



Emissions Recall

Code: 20CQ

Subject	EVAP Purge Valve with Hose Assembly																		
Release Date	June 22, 2022																		
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2019</td> <td>2019</td> <td>JETTA</td> <td>4,305</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>JETTA</td> <td>246</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	JETTA	4,305	CAN	2019	2019	JETTA	246
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2019	2019	JETTA	4,305															
CAN	2019	2019	JETTA	246															
	<p><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></p> <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 EVAP purge valve with hose assembly installed in affected vehicles during service has not been tested or homologated with the current Engine Control Module (ECM) software. This issue has no impact to tailpipe or evaporative emissions.																		
Corrective Action	Install new EVAP purge valve with hose assembly.																		
Code Visibility	On or about June 22, 2022 the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in June 2022. 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 EMISCAVWAU). Order certificates online via the Compliance Label Ordering portal at www.vwhub.com .																		
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u></p> <p>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.</p>																		

Parts Information

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Parts Control Type:
Free Order

Parts will be managed by Free Order

Initial Allocation:
NO

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description above)
X1	1	04E-133-366-HK	HOSE	VIN to Order
	1	04E-133-723-FF	FUEL LINE	VIN to Order
	4	036-129-717-E	GASKET	Free Order
	1	N -909-865-01	CLIP	Free Order
	1	WHT-003-247	WASHER	Free Order
	1	WHT-001-386	GASKET	Free Order
	3	WHT-000-729-A	BOLT	Free Order
	Up to 8 L	See ETKA/ELSA	COOLANT	See Parts on Command

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.

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

Service Number	20CQ		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark HOSE* as causal part		
Vehicle Wash/Loaner	<p>Do not claim wash/loaner under this action</p> <p>U.S.A.: 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.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
Criteria I.D.	X1		
	Remove intake manifold and replace EVAP hose with purge valve		
	LABOR		
	Labor Op	Time Units	Description
	2022 55 99	180	Replace EVAP hose with purge valve
	<i>Add the following labor operation ONLY if MIL was on and faults were stored for EVAP leaks:</i>		
	0150 00 00	Time stated on diagnostic protocol (up to 30 TU)	Clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	04E133366HK	HOSE*
	4.00	036129717E	GASKET
	1.00	04E133723FF	FUEL LINE
	Up to 40.00	G 013A8JS0 or G 12E100S0	COOLANT ADDITIVE

Continued on next page

PARTS (continued)			
	Quantity	Part Number	Description
	1.00	N 90986501	CLIP
	3.00	WHT000729A	BOLT
	1.00	WHT001386	GASKET
	1.00	WHT003247	WASHER

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: Emissions Recall 20CQ - EVAP Purge Valve with Hose Assembly

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 recall on certain 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The EVAP purge valve with hose assembly installed in affected vehicles during service has not been tested or homologated with the current Engine Control Module (ECM) software. This issue has no impact to tailpipe or evaporative emissions.

What will we do? Your authorized Volkswagen dealer will install a new EVAP purge valve with hose assembly. 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.

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.

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 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 Recall 20CQ - EVAP Purge Valve with Hose Assembly

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 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

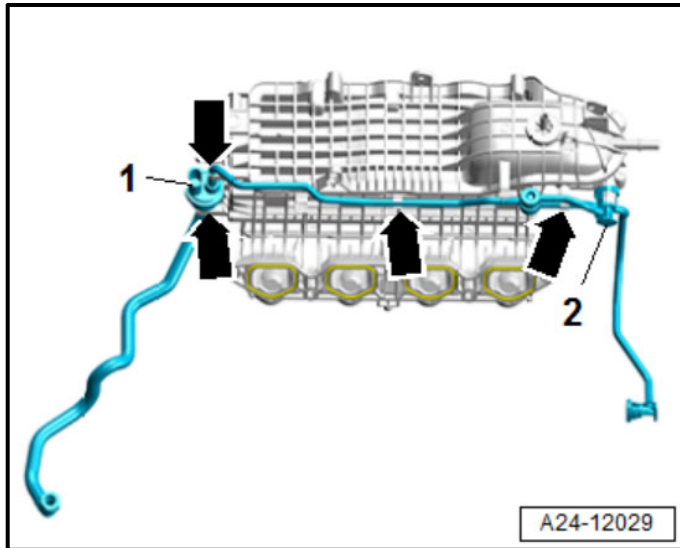
What is the issue?	The EVAP purge valve with hose assembly installed in affected vehicles during service has not been tested or homologated with the current Engine Control Module (ECM) software. This issue has no impact to tailpipe or evaporative emissions.
What will we do?	Your authorized Volkswagen dealer will install a new EVAP purge valve with hose assembly. 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 June 22, 2022 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 .

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







- Replace EVAP Canister Purge Regulator Valve 1 -N80- with connecting pipe.

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

	<p>Hose Clamps - Up To 25mm -3094- (or equivalent)</p>		<p>Hose Clip Pliers -VAS6362- (or equivalent)</p>
	<p>Intake Manifold Release Tool -T10527-</p>		<p>Engine Bung Set -VAS6122- (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

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

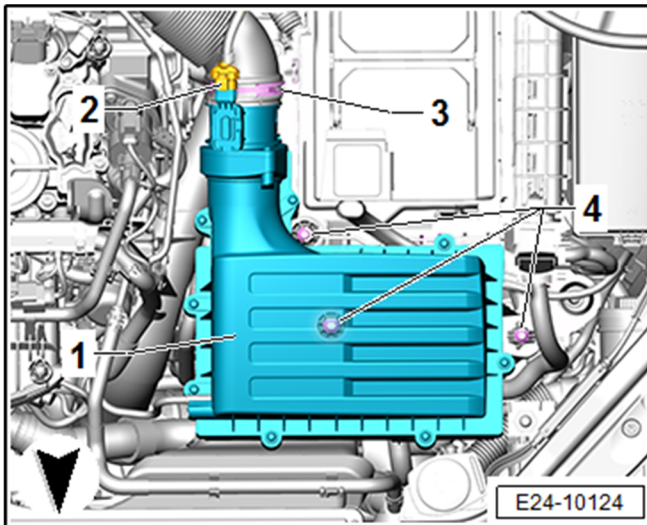
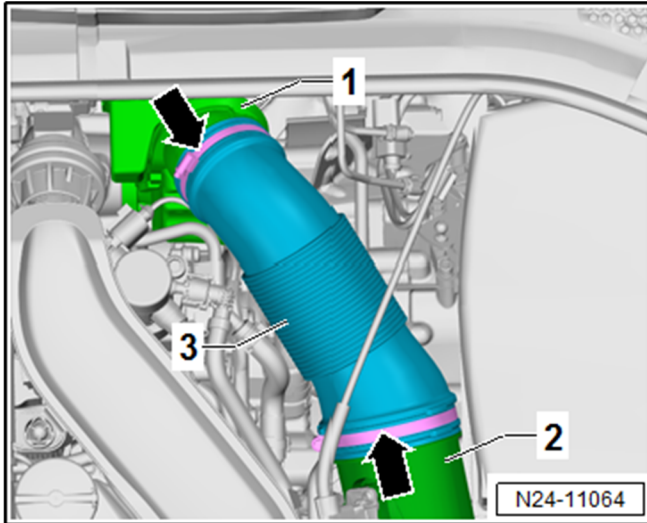
NOTE

If MIL is on at the time the 20CQ is performed and the stored faults are related to a faulty EVAP Canister Purge Regulator Valve 1 -N80-, the time to check and clear the faults using ODIS/GFF can be accounted for under the 20CQ.

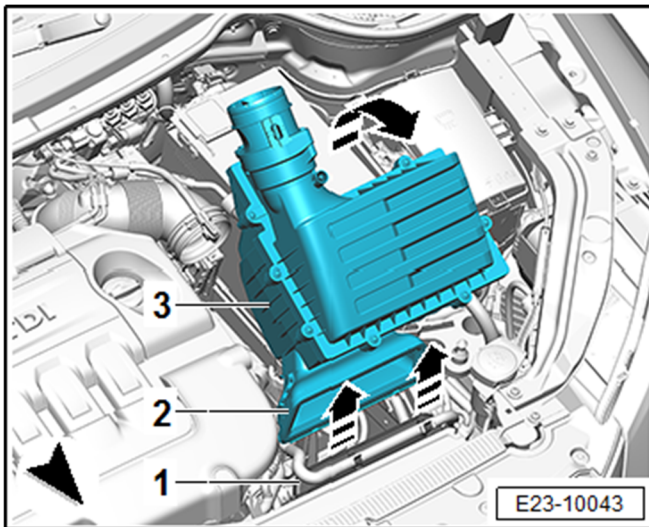
Diagnosis and repair of faults not related to this action cannot be charged against the 20CQ.

Remove air filter housing:

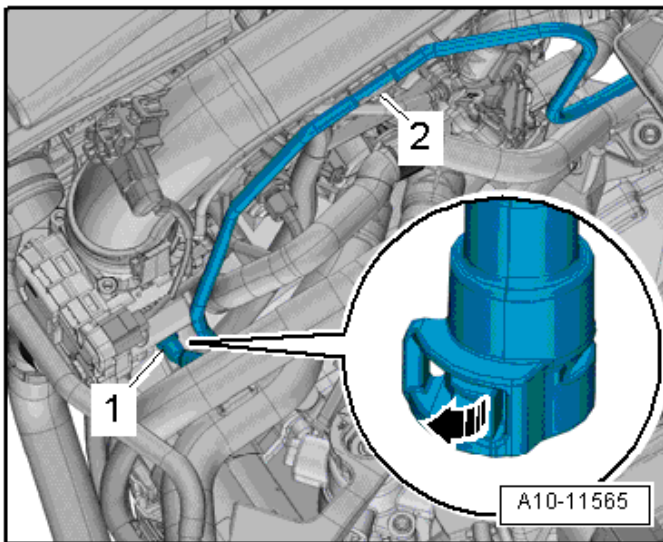
- Loosen the front screw-type clamp <arrow> on the connection <1> on the air filter housing <2>.
- Remove the air duct hose <3>.



- If equipped, release and remove the connector <2> for the Mass Airflow Measurement Module -GX35-.
- Loosen the hose clamp <3> and remove the air duct hose.
- Pull the air filter housing <1> upward off of the ball pins <4>.

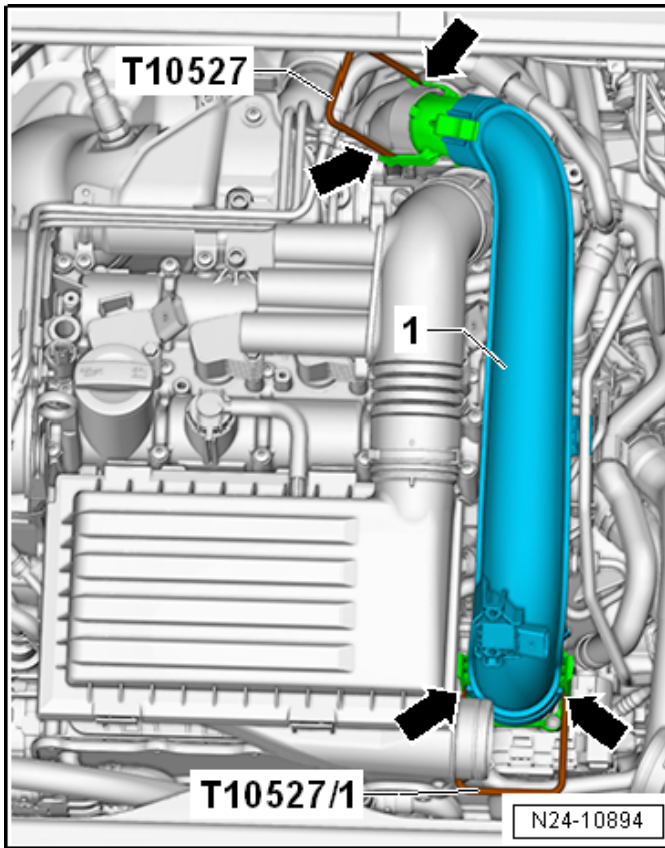


- Pivot the air filter housing <3> rearward in the direction of <arrow>. At the same time remove the air duct <2> from the air duct <1>.



Free up vacuum hose:

- Open the retainer in direction of <arrow> and remove the vacuum hose <1> using a pick tool, for example
- Free up the vacuum hose on the air duct pipe <2>.



Remove air duct pipe:

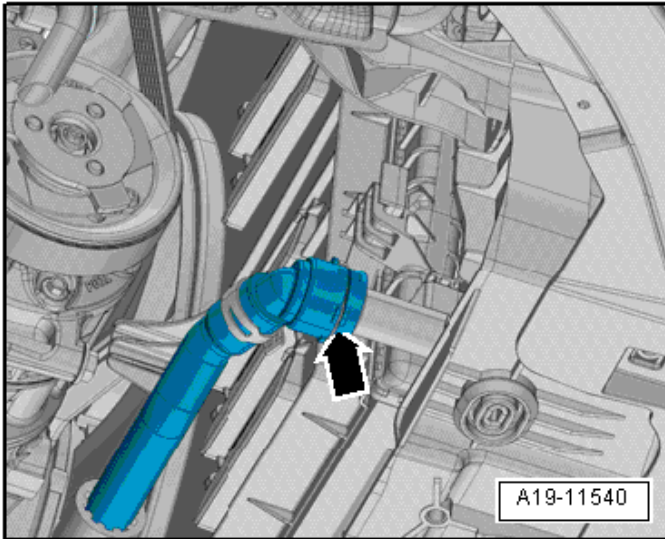
CAUTION

Risk of Consequential Damage

Use extreme care when releasing the retainers for the air duct pipe.

Avoid rocking the air duct pipe back and forth when removing.

- Free up all hose connections from the air duct pipe.
- Remove the connector from the Charge Air Pressure Sensor -GX26-.
- Release the retainers <arrows> using the -T10527- and -T10527/1-.
- Seal the open connections with clean plugs from the -VAS6122- .



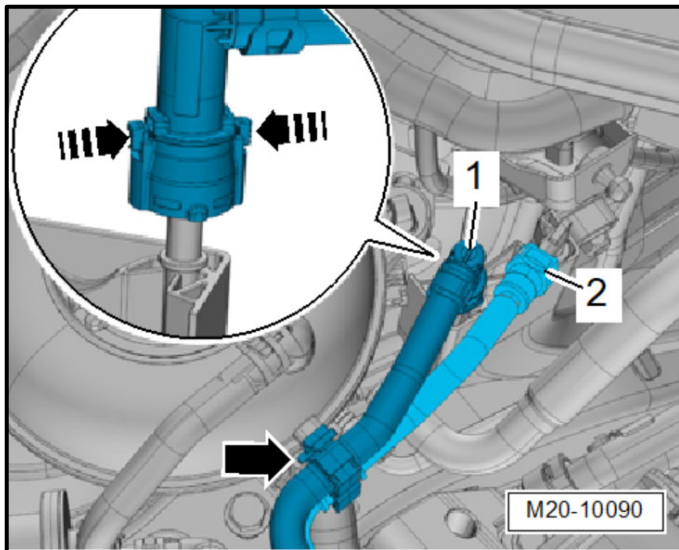
Drain engine coolant:

⚠ CAUTION

The cooling system is under pressure when the engine is warm. Risk of scalding due to hot steam and hot coolant.

Scalding the skin and other parts of the body is possible.

- Wear safety gloves.
 - Wear protective eyewear.
 - Reduce the pressure by covering the coolant expansion tank cap with a cloth and carefully opening it.
-
- Remove noise insulation.
 - See ELSA Repair Manual: *Repair manual > Body Exterior > 66 Exterior Equipment > Noise Insulation > Noise Insulation, Removing and Installing, Gasoline Engine*
 - Drain the coolant:
 - See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Fuel Injection Engine (1.4L Engine, 4V, EA211, Turbocharger) > 19 Cooling System > Coolant System/Coolant > Coolant, Draining and Filling*



Disconnect fuel supply line and EVAP hose:

CAUTION

The fuel system is under pressure.
Risk of injury from fuel spraying out.

- Wear protective eyewear.
- Wear safety gloves.
- Reduce the pressure: place clean cloths around the connection point and carefully open the connection point.

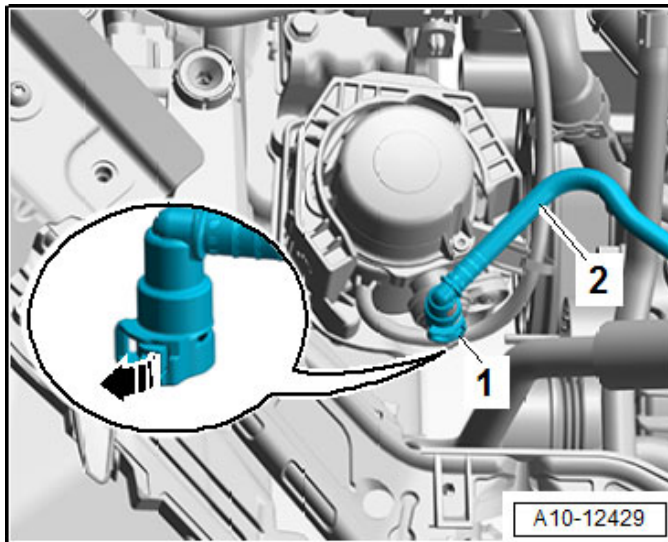
CAUTION

Risk of injury from fuel spraying out.

If the front door is opened, the fuel pump will activate. This will result in fuel leaking when the fuel system is opened.

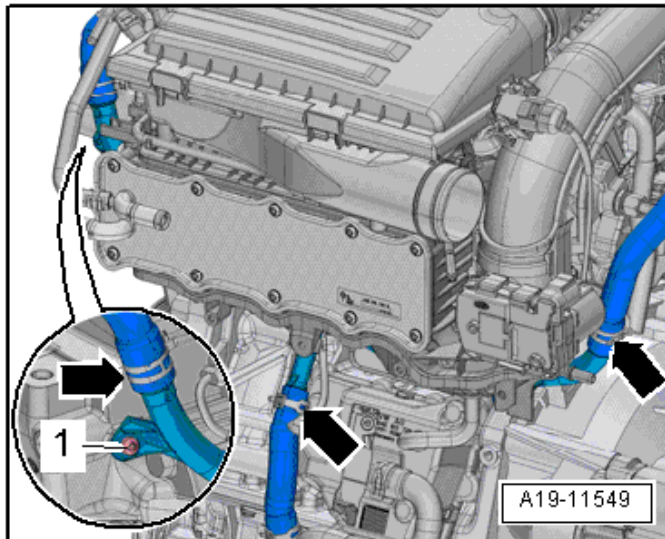
Do not open the front door or turn the ignition on when the fuel system is opened.

- Remove the hose from the coolant reservoir tank and free it up in direction of <arrow>.
- Push the fuel hose coupling <1> downward and then press the release buttons <arrows>.
- Remove the fuel hose coupling upwards with the release buttons pressed.
- Press the release button on the EVAP canister hose <2> and remove hose.



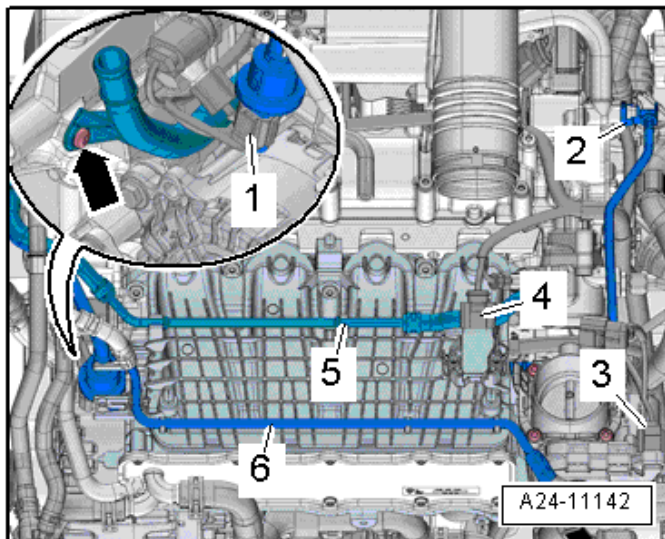
Disconnect vacuum hose:

- Release the retainer <1> in direction of <arrow>, remove the vacuum hose <2> and free it up.

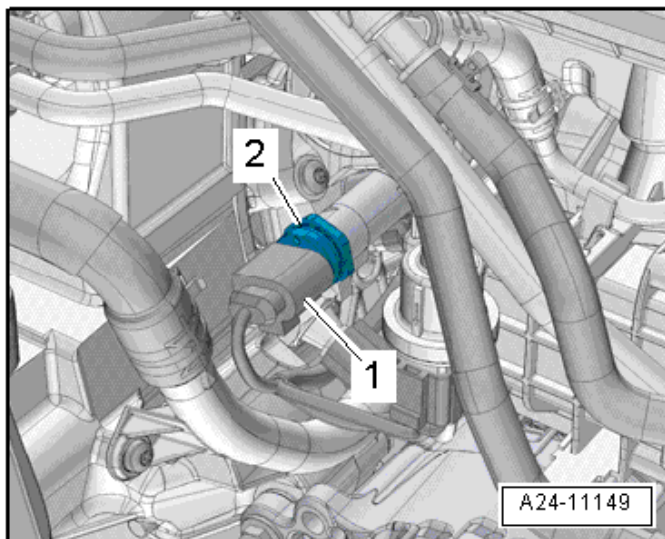


Prepare intake manifold for removal:

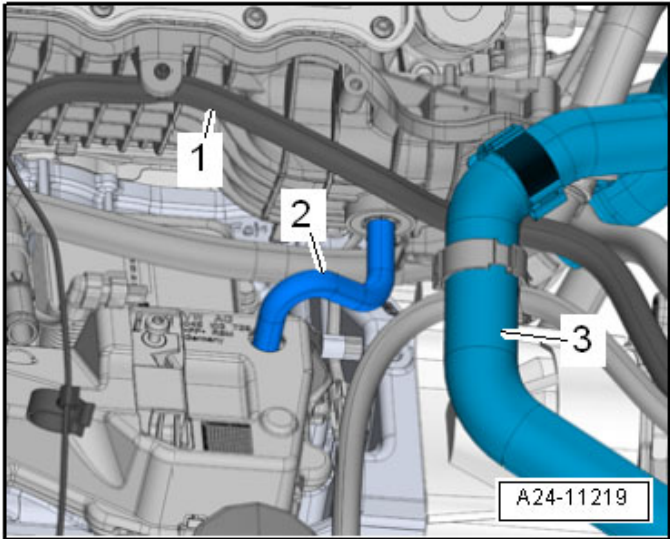
- Remove the bolt <1> and loosen the clamps <arrows>.
- Remove the coolant hoses.



- Disconnect the connectors:
 1. For EVAP Canister Purge Regulator Valve 1 -N80-
 2. For the Throttle Valve Control Module -GX3-
 3. For Intake Manifold Sensor -GX9-
- Ignore the <arrow> in the image.
- Press the release buttons and remove the EVAP canister hose <2>.
- Unclip the fuel supply line <5> and the coolant line <6> from the intake manifold and move them to the side.



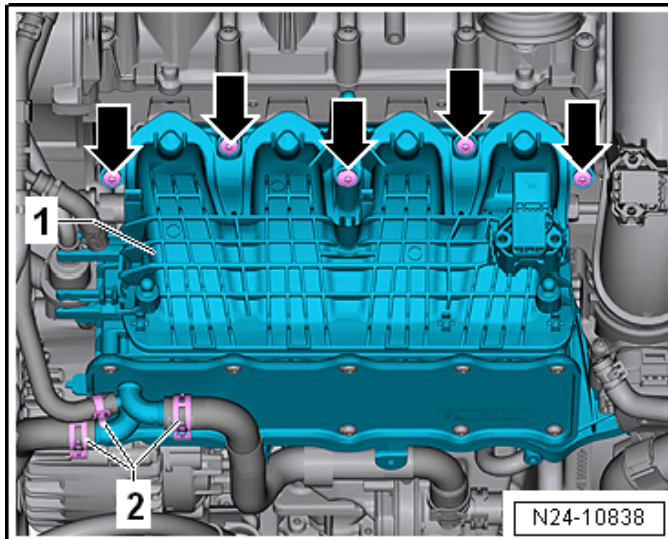
- Disconnect the connector <1> from the Fuel Pressure Sensor -G247-.
- Disconnect the connector from the oil pressure switch.



- Free up the wiring harness <1> and coolant hose <3> on the intake manifold.
- Remove the crankcase ventilation hose <2>.



- Vacuum any debris that has accumulated on top of the intake manifold



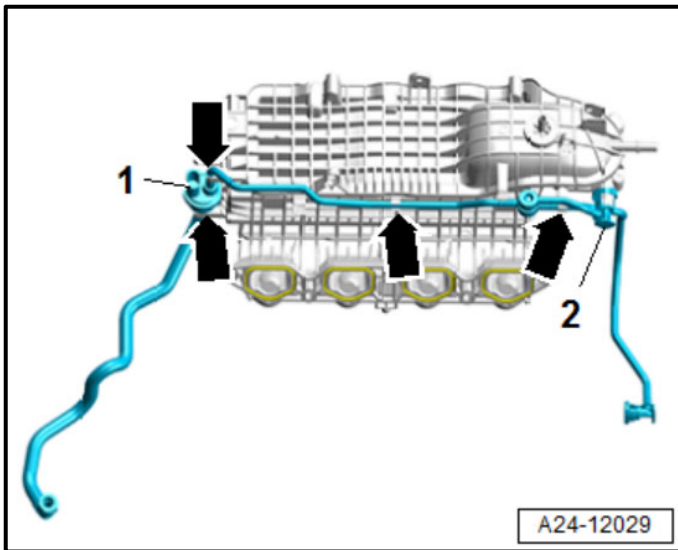
Remove intake manifold:

- Loosen the clamps <2> and remove the coolant hoses.
- Remove the bolts <arrows>.
- Remove the intake manifold <1>.



Seal openings:

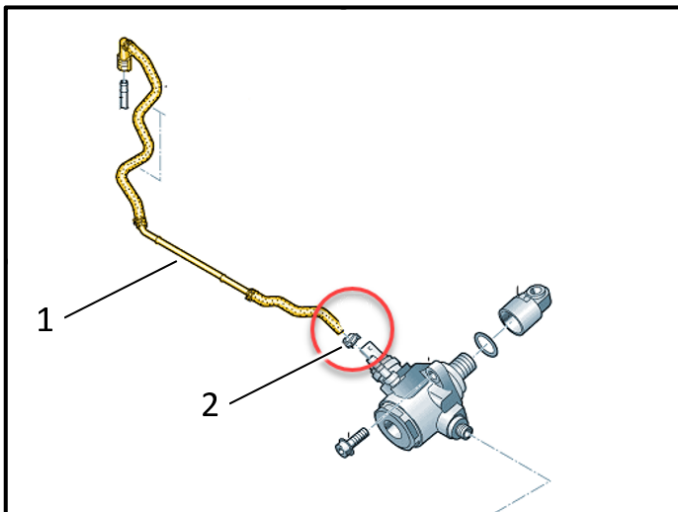
- Seal openings in cylinder head with clean, lint free shop rags.



Replace EVAP Canister Purge Regulator Valve 1 -N80- with connecting pipe:

- Unclip the EVAP Canister Purge Regulator Valve 1 -N80- with the connecting pipe from the retainers <arrow> on the intake manifold.
- Press the release buttons on the quick connector <2>, disconnect the EVAP Canister Purge Regulator Valve 1 -N80- <1> with the connecting pipe from the intake manifold and remove it.
- Install new EVAP Canister Purge Regulator Valve 1 -N80- with connecting pipe in reverse order of removal.

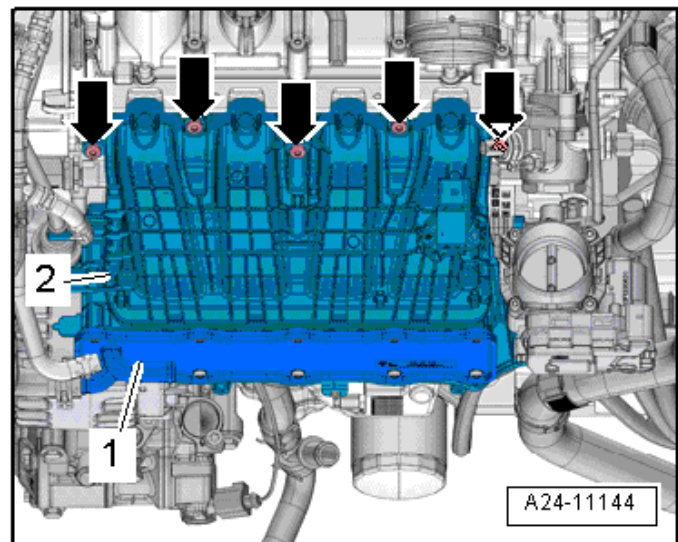
Part Number	Part Description
04E-133-366-HK	EVAP Canister Purge Regulator Valve 1 -N80- with connecting pipe



Replace fuel supply hose:

- Replace fuel supply hose <1> and clamp <2>.

Part Number	Part Description
04E-133-723-FF	Fuel Supply Hose
N -909-865-01	Clamp

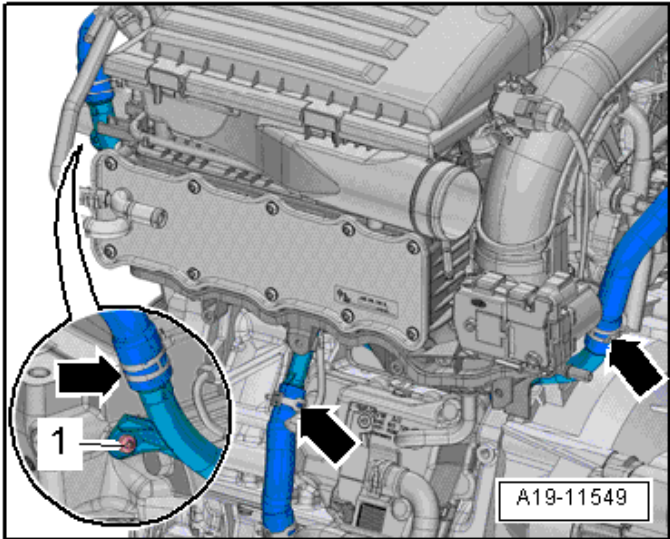


Installation of components is the reverse order of removal:

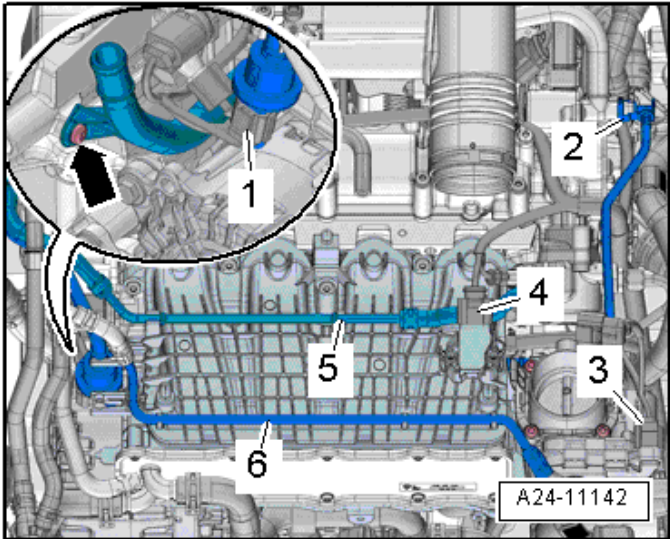
- Replace the intake manifold seals.

Part Number	Part Description
036-129-717-E	Intake Manifold Seals (x4)

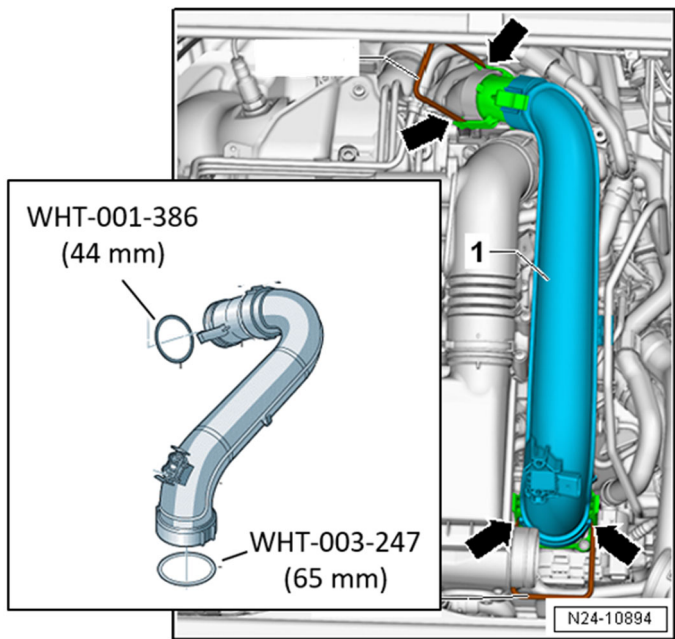
- Tighten the bolts <arrows> in stages as follows:
 1. Starting in the center and alternating from side to side, install by hand all the way in.
 2. Starting from the center and alternating from side to side, torque to 8 Nm.



- Reconnect coolant hoses and EVAP hoses.
- Ensure coolant hose clamps are positioned correctly.
- Torque coolant pipe bolt <1> to 8 Nm.



- Reconnect all electrical connectors.
- Secure fuel supply line and coolant line.



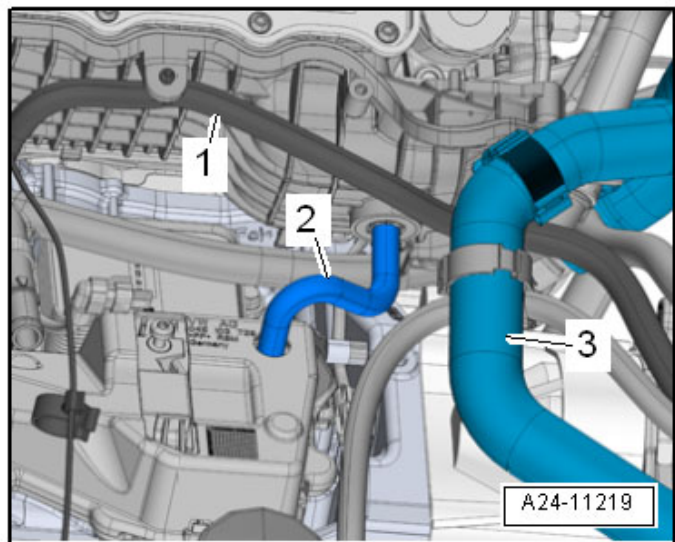
CAUTION

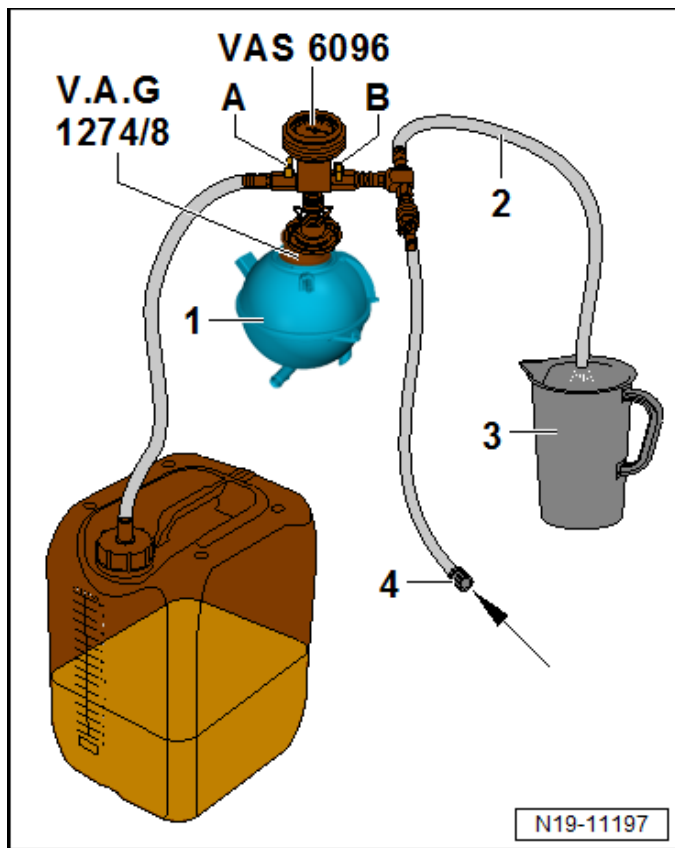
Risk of Consequential Damage
 Use extreme care when reinstalling the air duct pipe.
 Avoid rocking the air duct pipe back and forth when installing.

- Replace air duct pipe O-rings.

Part Number	Part Description
WHT-001-386	44 mm O-ring
WHT-003-247	65 mm O-ring

- Coat O-rings lightly with clean engine oil before installing air duct pipe <1>.
- Ensure the contact area for the air duct pipe in the turbo inlet is clean.
- Ensure locking retainers <arrows> are fully engaged.
- Secure wiring harness <1> and coolant hose <3> on the intake manifold.
- Install the crankcase ventilation hose <2>.





Fill coolant:

- See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Fuel Injection Engine (1.4L Engine, 4V, EA211, Turbocharger) > 19 Cooling System > Coolant System/Coolant > Coolant, Draining and Filling*
- Install noise insulation in the reverse order of removal.
 - Torque noise insulation screws to 2 Nm.
 - Replace M8 bolts and torque to 6 Nm.

Part Number	Part Description
WHT-000-729-A	BOLT

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.