

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign related responsibilities, including Service Parts and Accounting personnel. By law, dealers must correct prior to delivery for sale or lease any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect related to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: **24M9/R7**

**Subject: 2008 Passat and Passat Wagon Equipped
With 2.0L FSI ULEV II Engine and
2009 Tiguan Equipped With 2.0L FSI ULEV II Engine
Inspect and Update ECM Software, If Necessary**

REVISED

June 2008

Revision Summary - Additional Vehicles

- VIN range modified for additional model year 2008 Passat Wagon vehicles in the United States only.

Problem Description

The affected vehicles equipped with a 2.0L FSI engine may have an engine control module (ECM) containing software that does not properly control engine idle. In rare cases, the ECM may unexpectedly increase engine RPM. An unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

Corrective Action

Inspect and update ECM software, if necessary.

NEW VIN Range & Production Date of Affected Vehicles

USA

Passat and Passat Wagon

WVW___3C_8E188573 - WVW___3C_8E233965
Production date: 02/25/2008 – 04/28/2008

WVW___3C_8P100763 - WVW___3C_8P122151
Production date: 02/21/2008 – 04/23/2008

Tiguan

WVG___5N_9W000064 - WVG___5N_9W004467
Production date: 12/28/2007 – 04/17/2008

CANADA

Passat and Passat Wagon

WVW___3C_8E188666 - WVW___3C_8E222981
Production date: 02/26/2008 – 04/11/2008

WVW___3C_8P103113 - WVW___3C_8P105695
Production date: 02/27/2008 – 03/05/2008

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the complete VIN, customer name and address data for both Passat and Tiguan vehicles. Dealers will not receive a report if they have no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states. Accordingly, you must limit the use of this report.

Parts Information and Allocation

Parts will not be allocated for this action.

Customer Satisfaction Allowance

Customers are eligible for a fuel fill-up and vehicle wash once the repair has been completed, in addition to a one-day loaner vehicle (if needed). To help cover these items, and to cover additional things dealers would like to do to help improve the customer's dealership experience, we are including a special Customer Satisfaction Allowance. Dealers should refer to the chart on the following page for claiming instructions and eligibility regarding this Customer Satisfaction Allowance. This allowance will be available until August 30, 2008.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the applicable repair operation listed in the chart on the following page. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure



Service No.: 24M9

Damage Code: 0099

Parts Manufacturer – Removed part: Use vendor code
BPG.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

(Passat/Passat Wagon)

Criteria 01 – Check ECM; NO further work required

Repair operation: 01 83 00 99 20 T.U.

OR

Criteria 01 – Check/perform ECM software update

Repair operation: 24 70 25 99 50 T.U.

(Tiguan)

Criteria 02 – Check ECM; NO further work required

Repair operation: 01 83 00 99 20 T.U.

OR

Criteria 02 – Check/perform ECM software update

Repair operation: 24 70 25 99 50 T.U.

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

Customer Satisfaction Allowance Claim Entry Procedure - Retail Sold Units ONLY

Valid until August 30, 2008

Claim Type: 1SP

Service No.: 2470

Damage Code: 0039

General Sublet Repairs: A0000000 up to \$150.00 (USD/CAD)

Dealer may claim up to \$150.00 to be used for Customer Satisfaction items such as: Vehicle wash/detailing, fuel fill-up, one-day loaner and other things dealer may wish to do to improve customer satisfaction.

May 2008

**Subject: Safety Recall 24M9/R7
2008 Model Year Passat and Passat Wagon and
2009 Model Year Tiguan with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2008 Model Year Passat and Passat Wagon vehicles and in some 2009 model year Volkswagen Tiguan vehicles. Our records show you as the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that the affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. In rare cases, the ECM may unexpectedly increase engine RPM. An engine surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and if necessary, update the ECM software.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one (1) hour and will be 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.

To minimize your inconvenience, your dealer will include a vehicle wash and fill your vehicle with fuel if you bring your vehicle in for this service before August 30, 2008.

Reimbursement of Expenses

If you have previously paid for replacement of the engine control module (ECM) due to an engine surge issue, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (24M9/R7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA.)

May 2008

Subject: Safety Recall 24M9/R7
2008 Model Year Passat and Passat Wagon with 2.0T FSI ULEV II Engine
Engine Control Module (ECM) Software Update

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2008 model year Volkswagen Passat and Passat Wagon vehicles. Our records show you as the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that the affected vehicles equipped with a 2.0T FSI ULEV II engine have an engine control module (ECM) containing software that may not properly control engine idle with the air conditioning turned on. The ECM may briefly increase engine RPM and vehicle speed. A vehicle surge caused by an unexpected increase in engine RPM may surprise the vehicle operator and can result in a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will inspect and if necessary, update the ECM software.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, to minimize the possibility of an engine surge, do not operate the air conditioning in your vehicle until the recall work has been performed.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one (1) hour and will be 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.

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Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer CARE Center (24M9/R7)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

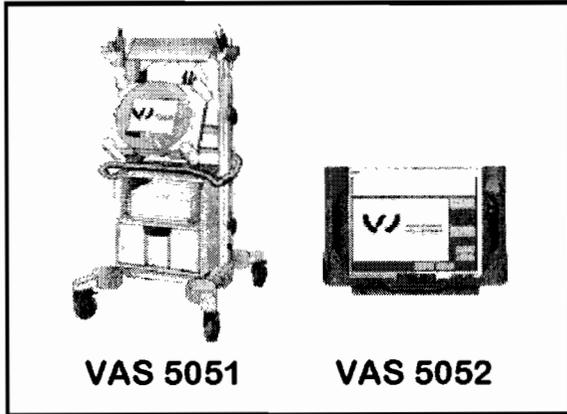
We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

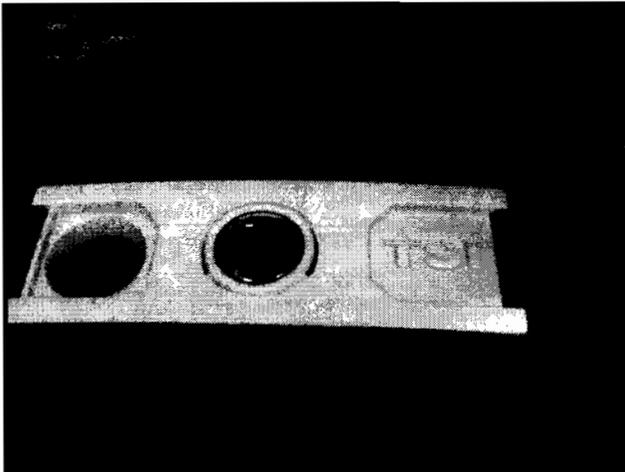
Volkswagen Product Compliance

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Special Tools and Equipment



- ← -VAS 5051- or -VAS 5051B- or -VAS 5052 (equipped with Ethernet card and security certificate)
- Battery charger PSC 550S or INC 940
- Adapter cable
- Network connection cable
- Brand CD V. 12.85.01 or later installed
- Base CD V. 12.0 or later installed



● Note: Affected Tiguan vehicles may have an engine cover that states "TSI" (photo). To ensure vehicle is affected, check VIN in ElsaWeb

**Section A – Software Update Using Software
Version Management (SVM)**

 Note: Any Update Programming procedure (flash) may overwrite any “TUNED” ECM or TCM programming. A “TUNED” ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc.

Current Tuned ECM or TCM

requirements: If you encounter a vehicle with a “Tuned” ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Volkswagen of America, Inc. warranties

(See ECM / TCM Tuning form on p. 13)

 Note: ECM DTCs will be erased when performing the update programming procedure

 Note: For all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply

Switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)

● Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V (**failure to maintain voltage during update process can lead to control module failure**)

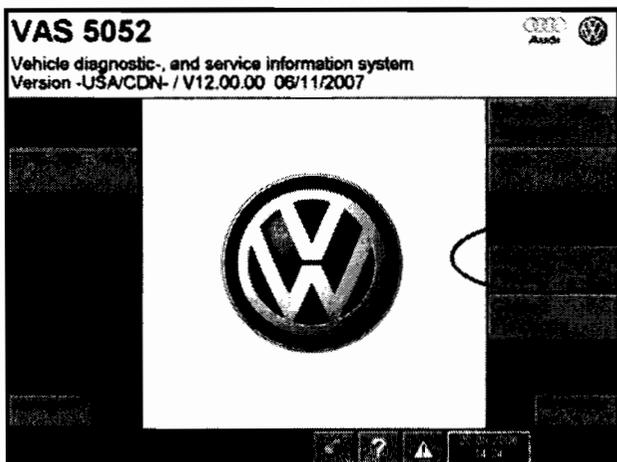
VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

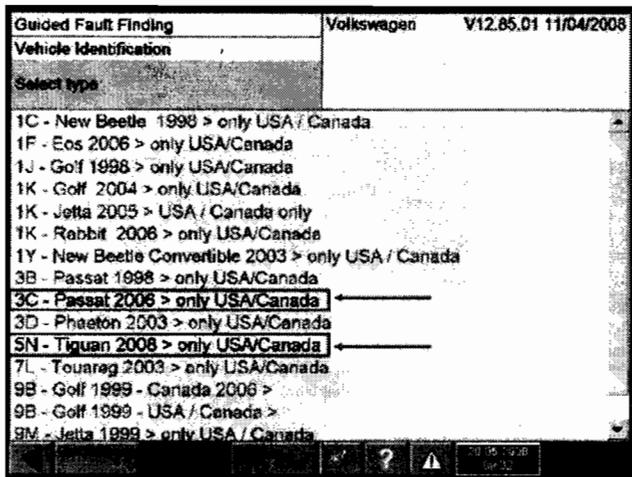
Ensure that no electromagnetic interference sources (mobile phones, Bluetooth, etc.) are operated in or near the vehicle while individual control units are being updated

● Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

● Note: Only use VAS 5051B or VAS 5052 diagnostic tester



- Connect vehicle diagnostic, testing and information system -VAS 5051- or -VAS 5051B- or -VAS 5052- (with online capability) to the vehicle
- Connect -VAS 5051- or -VAS 5052- to your workshop network using network connection cable
- ⇐ Select "Guided Fault Finding" (GFF) -circle-, allow GFF to interrogate all control modules

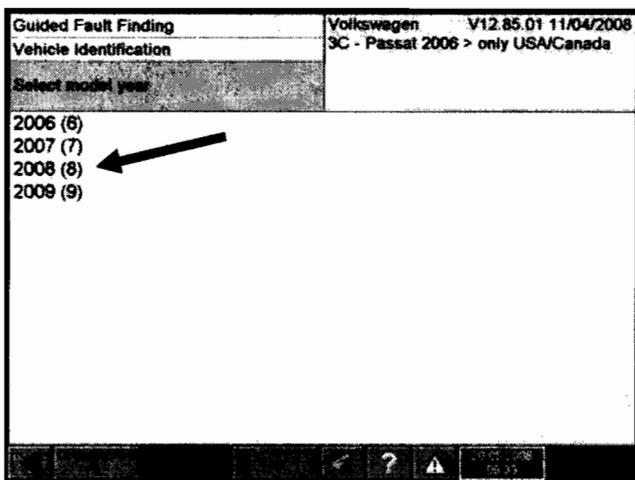


(For Tiguan)

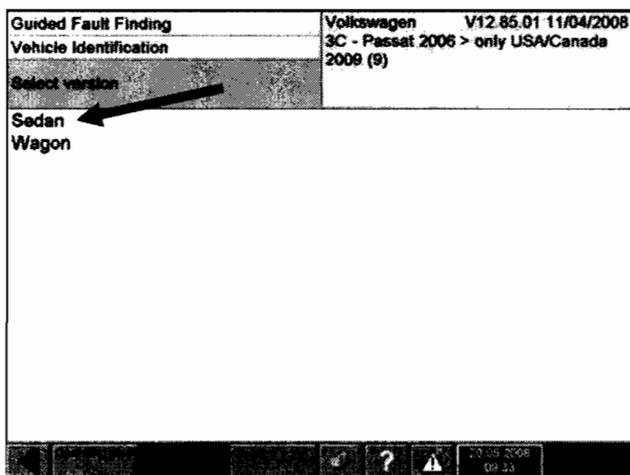
← When prompted for vehicle selection, select Tiguan. If Tiguan is not currently available, make the selection for Passat

(For Passat)

← When prompted for vehicle selection, select Passat



← Select model year, 2008 or higher

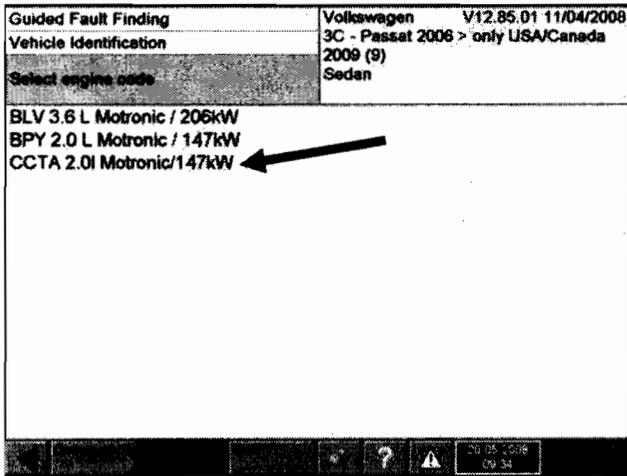


(For Tiguan)

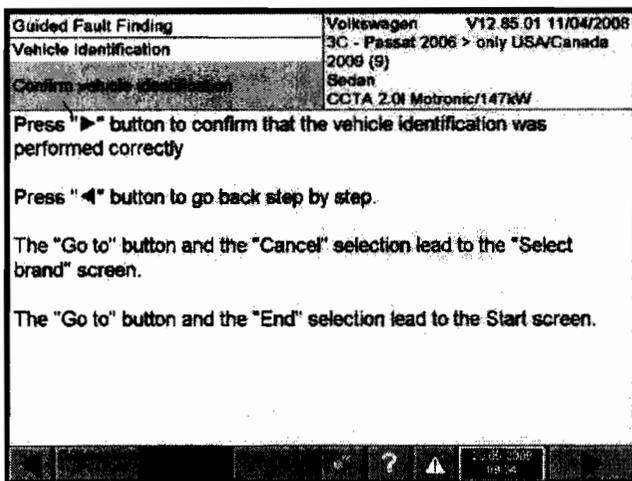
← Select version - select sedan

(For Passat)

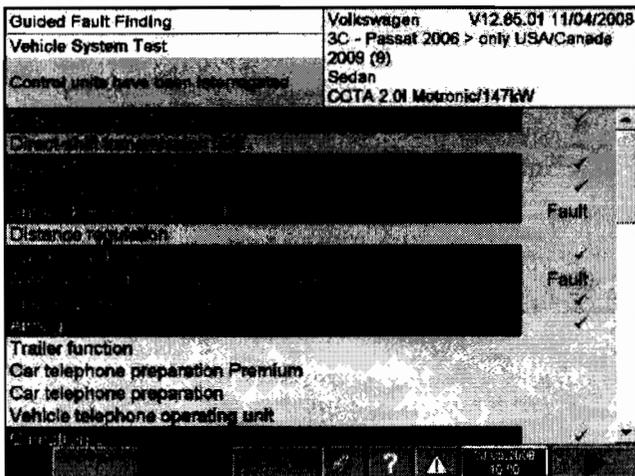
- Select version - select version as applicable



⇐ Select engine code CCTA 2.0I Motronic / 147kW



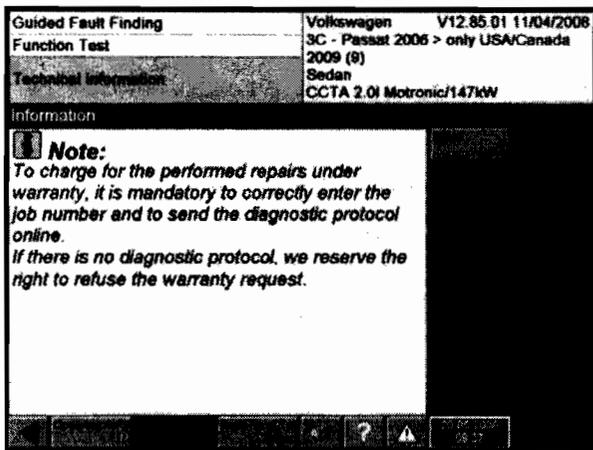
⇐ Confirm vehicle identification



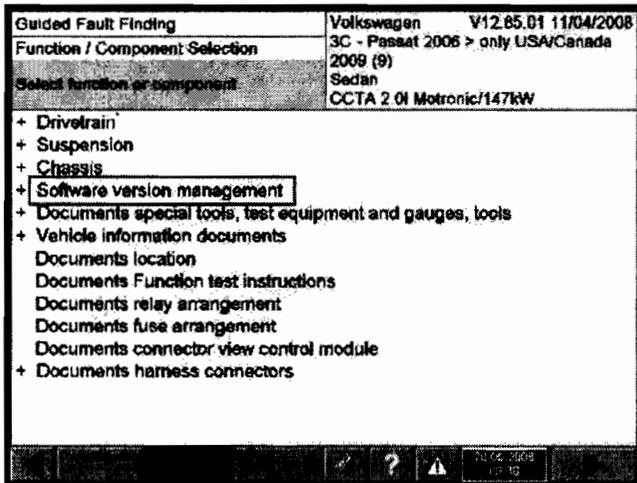
⇐ Address any relevant fault codes prior to proceeding with Software Version Management

 Note: Fault codes will be erased once GFF is complete

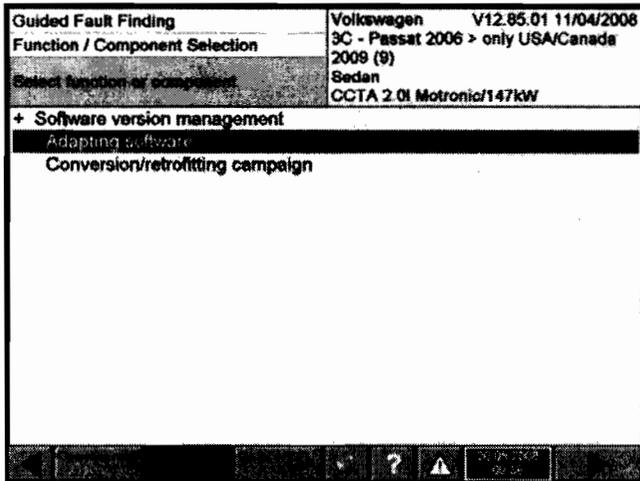
⇐ Press > arrow



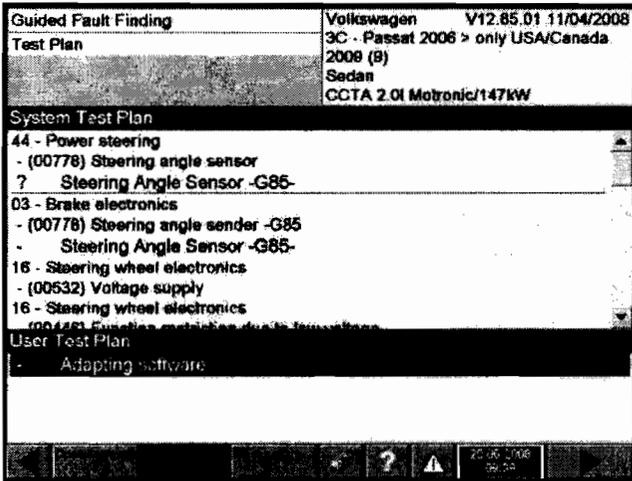
← Read Note and press "Done"



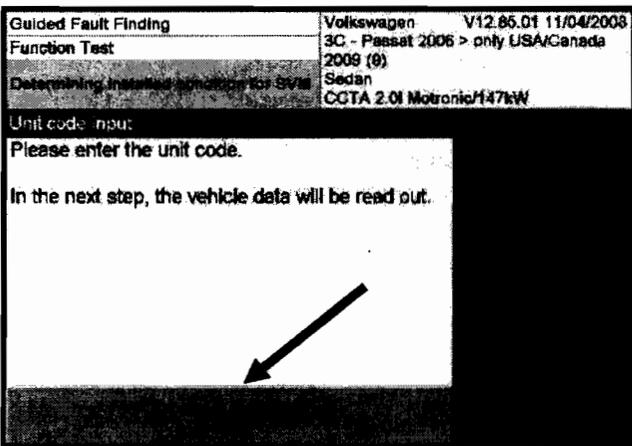
← Go to >> Function / Component Selection >> Software version management



← Select Adapting software

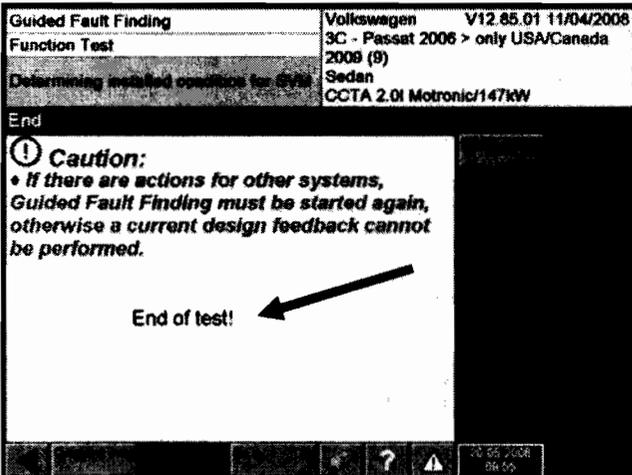


⇐ Perform User Test Plan. Select "Adapting software".



⇐ When prompted for the unit code, enter 306A

- Enter your GeKo ID when requested and data will be transmitted to the SVM server which will respond with instructions to continue



⇐ Follow on-screen instructions to completion. User Test Plan complete when "End of test!" -arrow- appears on screen



Note:

- ◆ *If you encounter problems with the SVM software update, please refer to technical bulletin 2014603 – Software Version Management (SVM), Operating Instructions*
- ◆ *If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2014603 – Software Version Management (SVM)*

- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit GFF via the “Go” to button

WORK IS COMPLETE