



Service Action – USA

Code: 67A9

Subject Radio Will Not Turn OFF

Release Date January 14, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	PASSAT	83

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

In affected vehicles, the radio may not turn off due to a wiring issue inadvertently introduced when the Remote Start feature was installed at the port. A radio that doesn’t turn off can result in a dead vehicle battery.

Corrective Action

Check, and if necessary, rework the connector for the Steering Column Electronics Control Module -J527-.

Code Visibility

On or about January 14, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in January 2021. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **December 31, 2023**. 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 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.vwclub.com.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	67A9		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	Remove steering column trim, inspect Steering Column Electronics Control Module (-J527-) connector, black wire is installed; no rework is necessary		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	30	Inspect J527 connector, no rework required
-OR-	Remove steering column trim, inspect Steering Column Electronics Control Module (-J527-) connector, black wire is not installed; reinstall black wire into connector		
	LABOR		
	Labor Op	Time Units	Description
	9449 49 99	50	Rework J527 Connector

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 67A9 - Radio Will Not Turn OFF

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 2020 model year Volkswagen Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In affected vehicles, the radio may not turn off due to a wiring issue inadvertently introduced when the Remote Start feature was installed at the port. A radio that doesn't turn off can result in a dead vehicle battery.

What will we do? To identify and address this concern, your authorized Volkswagen dealer will check, and if necessary, rework the affected connector. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? 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, 2023**. If you wish to have this service performed after that date, your dealer's normal costs 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.

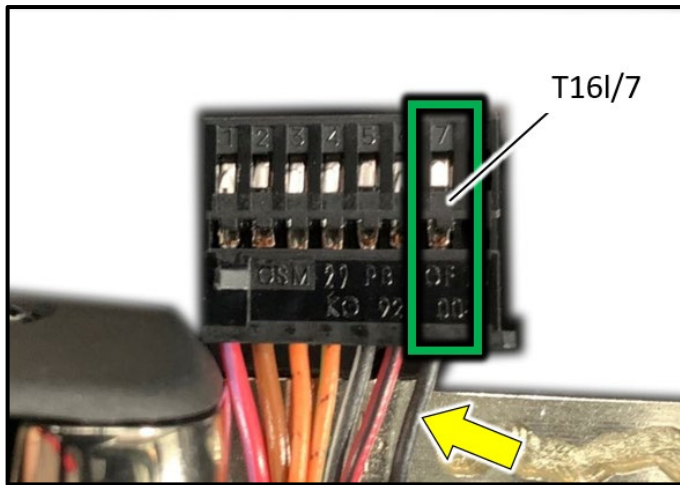
Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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

Repair Overview



- Reinstall wire into Steering Electronics Control Module Connector -J527- (if necessary)

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.

Required Tools





Scraper Set
-VAS6845-
(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 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

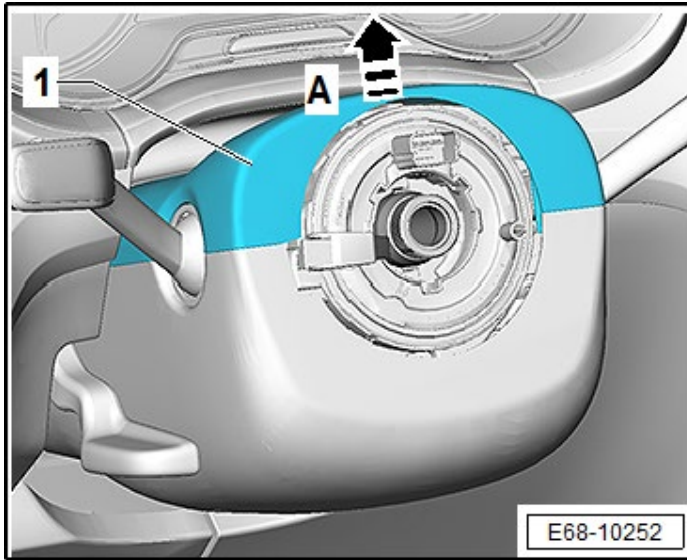
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure

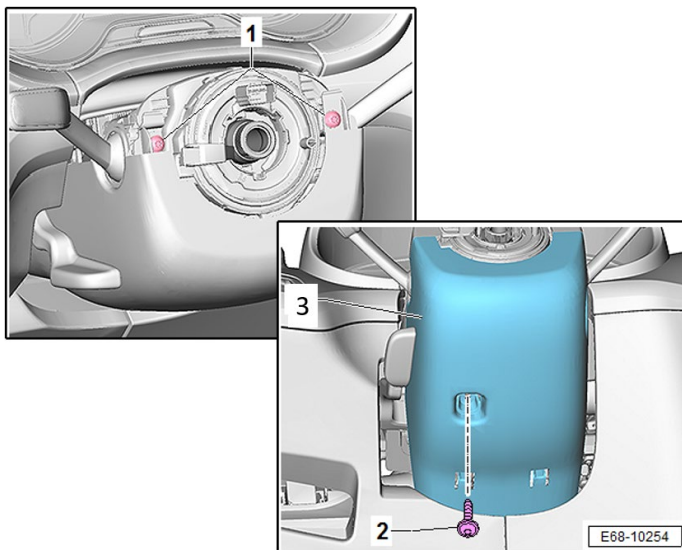


Unclip upper steering column trim:

- Unclip the upper steering column trim panel <1> using Scraper No. 1 -VAS6845-.
- Loosen the upper steering column trim panel <1> in the direction of the <arrow A>.
- Disengage the upper steering column trim panel <1> from the lower steering column trim panel.

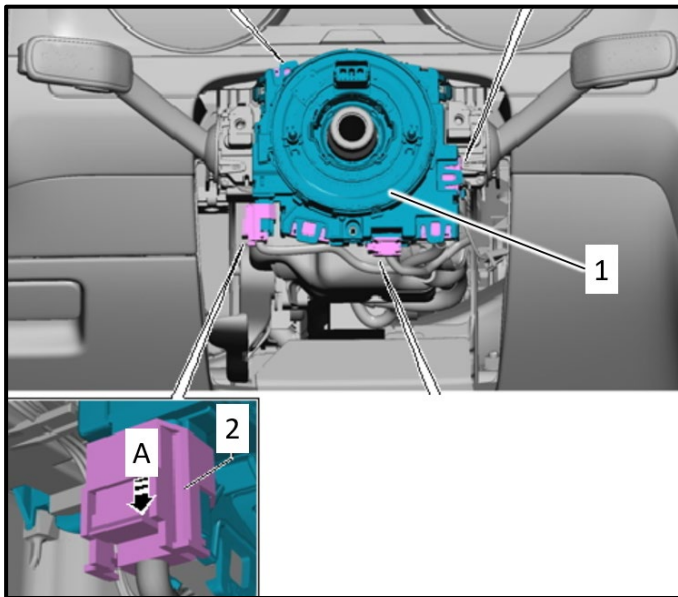
NOTE

For clarity, the steering wheel is not shown. It is not necessary to remove it.



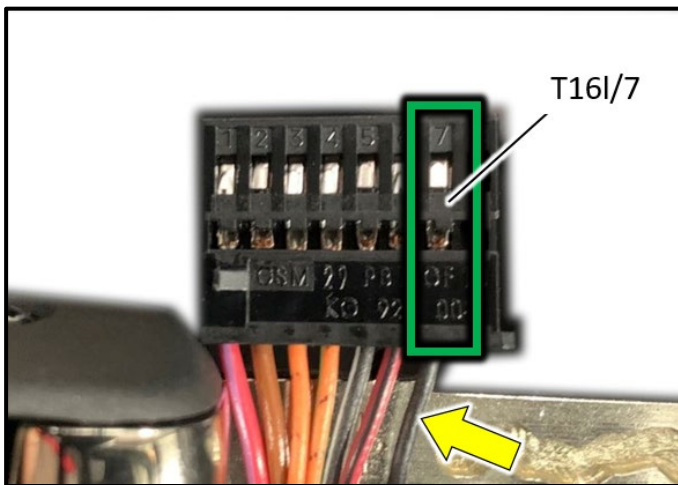
Remove lower steering column trim:

- Turn steering wheel accordingly and remove screws <1>.
- Remove screw <2>.
- Remove the lower steering column trim panel <3>.



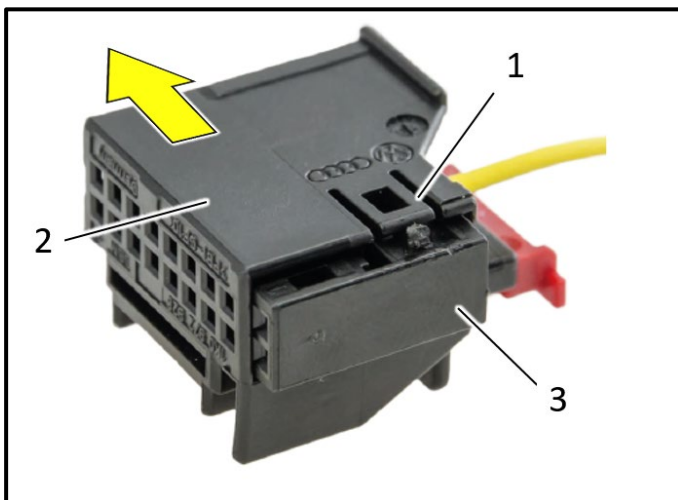
Disconnect connector from -J527- <1>:

- Pull out the connector lock in the direction of <arrow B> and press down.
- Disconnect the connector <2> from -J527- <1>.



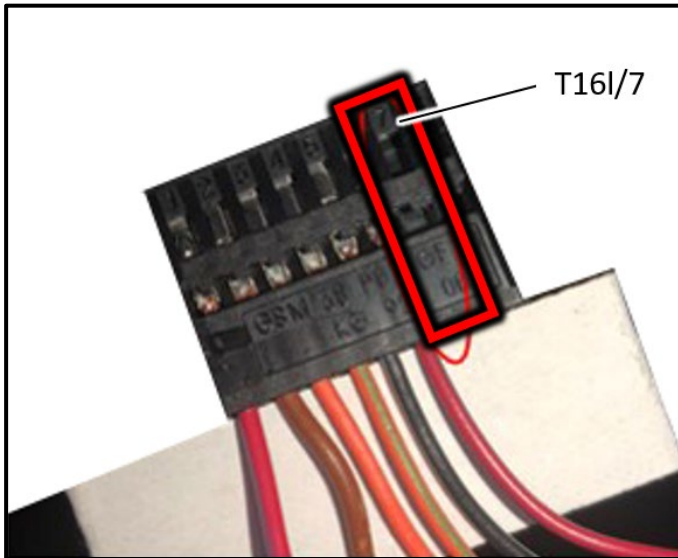
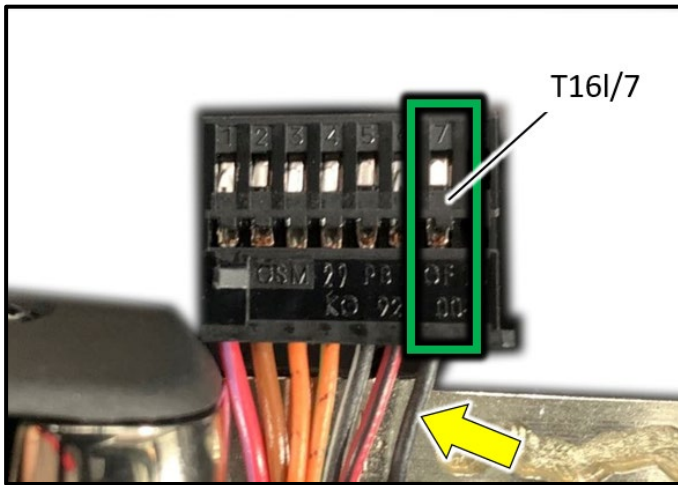
Inspect -J527- connector:

- Check position 7 of the T16I connector.
- If a black wire <arrow> is present in position T16I/7:
 - No further work is required.
 - Reassemble vehicle in the reverse order of removal.
 - Ensure -J527- connector is secured and locked.
 - Torque steering column trim screws to 2.5 Nm.
 - Proceed to Section C.
- If the black wire <arrow> is not present in position T16I/7, proceed to the next step.



Remove connector cover:

- Release lock <1> with a small pick or screwdriver.
- Slide cover <2> off connector <3> in direction of <arrow>.



Rework T16l connector:

- If there is no wire present in position T16l/7:
 - The black wire would have been isolated back into the wiring harness and secured with black tape.
 - Locate the black wire in the steering column wiring harness.
 - Once the wire is located and freed up install the wire <arrow> back into the T16l connector.

Reassemble vehicle in the reverse order of removal:

- Install connector cover onto T16l connector.
- Ensure -J527- connector is secured and locked.
- Torque steering column trim screws to 2.5 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).