



# Emissions Service Action

## Code: 26L7

**Subject** Exhaust Gas Recirculation (EGR) Cooler (Parts catalog error)

**Release Date** November 26, 2019

**Affected Vehicles**

| Country | Model Years | Vehicle | Vehicle Count |
|---------|-------------|---------|---------------|
| USA     | 2013-2014   | TOUAREG | 71            |
| CAN     | 2013-2014   | TOUAREG | 45            |

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, an incorrect exhaust gas recirculation (EGR) cooler may have been installed during a past service repair visit. Volkswagen will inspect and, if necessary, replace the EGR cooler as a proactive measure to ensure continued emissions compliance.

**Corrective Action**

Inspect and, if necessary, replace the exhaust gas recirculation (EGR) cooler.

**IMPORTANT! AEM Not Required To Receive This Repair**

**This service 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**

|   |  |
|---|--|
| <p><b>Parts Control Type:</b><br/><b>VIN to Order</b></p> | <p>Due to the small number of affected vehicles there will not be a parts allocation.</p> <p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (<a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a>), or chat/text with the VIN to order</li> </ul> |
|---|--|

| Criteria | Part Number    | Description | Qty. per Vehicle | Ordering Method |
|----------|----------------|-------------|------------------|-----------------|
| 01       | 059-131-515-FP | Cooler      | 1                | VIN to Order    |
|          | All Others     |             |                  | Free Order      |

**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 26, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in December 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](http://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](http://www.vwhub.com).*



## Customer Letter Example (United States)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 26L7 - Exhaust Gas Recirculation (EGR) Cooler**

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 2013-2014 model year Volkswagen Touareg 3.0L TDI 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) cooler may have been installed during a past service repair visit.

**What will we do?** Your authorized Volkswagen dealer will inspect and, if necessary, replace the EGR cooler as a proactive measure to ensure continued emissions compliance.

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?** 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](http://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 – 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 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 [www.vw.com/owners/recalls](http://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)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 26L7 - Exhaust Gas Recirculation (EGR) Cooler**

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 2013-2014 model year Volkswagen Touareg 3.0L TDI 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) cooler may have been installed during a past service repair visit. It is undetermined whether there could be an impact on emissions. Volkswagen is proactively inspecting, and if required, updating the EGR cooler in effected vehicles.
- What will we do?** Your authorized Volkswagen dealer will inspect and, if necessary, replace the EGR cooler as a proactive measure to ensure continued emissions compliance.
- 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 November 26, 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](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.

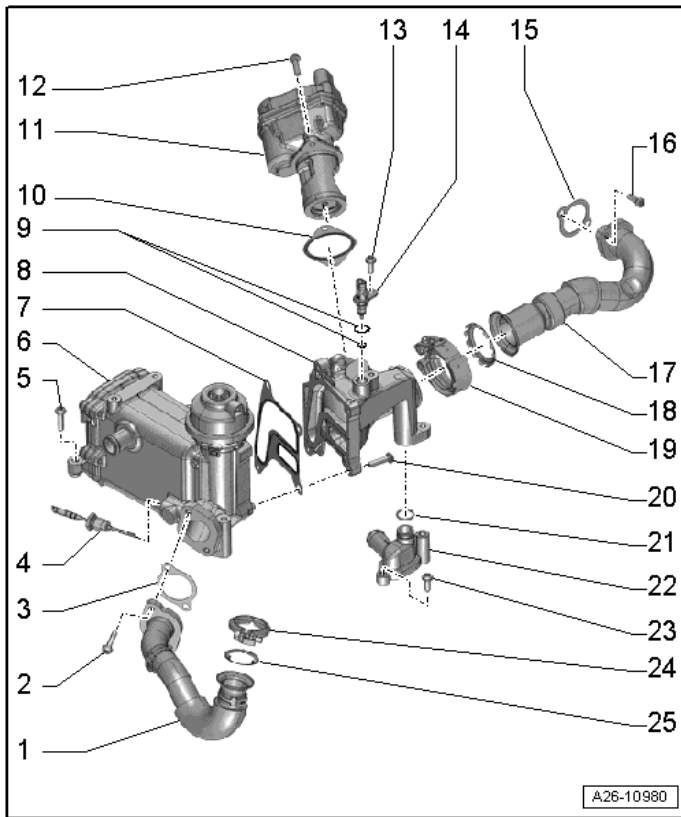
Sincerely,

Volkswagen Customer Protection

**NOTE**

- 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 cooler.

## Required Parts

| Criteria | Quantity   | Part Number    | Part Description              |
|----------|------------|----------------|-------------------------------|
| 01       | 1          | 059.131.515.FP | EGR Cooler                    |
|          | 1          | 059.131.547.R  | Gasket                        |
|          | 1          | 059.131.547.P  | Gasket                        |
|          | 1          | 1K0.253.725.E  | Clamp                         |
|          | 1          | 059.131.358.B  | Gasket                        |
|          | 2          | N 101.243.06   | Oval hexagon socket head bolt |
|          | 1          | 059.131.548.D  | Clamp                         |
|          | 6          | 059.129.717.N  | Intake Gasket                 |
|          | 6          | 059.129.718.A  | Intake Gasket                 |
|          | 1          | N 908.091.02   | O-Ring                        |
|          | 1          | 059.145.215.B  | O-Ring gasket                 |
|          | Up to 15 L | See ETKA       | Coolant                       |

### NOTE

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



|  |  |
|--|--|
|  <p>Shop Crane - Drip Tray<br/>-VAS6208-<br/>(or equivalent)</p>                            |  <p>Pry Lever<br/>-80-200-<br/>(or equivalent)</p>     |
|  <p>Cooling System Charge Kit -VAS6096-<br/>Cooling System Tester - Adapter -VAG1274/8-</p> |  <p>Socket - 27mm<br/>-T40218-<br/>(or equivalent)</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  | Open  |

**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 – Inspect EGR Cooler

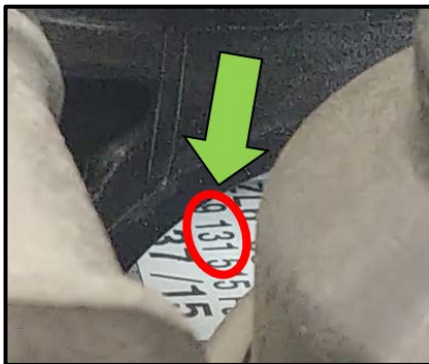


### Inspect EGR Cooler:

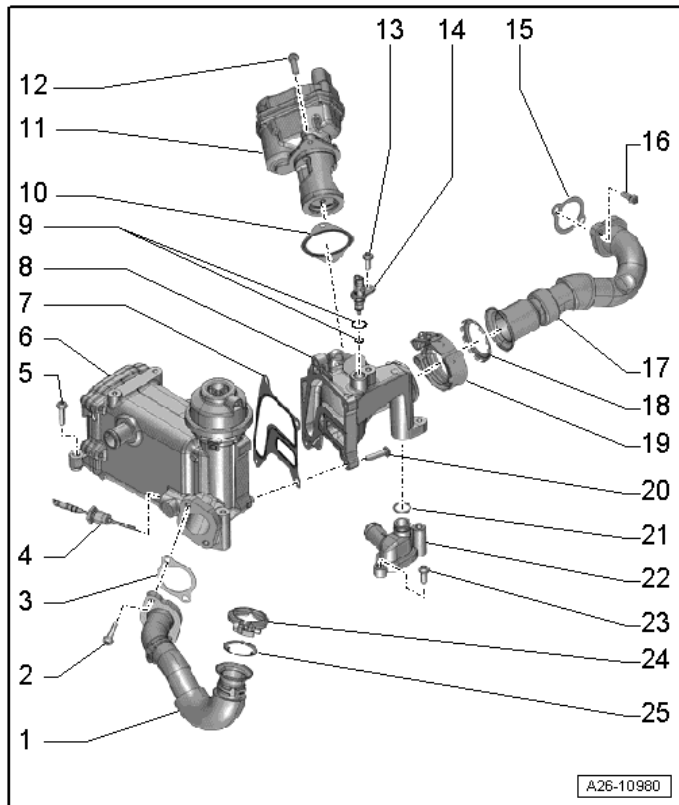
- Remove engine cover.
- From the driver's side of the vehicle, locate the part number listed on the EGR Cooler.
  - If part number **059.131.515.FP** is present:
    - Reinstall the engine cover.
    - **Proceed to Section D.**
  - If any other part number is present or if the part number is unknown:
    - **Proceed to Section C and replace the EGR Cooler.**

### NOTE

Use of a borescope or digital camera is advised to accurately record the EGR Cooler part number. The part number is partially obscured by the intake manifold. See the images below for details.



## Section C – Replace EGR Cooler



- See ELSA Repair Manual: *Repair Manual > Engine > 6-Cylinder Diesel Engine (3.0L Engine, Common Rail, Generation II) > 26 Exhaust System, Emission Controls > Exhaust Gas Recirculation (EGR) > EGR Cooler, Removing and Installing*

### **⚠ WARNING**

The high fuel pressure connections must not be opened.

### **⚠ CAUTION**

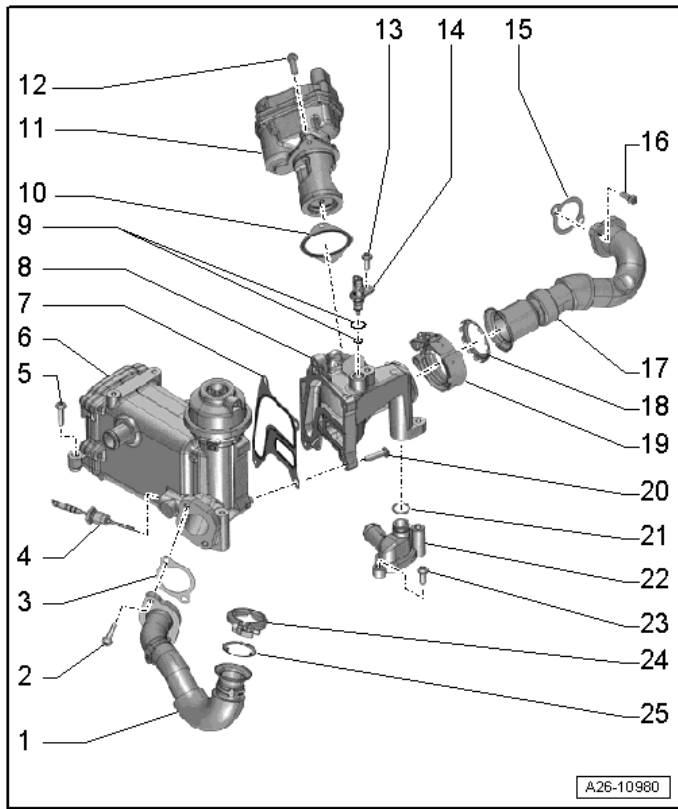
When removing components, it is important to not allow the parts to fall onto the top of the engine. If parts fall during removal, they must be recovered using a small magnet. Failure to completely remove parts falling into the engine components can cause severe engine damage, which will not be covered by this campaign.

### **⚠ CAUTION**

Do not let any fuel get on components or gaskets near the engine. This could cause leaks and lead to further damage.

### **! NOTE**

Removal of the dipstick tube from the engine block is not necessary, but can be removed to increase clearance if desired.



**EGR Cooler Overview:**

- Note the orientation and location of the new parts from the chart below.


| Part Number    | Part Description                  |
|----------------|-----------------------------------|
| 059.131.515.FP | EGR Cooler <6>                    |
| 059.131.547.R  | Gasket <25>                       |
| 059.131.547.P  | Gasket <18>                       |
| 1K0.253.725.E  | Clamp <24>                        |
| 059.131.358.B  | Gasket <3>                        |
| N 101.243.06   | Oval hexagon socket head bolt <2> |
| 059.131.548.D  | Clamp <19>                        |

**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.

|  |
|--|
| <b> TIP</b> |
| 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.