

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 relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Service Action Circular

Code: P9/66C8

Subject: 2001-2005 Model Year Passat and Passat Wagon
Service Air Plenum Area to Improve Drainage and
Install Improved Pollen Filter Seal

REVISED

June 2008

Revision Summary - Additional Vehicles

- VIN range extended to include some 2001 and 2003-2005 model year Passat gas engine vehicles

NEW

Problem Description

In some 2001-2005 model year Passat and Passat Wagons moist debris might clog the air plenum drain area and water could leak into the passenger compartment.

On 2002 models, water could also leak into the brake booster. In rare cases, during cold weather, frozen water may impede proper performance of the brake vacuum assist.

Corrective Action

Owners are being instructed to keep the air plenum area clean. Additionally, dealers will inspect, clean and modify the air plenum drain. Dealers will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter.

NEW

VIN Range & Production Date of Affected Vehicles

USA & Canada (Emden)

WVW__3B_1E075150 - WVW__3B_1E314240
WVW__3B_2E000227 - WVW__3B_2E426189
WVW__3B_3E000194 - WVW__3B_5E174151

Production date: November 2000 – June 2005

USA & Canada (Mosel)

WVW__3B_1P054507 - WVW__3B_1P300107
WVW__3B_2P010004 - WVW__3B_2P456793
WVW__3B_3P000049 - WVW__3B_5P060369

Production date: December 2000 – November 2004

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

NEW

Allocation Report of Affected Vehicles

In the Service Manager's Package dealers will receive a report with the complete VIN with customer name and address data of the additional 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/provinces. Accordingly, you must limit the use of this report.

NEW

Parts Information and Allocation

Prior to customer notification, you will receive an initial allocation of parts for the additional vehicles. Parts will not be blocked; however, upper order limits will be in place. Thereafter, subsequent parts can be ordered through your facing PDC.

NEW

Owner Notification Mailing

Volkswagen mailed the original owner notification for the 2002 model year vehicles on or about August 21, 2007. First-class notification to owners of the additional vehicles in this action will begin on or about June 13, 2008.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code 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

Check in the system Service-Online, FISH (VSI), to determine whether the "66C8" campaign is open.

Service No.: 66C8

Damage Code: 0066

Parts Manufacturer – Removed part:

Please use the vendor code WWO.

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Clean and modify air plenum drain,
sunroof drain (if equipped) and
install improved pollen filter seal

Repair operation: 5165 55 99 90 T.U.
.2 Ribbon sealer AKD49701004NAR

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

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

June 2008

Subject: Safety Recall 26E5/R5
2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

Service Action 66C8/P9
Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

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 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

Safety Recall 26E5/R5

What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

Service Action 66C8/P9

Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours 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.

Lease Vehicles

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

Have You Changed Your Address Or Sold The Vehicle?

If you have, 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 any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

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 (26E5/R5 and 66C8/P9)
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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (United States) August 2007

August 2007

Subject: Service Action P9

2002 Model Year Passat and Passat Wagon

Service the Air Plenum Area to Improve Drainage and Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

We are writing to inform you of a Service Action on some 2002 model year Volkswagen Passat and Passat Wagon vehicles. Our records show that you are the owner of one of these cars.

What is the problem?

In some 2002 model year Passat and Passat Wagons moist debris might clog the air plenum drain area and water could leak into the passenger compartment and into the brake booster. In rare cases, during cold weather, frozen water may impede proper performance of the brake vacuum assist.

These conditions can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

Because we at Volkswagen want to ensure your continued satisfaction with your vehicle, we are writing to inform you about a service to the air plenum area that we would like to perform for you at no cost.

What Will Volkswagen Do?

In order to prevent the conditions described above, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment before October 31, 2007 (prior to cold weather) so this preventative service can be performed.

This service will typically take about one hour and, as mentioned above, will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the service, as well as to accommodate their daily workshop schedule.

Additionally, to help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.



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Reimbursement of Expenses

If you have previously paid for repairs caused by dirt and/or debris clogging the air plenum area, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request any time within the next twelve (12) months.

Service Help From Us

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

Volkswagen of America, Inc.
Attn: Customer CARE Center (P9)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We look forward to providing this service for you. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service and Quality

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

June 2008

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Customer Letter Example (CANADA) June 2008 additional vehicles

June 2008

Subject: Safety Recall 26E5/R5
2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

Service Action 66C8/P9
Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

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 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

Safety Recall 26E5/R5

What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

Service Action 66C8/P9

Air Plenum Area Service and Pollen Filter Seal Installation

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Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

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What We Would Like You to Do

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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 (26E5/R5 and 66C8/P9)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-822-8987*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (Canada) August 2007

August 2007

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2002 Model Year Passat and Passat Wagon

Service the Air Plenum Area to Improve Drainage and Install Improved Pollen Filter Seal

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What Will Volkswagen Do?

In order to prevent the conditions described above, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment before October 31, 2007 (prior to cold weather) so this preventative service can be performed.

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Volkswagen Canada Inc.
Attn: Customer CARE Center (P9)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
CANADA
1-800-893-5298

We look forward to providing this service for you. Thank you for driving a Volkswagen!

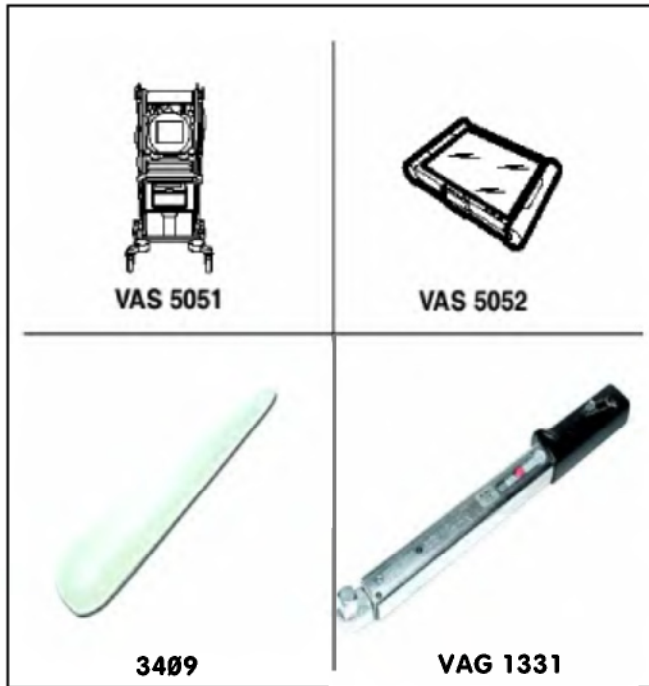
Sincerely,

Volkswagen Service and Quality

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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

Special Tools:



⇐ Diagnostic Tool VAS 5051 B or VAS 5052 Vehicle Diagnosis, Testing and Information Tool

- Diagonal Cutter (e.g. Snap-On # 388BCP) or equivalent

⇐ VAG 1331 Torque wrench or (equivalent 5 - 50 Nm)

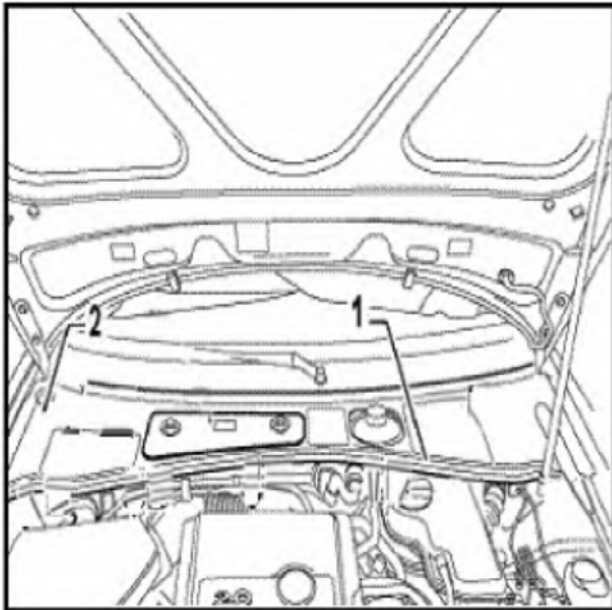
⇐ 3409 Trim Removal Wedge tool, or equivalent

- Shop vacuum or air vacuum (e.g. Blue Point AV1000 or equivalent)

Work Procedure

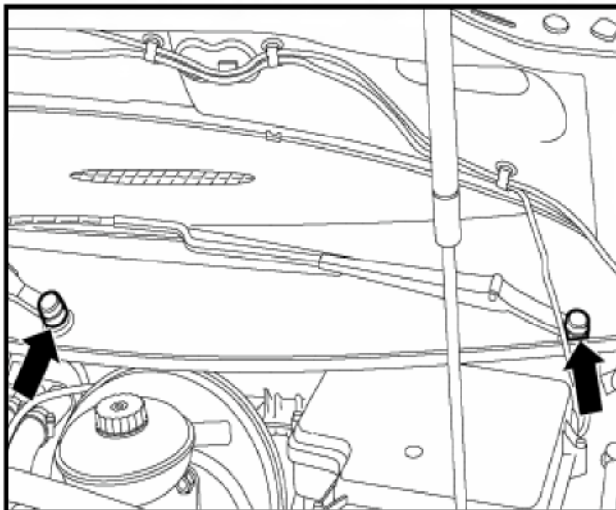
Vehicle Preparation

- Record radio presets
- Cycle windshield wipers to ensure they are in the 'rest' position
- Turn all electrical consumers off
- Ensure ignition switch is 'OFF' and remove ignition key
- Open hood



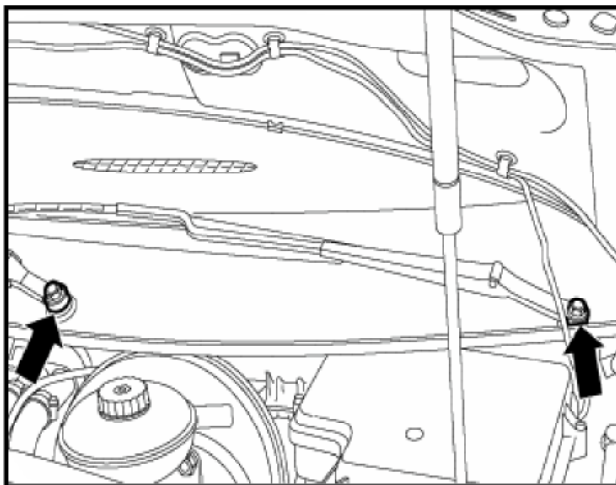
Section A – Remove Plenum Chamber Cover

- ⇐ Remove rubber seal from plenum chamber cover -1-
- ⇐ Lift and pull plenum chamber cover -2- towards front of vehicle and remove
- Disconnect ground cable (GND) from the negative (-) battery terminal
- Disconnect positive cable (POS) from the positive (+) battery terminal

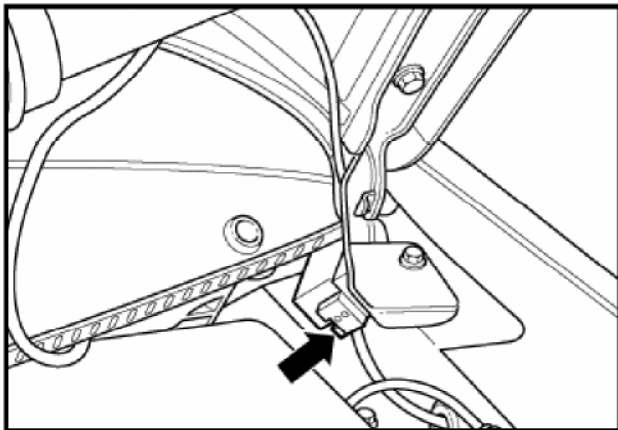


Section B – Remove Wiper Arm

- ⇐ Remove black covers from wiper arms -arrows- to reveal wiper arm retaining nuts

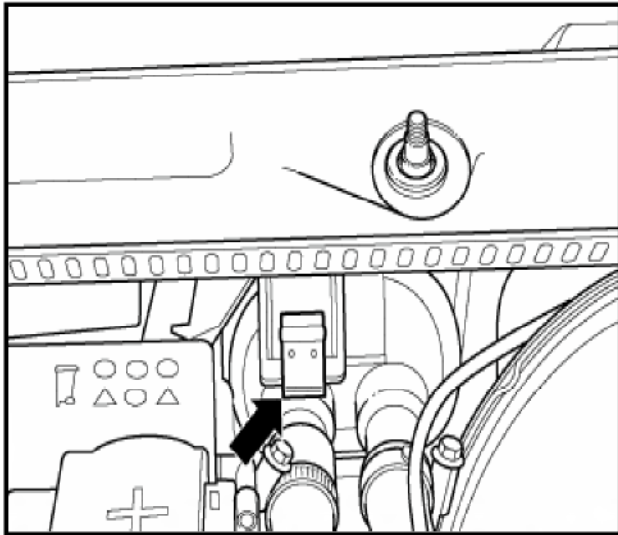


- ⇐ Remove wiper arm retaining nuts -arrows-
- Remove driver-side wiper arm from wiper arm shaft
- Remove passenger-side wiper arm from wiper arm shaft




Section C – Remove Cowl Panel

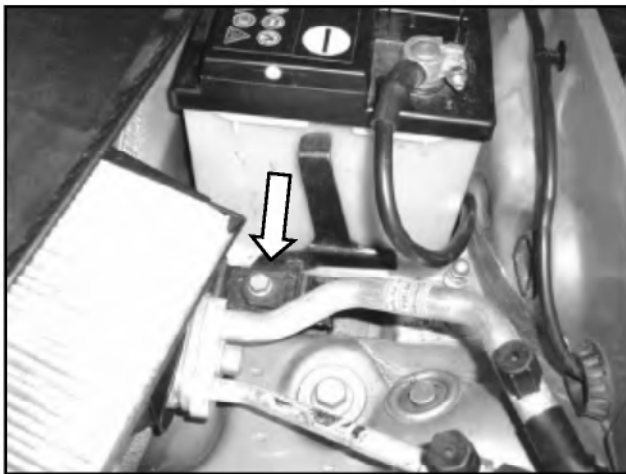
⇐ Remove metal clip -arrow- from cowl panel on driver side



⇐ Remove metal clip-arrow- from center of cowl panel

 **Tip:** To help with cowl panel removal, spray a small amount of glass cleaner along the edge of the cowl panel where it meets the windshield

- Starting at driver-side of vehicle, carefully lift cowl panel upward, insert Trim Removal Wedge (-3409-) and slowly slide Wedge underneath cowl panel to remove from windshield channel



Section D – Remove Battery & Battery Tray

⇐ Remove bolt -arrow- and battery hold down bracket



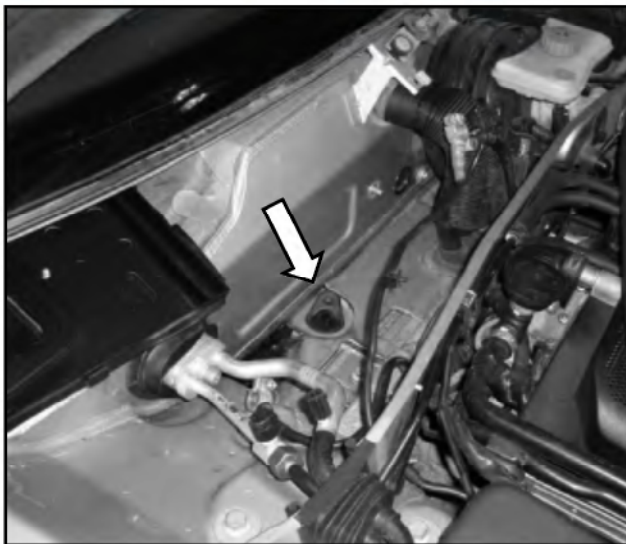
⇐ Disconnect angled connector -arrow- of central gas vent from battery (if present)

- Remove battery



⇐ Remove retaining nuts and bolt -arrows-

- Remove battery tray



Section E – Clean Air Plenum Area and Remove Drain Tube

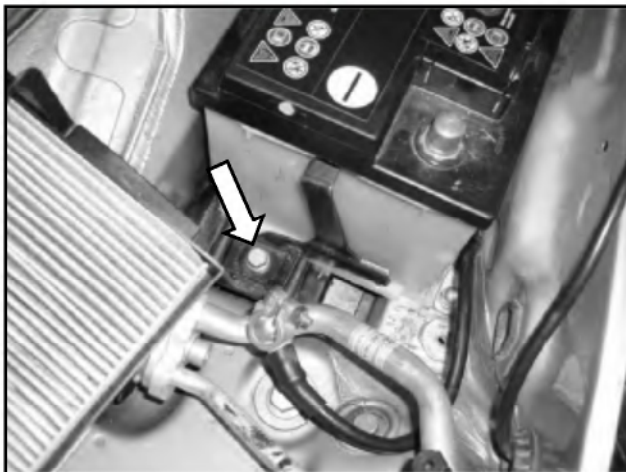
- Using shop vacuum, air powered vacuum or shop air, remove any debris in air plenum area, including under brake booster

⇐ Remove rubber drain tube only from air plenum area -arrow- under battery tray



Section F – Reinstall Battery Tray and Battery

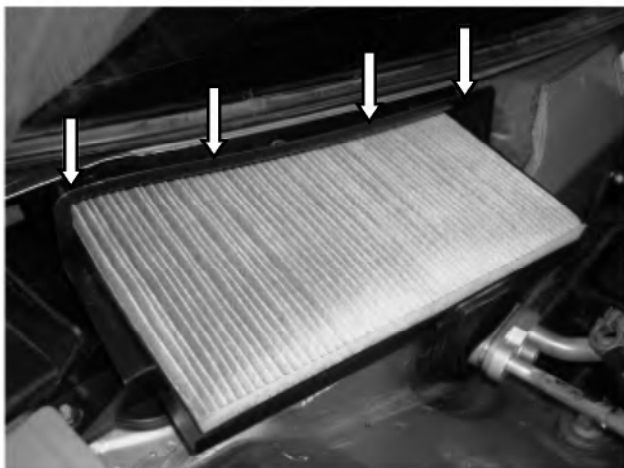
- Reinstall battery tray
- ⇐ Reinstall nuts and bolt -arrows- and tighten to 25 Nm (18 lbs.-ft.)
- Reinstall battery



- ⇐ Reinstall battery hold down bracket, install bolt - arrow - and tighten to 25 Nm (18 lbs.-ft.)
- Check battery for proper seating after installation

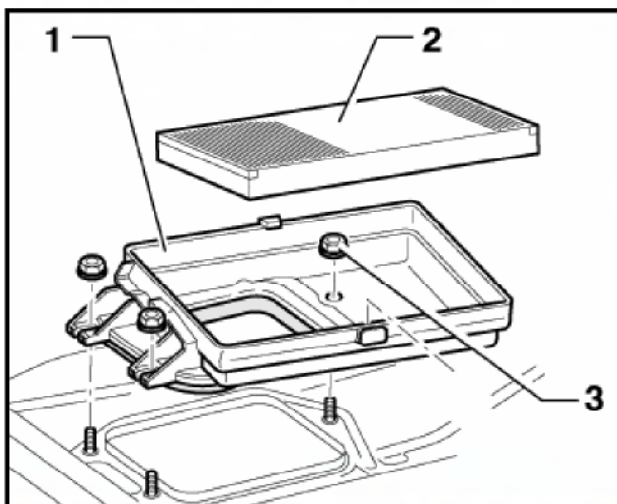


- ⇐ Reconnect angled connector -arrow- of central gas vent from battery (if present)
- Connect positive battery cable (POS) to positive (+) battery terminal
- Tighten nut to 5 Nm (44 lbs.-in.)



Section G - Seal Pollen Filter Housing

⇐ Remove plastic trough from pollen filter housing
-arrows-



⇐ Remove pollen filter -2-

⇐ Remove nuts -3-

⇐ Remove pollen filter housing -1-



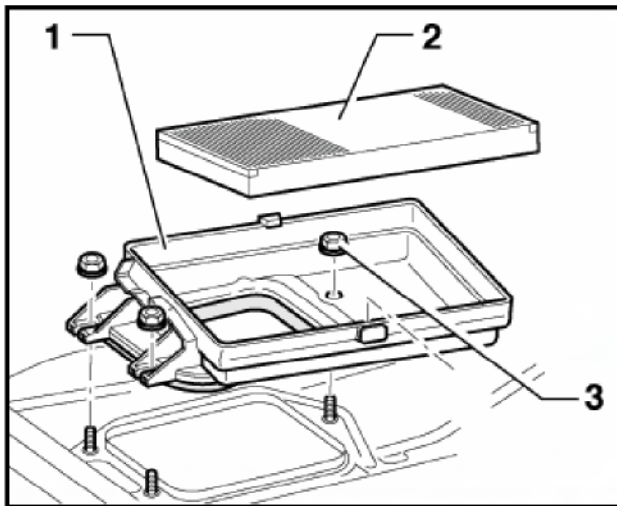
⇐ Remove original seal from pollen filter housing
-arrows-

⇐ Install approximately 30 in. of sealer
(AKD 497 010 04 NAR) in place of original seal
around perimeter of pollen filter housing -
arrows-



Tip: Prevent sealer from contacting foam seal, as it could allow water to leak into cabin area

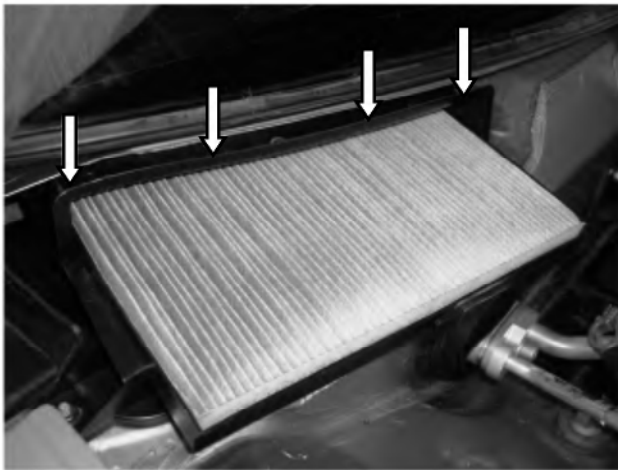
Ensure that sealer thickness is uniform around entire perimeter of pollen filter housing and no gaps are present



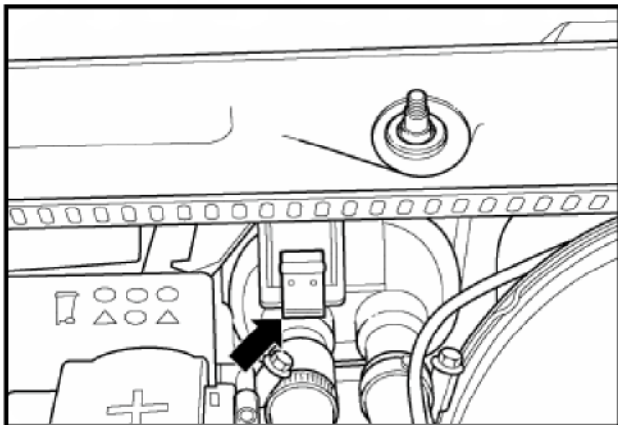
- ⇐ Reinstall filter housing -1-
- ⇐ Reinstall nuts -3- and tighten to 2 Nm (18 lbs.-in.)
- ⇐ Reinstall removed pollen filter -2-



Tip: Pollen filter replacement is not covered under this campaign.



- ⇐ Reinstall plastic trough onto pollen filter housing - arrows -



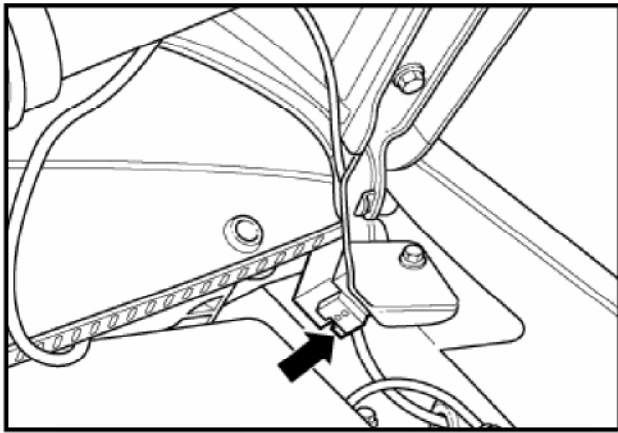
Section H – Reinstall Cowl

- Beginning at passenger side of vehicle, carefully reinstall cowl panel and secure into windshield channel

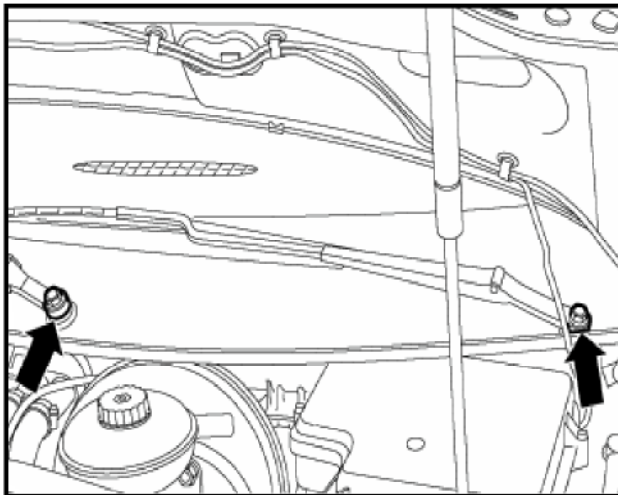


Tip: To help with cowl panel installation, spray a small amount of glass cleaner along the edge of the cowl panel where it meets the windshield

- ⇐ Reinstall metal clip at center of cowl panel -arrow-

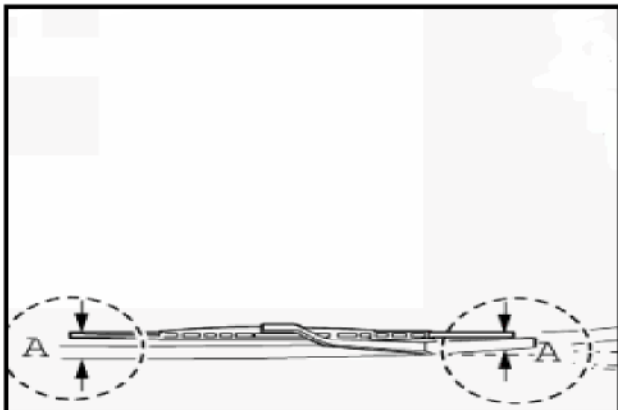


⇐ Reinstall metal clip -arrow-on of cowl panel at driver side



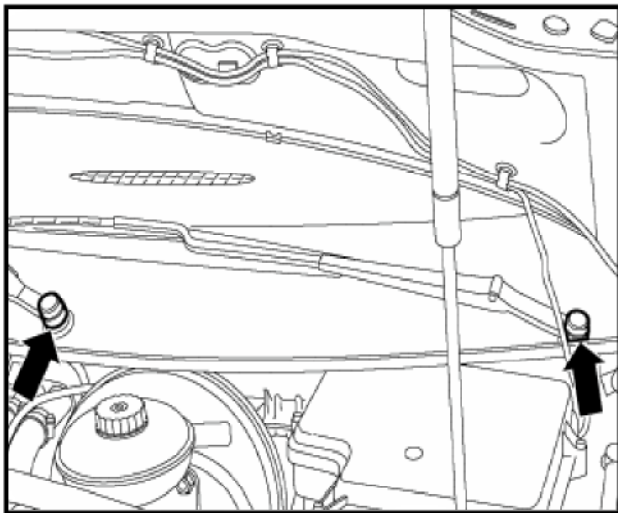
Section J – Reinstall Wiper Arms

- Reinstall passenger-side wiper arm onto wiper motor shaft
 - Reinstall driver-side wiper arm onto wiper motor shaft
- ⇐ Reinstall wiper arm retaining nuts -arrows-



Tip: The space -A- between passenger side wiper blade and bottom edge of windshield must be 20mm

- Tighten wiper arm retaining nut to 20Nm (15 lbs.-ft.)



- ⇐ Reinstall black covers -arrows- on wiper arms over wiper arm retaining nuts
- Connect ground cable (GND) to the negative (-) battery terminal
- Tighten nut to 5 Nm (44 lbs.-in.)

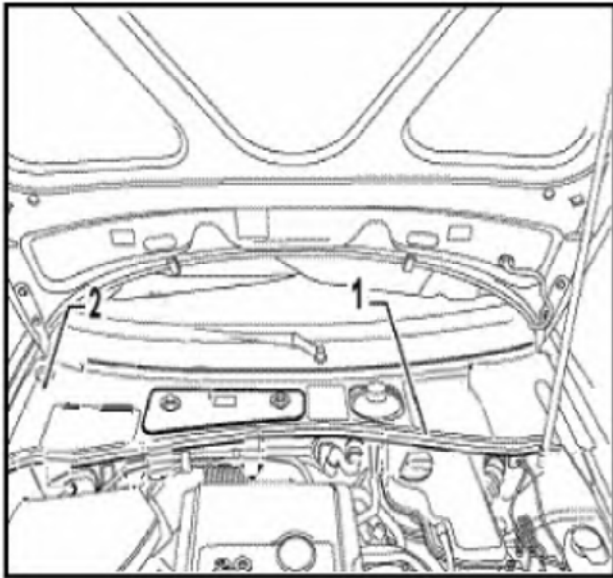
Section K – Modify Sunroof Drain (If Equipped)



- Locate sunroof drain in driver-side front door jam
- ⇐ Using diagonal cutter, remove "duckbill" -circle A- at end of drain



- ⇐ Ensure drain end is open
- Repeat procedure on passenger-side sunroof drain



Section L – Reinstall Plenum Chamber Cover

- ⇐ Reinstall plenum chamber cover -2-
- ⇐ Reinstall rubber seal -1- on plenum chamber cover

Section M - Work Steps Required After Connecting Battery

- Check vehicle systems with VAS 5051B or VAS 5052 and clear any faults
- Reset clock, radio station pre-sets and window "one-touch" feature
- Ensure proper function of remote control key; synchronize key, if necessary
- Set basic settings
- Destroy and properly discard all removed parts

WORK IS COMPLETE