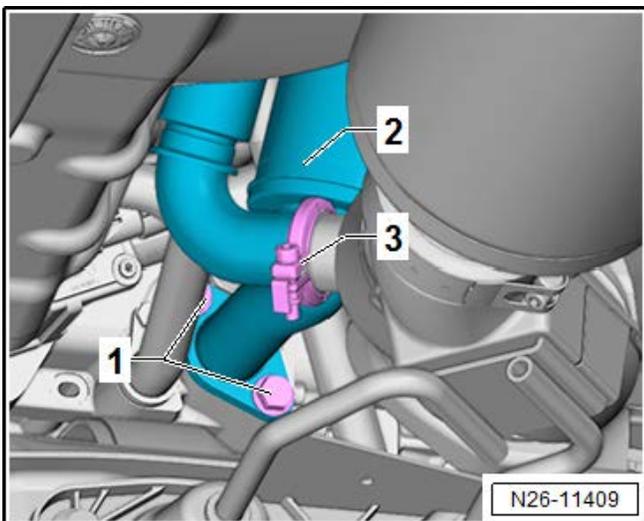
- Remove noise insulation.
- Inspect the EGR Filter part number.
 - If part number **1K0.253.120.B** is present, no further work is required.
 - Reinstall the noise insulation.
 - **Proceed to Section C.**
 - If any other part number is present or if the part number is unknown:
 - **Proceed to the next step and replace the EGR Filter.**



- Remove nut <2> from exhaust gas recirculation filter <1> from below using 13 mm ratchet box wrench.
- Wrap tape around the tip of a long screwdriver.

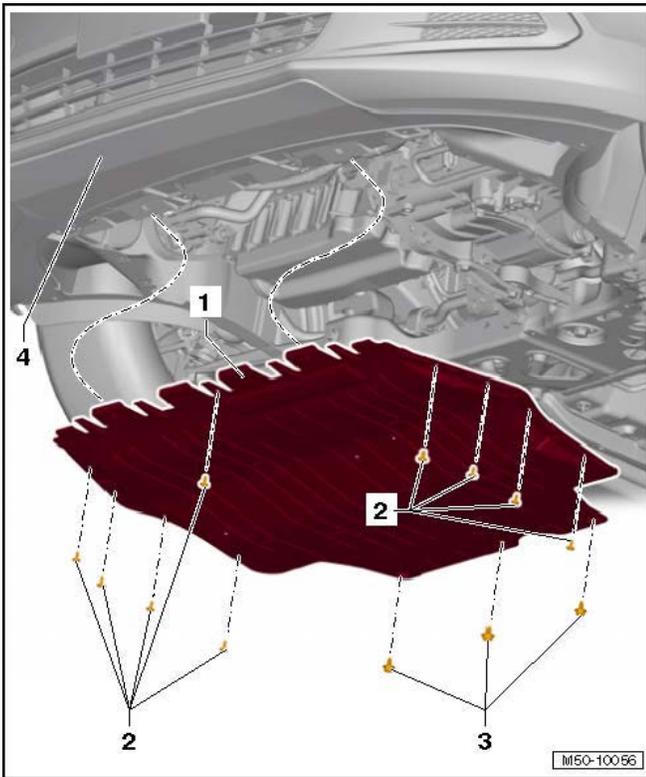


- Apply screwdriver <2> on side of nut <1> and unscrew nut while simultaneously pressing up on nut.



- Remove clamp <3>.
- Remove bolts <1> and remove EGR filter <2>.
- Install new EGR filter with new seals and clamp in the reverse order of removal.
- Torque bolts <1> to 9 Nm.
- Torque clamp <3> to 3.5 Nm.

Part Number	Description
1K0.253.120.B	EGR Filter
03G.131.547.H	Gasket
1K0.253.115.AG	Gasket
1K0.253.725.F	Clamp



- Install noise insulation in the reverse order of removal.
- Replace bolts <3> and torque to 6 Nm.
- Torque bolts <2> to 2 Nm.

Proceed to Section C

Section C – 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 D.

Section D - 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 E (California only).

Section E – 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.