



# Emissions Service Action

## Code: 21ZV

**Subject** Turbocharger Compressor Housing

**Document History**

Date	Summary
09/09/2025	Original publication

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	JETTA	45
USA	2024	2024	TAOS	62
CAN	2024	2024	JETTA	5
CAN	2024	2024	TAOS	2

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.

**About this Service Action**

In affected vehicles, the turbocharger housing included an unintended and unused hose port. To avoid possible oil seepage or a small air leak over time, Volkswagen will proactively replace the turbocharger. Based on engineering judgement, this incorrect part is not anticipated to impact performance, fuel consumption, or emissions.

**Code Visibility**

On or about September 09, 2025, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in September 2025. 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 EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.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.vwclub.com](http://www.vwclub.com).

## Parts Information

Criteria	Model	Quantity	Part Number	P.O.C. Part Description
01	ALL	1	04E-145-853-E	RETAINER
		1	04E-253-039-H	GASKET
		1	05E-145-702-A	EXMANTURBO
		1	5C0-253-115-A	GASKET
		1	5Q0-253-725-H	CLIP
		4	WHT-000-001-N	NUT
		1	WHT-003-247	WASHER
		2	WHT-005-363-A	WASHER
		2	WHT-006-990-A	WASHER
		As needed	See ETKA/POC	G12 EVO Coolant
		1	WHT-011-270	SEAL RING
		1	WHT-011-271	SEAL RING
		1	WHT-008-582	SEAL RING
		3	WHT-000-729-A	BOLT
		Taos 4-Motion	1	02E-409-359
	4		N -910-889-01	SCREW
	1		N -015-081-8	NUT
	1		N -102-058-02	NUT
	3		N -912-332-01	HEX. NUT
	1		WHT-005-437-A	12POINT S
	3		N -908-461-02	SCREW
	1		N -107-847-01	BOLT
	1		N -107-848-01	SCREW

<b>Ordering Method:</b>	Reference POC comments individually by part number, or in the POC Campaign List
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<b>Initial Allocation: NO</b>	There will be no parts allocation.
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 **NOTE**

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

 **NOTE**

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## 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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	21ZV		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark EXMANTURBO* as causal part		
<b>Vehicle Wash/Loaner</b>	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 current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<b>Criteria I.D.</b>	01		
<b>LABOR</b>			
<b>Model</b>	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
Taos (FWD ONLY)	2130 19 47	SEE ELSA	Turbocharger remove+reinstall
Taos (4-MOTION ONLY)	2130 19 45	SEE ELSA	Turbocharger remove+reinstall
Jetta	2130 19 45	SEE ELSA	Turbocharger remove+reinstall
ALL	2130 55 95	SEE ELSA	Turbocharger replace
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions
<b>PARTS</b>			
<b>Model</b>	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
ALL	1.00	04E145853E	RETAINER
	1.00	04E253039H	GASKET
	1.00	05E145702A	EXMANTURBO*
	1.00	5C0253115A	GASKET
	1.00	5Q0253725H	CLIP
	Up to 40.00	G 12E100S1	COOLANT (concentrate)

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<b>PARTS (cont.)</b>			
<b>Model</b>	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
ALL	4.00	WHT000001N	NUT
	3.00	WHT000729A	BOLT
	1.00	WHT003247	WASHER
	2.00	WHT005363A	WASHER
	2.00	WHT006990A	WASHER
	1.00	WHT008582	SEAL RING
	1.00	WHT011270	SEAL RING
	1.00	WHT011271	SEAL RING
Taos 4-Motion ONLY	1.00	02E409359	BOLT
	1.00	N 0150818	NUT
	1.00	N 10205802	NUT
	1.00	N 10784701	BOLT
	1.00	N 10784801	SCREW
	3.00	N 90846102	SCREW
	4.00	N 91088901	SCREW
	3.00	N 91233201	HEX. NUT
	1.00	WHT005437A	12POINT S

## 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 Service Action 21ZV - Turbocharger Compressor Housing**

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 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **About this Emissions Service Action**

In affected vehicles, the turbocharger housing included an unintended and unused hose port. To avoid possible oil seepage or a small air leak over time, your authorized Volkswagen dealer will proactively replace the turbocharger. Based on engineering judgement, this incorrect part is not anticipated to impact performance, fuel consumption, or emissions.

This work will take about four 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 work, as well as to accommodate their daily workshop schedule.

**IMPORTANT! Please note that if any control module(s) in your vehicle has been “chipped,” “tuned,” or otherwise modified from factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the control module(s) to factory specifications is NOT covered under this action.**

### **What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Additional Information**

- **California owners:** 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.
- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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](http://www.vw.com/contact) or by calling us at 800-893-5298.
- 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)

<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 21ZV - Turbocharger Compressor Housing**

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 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **About this Emissions Service Action**

In affected vehicles, the turbocharger housing included an unintended and unused hose port. To avoid possible oil seepage or a small air leak over time, your authorized Volkswagen dealer will proactively replace the turbocharger. Based on engineering judgement, this incorrect part is not anticipated to impact performance, fuel consumption, or emissions.

This work will take about four 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 work, as well as to accommodate their daily workshop schedule.

On or about **September 09, 2025** the necessary repair instructions and parts (if applicable) will be available to your authorized Volkswagen dealer.

**IMPORTANT! Please note that if any control module(s) in your vehicle has been “chipped,” “tuned,” or otherwise modified from factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the control module(s) to factory specifications is NOT covered under this action.**

### **What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this work.

### **Additional Information**

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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

## 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**



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B**

#### 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.



## 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](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*.