

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 contact Warranty



Service Action

REVISED 03/09/2011

Code: 48I5

Subject: 2006-2010 Passat/Passat Wagon and 2009-2010 CC/Passat CC
Electronic Steering Column Lock

March 2011

Revision Summary (03/07/2011)

Appendix 3 added for adaptation troubleshooting of the Steering Column Lock

Revision Summary (02/22/2011)

Information added in Work Procedure. See highlighted sections

Problem Description

Vehicles affected by this action may experience long cranking or a no-start condition when vehicle startup is attempted.

Corrective Action

Inspect and, if necessary, replace the electronic steering column lock.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source, and ElsaWeb must show this campaign open on the day of repair in order to receive claim payment consideration.*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

2006-2010 Passat/Passat Wagon (Emden)

WVW_ _ _ 3C_6E002717 – WVW_ _ _ AN_AE058994
Production date: March 5, 2005 – October 19, 2009

2006-2010 Passat/Passat Wagon (Mosel)

WVW_ _ _ 3C_6P005115 – WVW_ _ _ AN_AP022099
Production date: June 1, 2005 – October 17, 2009

2009-2010 CC (Emden)

WVW_ _ _ 3C_9E502245 – WVW_ _ _ AN_AE526509
Production date: May 20, 2008 – October 19, 2009

CANADA

2006-2010 Passat/Passat Wagon (Emden)

WVW_ _ _ 3C_6E023581 – WVW_ _ _ AN_AE058395
Production date: May 20, 2005 – October 17, 2009

2006-2010 Passat/Passat Wagon (Mosel)

WVW_ _ _ 3C_6P011801 – WVW_ _ _ AN_AP021232
Production date: May 23, 2005 – October 9, 2009

2009-2010 Passat CC (Emden)

WVW_ _ _ 3C_9E500574 – WVW_ _ _ AN_AE526401
Production date: May 5, 2008 – October 19, 2009

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles

Electronic allocation lists will post under My Dealership Reports on the VW Hub on or about February 11, 2011.

A list will not be posted for dealers who have no affected vehicles.

Parts and Special Tool Information and Allocation

Parts allocation will take place prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

In addition, a special tool (Socket T10424US) will be shipped to each dealership (one per dealer) free of charge prior to the launch of this campaign. Contact the VW Tools and Equipment Program (SBS) at www.tools.vw.com or by calling 1-800-892-9650 for future orders and pricing information.

Owner Notification Mailing

Owner notification will be split into two waves. The first will take place on or about February 11, 2011, and the second mailing wave will occur during March 2011. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

This action expires on February 28, 2013. Vehicles inspected/repaired under this action must have this service completed on or before February 28, 2013 to be eligible for payment. ***Inspections/repairs performed after February 28, 2013 will not be eligible for payment.*** Dealers should keep this expiration date in mind when scheduling customers for this action.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** 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 ElsaWeb to determine whether the “**48I5**” campaign is open.

Service No.: 48I5

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WWO**.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 - Inspect part number. If updated part number present, no replacement necessary

Repair operation: 0183 00 99 20 T.U.

OR

Criteria I.D. 01 - Replace electronic steering column lock

Repair operation: 4814 19 99 180 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	3C0 905 861 H or J	Electronic steering column lock
2	N 910 238 02	Shear bolts
4	N 101 092 10	Steering column bolt
1	N 010 335 17	U-joint to steering column
1	N 907 991 02	Steering wheel bolt

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN).

Provide the VIN, applicable Service Number, Customer information, Dealer number and date

Customer Letter Example (United States)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

February 2011

**Subject: Service Action 48I5/T4
2006-2010 Model Year Volkswagen Passat/Passat Wagon and 2009-2010 Model Year Volkswagen CC
Electronic Steering Column Lock**

Dear Volkswagen Owner,

Some customers have reported long cranking or a no-start or condition when vehicle startup is attempted. This was due to a potentially faulty electronic steering column lock installed during vehicle production, and affects some 2006-2010 model year Volkswagen Passat and Passat Wagon vehicles, and some 2009-2010 model year Volkswagen CC vehicles. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What is the problem?

The affected vehicles may experience long cranking or no-start condition when vehicle startup is attempted.

What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, replace the electronic steering column lock in your vehicle. This work will take about two hours and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

Please ensure that you bring all keys for your vehicle with you to your service appointment.

This no-cost repair will only be available until February 28, 2013, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. 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. Dealers will not be able to perform this work free of charge after February 28, 2013.

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.

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 to replace the electronic steering column lock due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (48I5/T4)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (Canada)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

February 2011

Subject: Service Action 4815/T4
2006-2010 Model Year Volkswagen Passat/Passat Wagon and 2009-2010 Model Year Volkswagen Passat CC
Electronic Steering Column Lock

Dear Volkswagen Owner,

Some customers have reported long cranking or a no-start or condition when vehicle startup is attempted. This was due to a potentially faulty electronic steering column lock installed during vehicle production, and affects some 2006-2010 model year Volkswagen Passat and Passat Wagon vehicles, and some 2009-2010 model year Volkswagen Passat CC vehicles. Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What is the problem?

The affected vehicles may experience long cranking or no-start condition when vehicle startup is attempted.

What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, replace the electronic steering column lock in your vehicle. This work will take about two hours and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

Please ensure that you bring all keys for your vehicle with you to your service appointment.

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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.

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 to replace the electronic steering column lock due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (4815/T4)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & 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. ©2011 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

If there are questions regarding the work procedure, contact Warranty for U.S. and the Technical Assistance helpline for Canada

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	3C0 905 861 H or J	Electronic steering column lock
2	N 910 238 02	Shear bolts
4	N 101 092 10	Steering column bolts
1	N 010 335 17	U-joint to steering column
1	N 907 991 02	Steering wheel bolt
1	CAMP 010 000	Campaign Completion Label

Required Tools:

⇐ VAS 6150 Laptop Diagnostic Unit, VAS 5051B



⇐ VAG 1331 – Torque Wrench 5 – 50 Nm (or equivalent)



⇐ T10424US Special Socket (or equivalent)



Tip: One tool shipped to each dealer free of charge prior to launch of campaign. Contact the VW Tools and Equipment Program (SBS) at www.tools.vw.com or by calling 1-800-892-9650 for future ordering and pricing information.

Equivalent tools available commercially must be of the same design as the T10424US and be correctly sized - 7/16" (11mm).



Note: DO NOT USE other extractor tools with different designs as they may create excessive chips and damage the steering column.

Work Sequence



Tip: If Campaign Completion label is present, no further work is required



Tip: May be necessary to have all keys on hand



Tip: See Appendix 3 for adaptation troubleshooting guidelines and flowchart of the Steering Column Lock



WARNING:

Before working on the electrical system, or removing the steering wheel and steering column, the following conditions must be met:

- The technician must electrostatic discharge. This is done by touching a grounded metal part, for example, water lines, heater pipe, metal carriers or a workshop hoist.

If this is not done, the electronic steering column lock control module (J764) could fail later!

- Remove the battery ground strap. (Refer to work procedure below)
- Wheels must be located in straight ahead position.

If these notes are not observed, the airbag system may not function properly during vehicle operation!

Section A – Checking for prior repair and fault codes



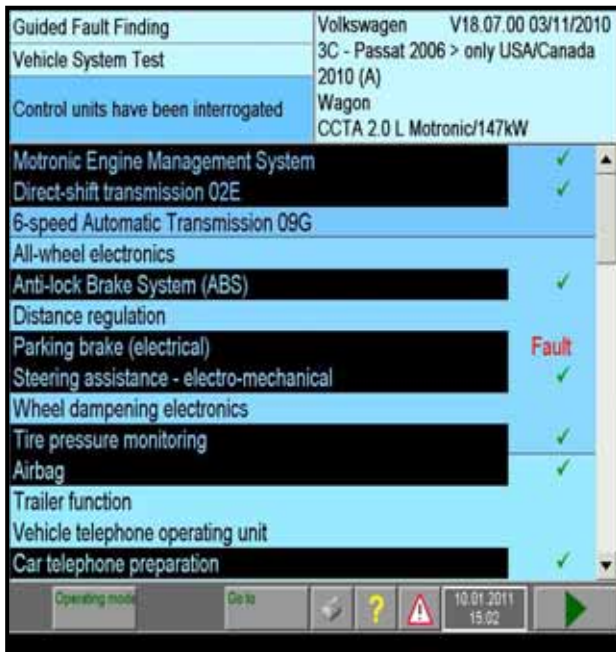
Note: This work procedure must be followed in its entirety. Varying from this work procedure may cause damage to electronic components and/or generate additional repairs and labor that are not covered under this action.



Tip: It is possible for the vehicle to have an updated part present



Attach scan tool VAS 6150/A, 5051B to vehicle and with key on, select "Guided Fault Finding" <arrow>



⇐ Enter the vehicle information and allow GFF to interrogate the control modules

⇐ Check for and address any fault codes prior to beginning this campaign

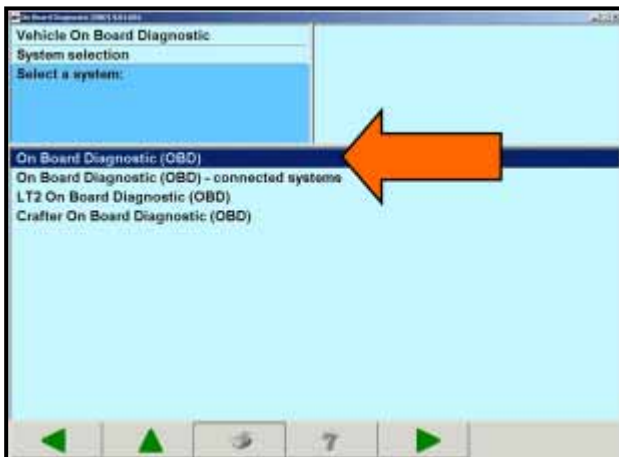


Tip: Coverage for addressing existing faults is **not allowed** under this campaign.

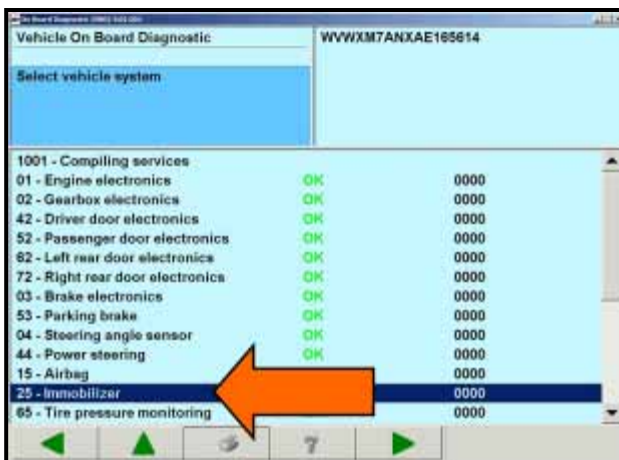


Note: Certain fault codes may interfere with the test plan for adapting the new Electronic Steering Column Lock (ESCL) and create a situation where the Comfort module may become damaged. Do not attempt to perform this campaign when previous fault codes are present.

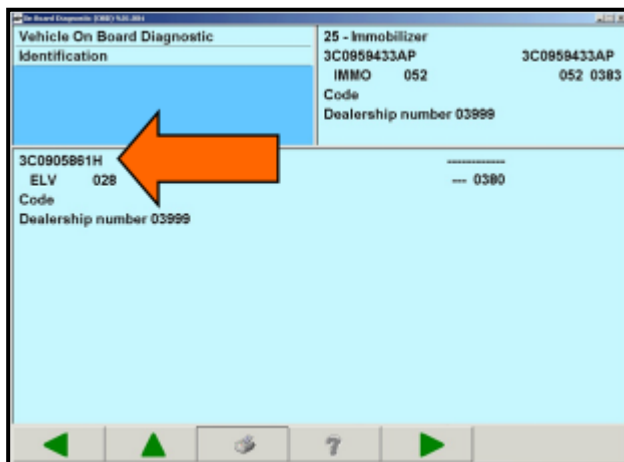
⇐ Once any previous fault codes have been addressed, enter Vehicle Self Diagnosis via the "Go to" button



⇐ Select "On Board Diagnostic (OBD)" <arrow>



⇐ Select "25 - Immobilizer" <arrow>



← Check part number <arrow>

← Record the present ESCL part number information <arrow> on the repair order

• Using the up arrow, Select Guided Fault Finding

• Interrupt GFF



Tip: Interrupting instead of exiting GFF at this point will save time after the ESCL has been replaced.

- If part number is 3C0 905 861H or 3C0 905 861J, **go to Section F**
- If part number is **not** 3C0 905 861H or 3C0 905 861J, **continue to Section B**

Section B - Removing Steering Column



Note: The driver front airbag will be removed during this procedure. Any pre-existing conditions related to airbag system issues should be addressed with the customer prior to working on the vehicle.

- Switch on ignition
- Set the parking brake to turn Daytime Running Lights (DRL's) off



Tip: Set parking brake at this time in order to prevent an Electronic Parking Brake (EPB) fault from occurring during adaptation of new Electrical Steering Lock (ELV).

- Adjust steering wheel height to the highest position
- Adjust steering wheel depth (reach) so it is in the fully extended position
- ⇐ Turn steering wheel counterclockwise approximately 90° into the position <as shown>
- ⇐ Insert a screwdriver into hole on rear side of steering wheel until it stops (approx. 8mm)



Tip: The screwdriver should be about 175mm long and have a blade width of 7mm

- ⇐ Turn the screwdriver in the direction of passenger side door <arrow> to unlock

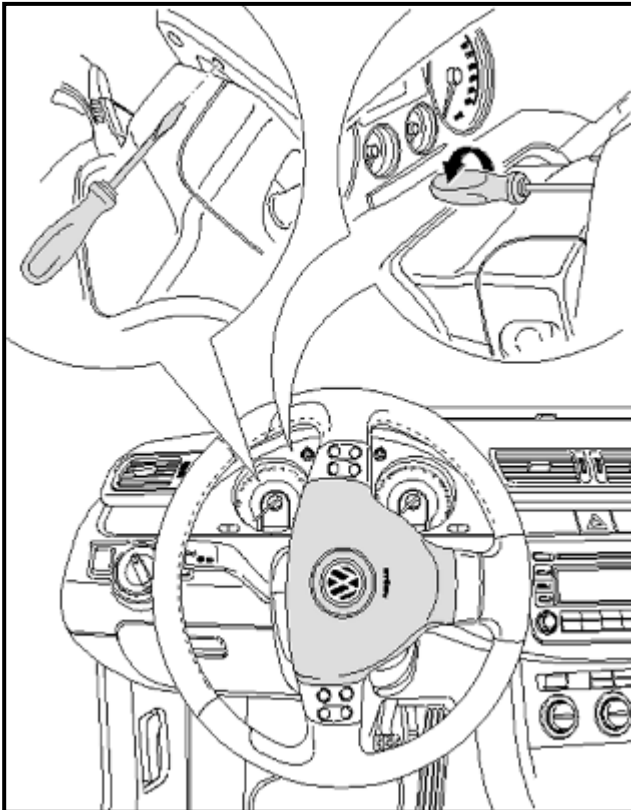


Tip: This unlocks the airbag unit locking frame on the right side of the steering wheel

- Turn steering wheel clockwise approximately 180° and disengage airbag unit locking mechanism on left side of steering wheel
- Turn steering wheel counterclockwise back 90° into center position with wheels in the straight ahead position
- Switch off ignition



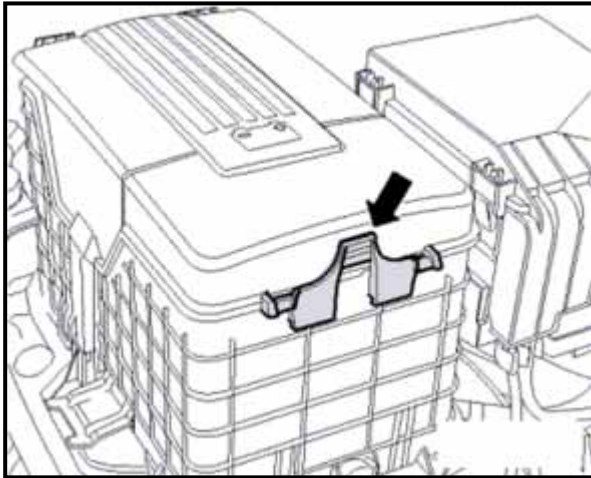
Note: To disconnect battery, anti-theft alarm system must be deactivated (See Appendix 1)





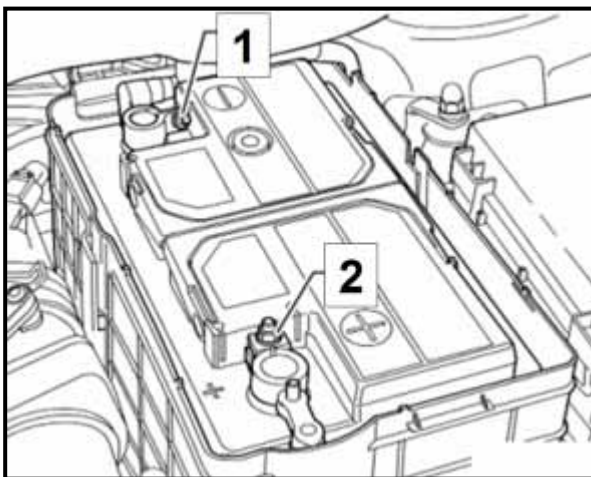
Note: Always ensure the vehicle electrical system is protected by disconnecting the battery negative (-) terminal (interrupted current flow to ground) prior to servicing key areas of the electrical system. Disconnecting the battery positive (B+) terminal must only be performed as required to remove battery from vehicle, and is not necessary for this action

- Deactivate anti-theft alarm system
(See Appendix 1)
- Switch off the ignition and all electrical consumers
- Remove key from ignition



Note: Removing the key from the ignition is a very important step in this campaign. Not removing the key from the ignition may cause damage to electronic components and/or generate additional repairs and labor that are not covered under this action!

- Open hood (rear hatch 3.6L) to access battery
- ⇐ Open locking mechanism <arrow> and remove battery box cover

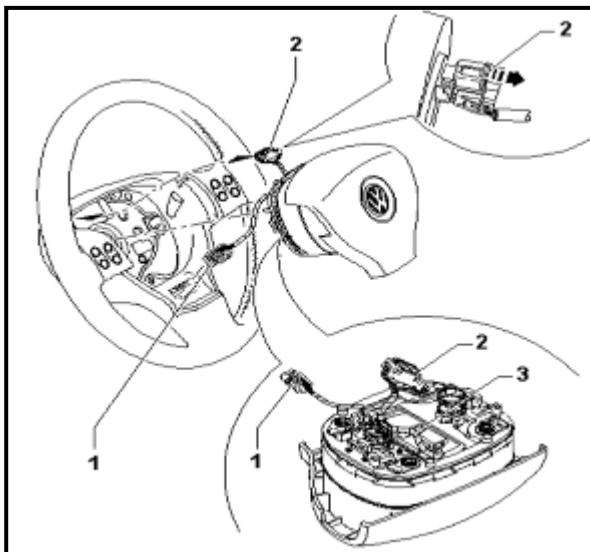


Note: Disconnecting the battery is a very important step in this campaign. Not disconnecting the battery may cause damage to electronic components and/or generate additional repairs and labor that are not covered under this action!

- ⇐ Disconnect battery terminal clamp of Ground (GND) wire <1> from battery Ground (GND) terminal and isolate terminal and strap to prevent accidental arcing



Tip: It is not necessary to disconnect or remove battery positive (B+) terminal <2>



Vehicles with multifunction steering wheel:



WARNING:

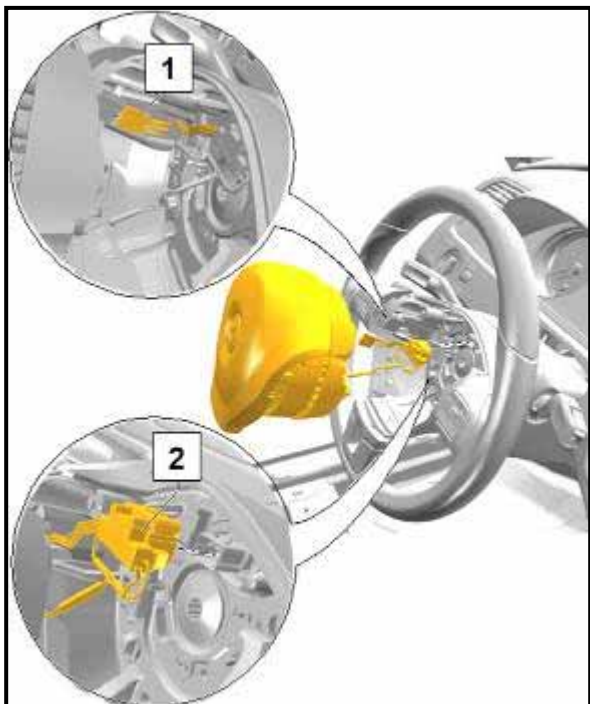
Electrostatic discharges can lead to an unintended deployment of the airbag. Therefore the technician must discharge static electricity from the body before separating the ignition and ground wiring. This is done, for example, by briefly touching the vehicle body or the door striker or pin.

- Remove airbag unit from steering wheel
- ⇐ Press connector lock and disconnect connector <1>
- ⇐ Release connector lock <in direction of arrow> and disconnect airbag connector <2> and remove airbag from vehicle



WARNING:

To avoid injury or death, place airbag in a safe place such as the trunk, with the padded side facing upward. Never place airbags with the deployment side facing down; the airbag will become an uncontrollable missile if the airbag deploys.



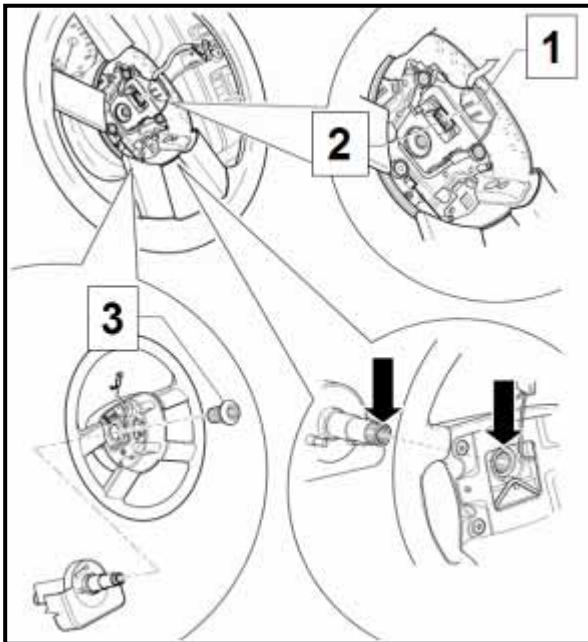
Vehicles without multifunction steering wheel:



WARNING:

Electrostatic discharges can lead to an unintended deployment of the airbag. Therefore the technician must discharge static electricity from the body before separating the ignition and ground wiring. This is done, for example, by briefly touching the vehicle body or the door striker or pin.

- ⇐ Release the connector lock and remove the airbag connector <2>
- ⇐ Press connector lock and disconnect connector <1>



- ⇐ Disconnect harness connectors <1> and <2> for spiral spring and remove airbag from vehicle



WARNING:

To avoid injury or death, place airbag in a safe place such as the trunk, with the padded side facing upward. Never place airbags with the deployment side facing down; the airbag will become an uncontrollable missile if the airbag deploys.

All vehicles:

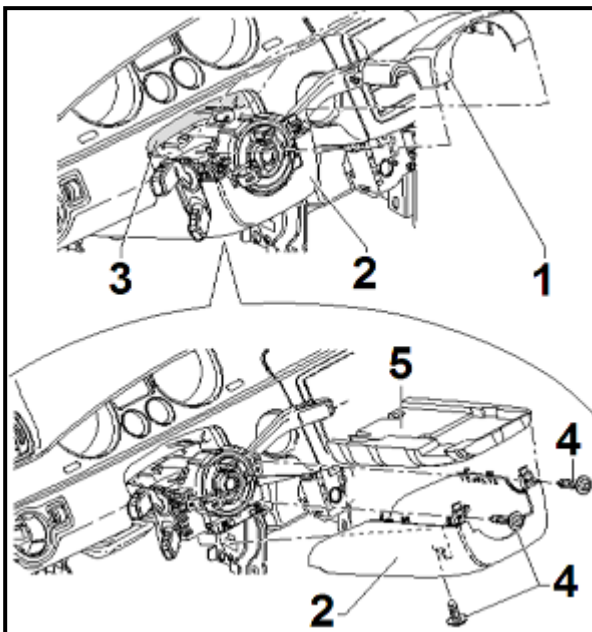
- ⇐ Remove bolt <3> and pull steering wheel off steering column



- ⇐ Apply tape to spiral spring <as shown in picture> to lock spring into position and prevent damage

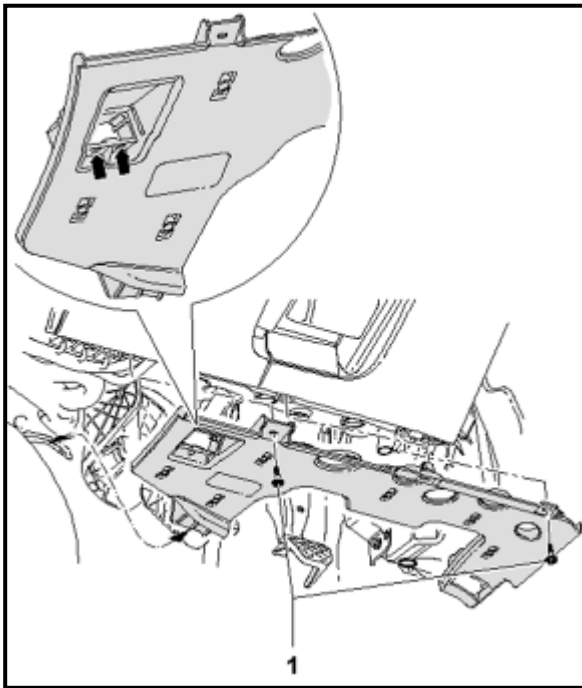


Tip: Damage to spiral spring is not covered under this action



Tip: If working in cold weather environments, it may be necessary to allow plastic trim to warm slightly to prevent damage

- ⇐ Loosen upper steering column trim <1> from mounts in lower steering column trim <2>
- Position upper steering column trim out of the way by using low-tack painters tape
- ⇐ Remove the three T-20 screws <4>
- ⇐ Loosen lower steering column trim <2> from mounts and remove foam insert <5>, if necessary



⇐ Remove two T-20 screws <1>

⇐ Remove cover from mounts and disconnect wiring harness (if installed) from footwell lights

- Carefully position trim piece out of the way



Tip: It is not necessary to completely remove trim from vehicle



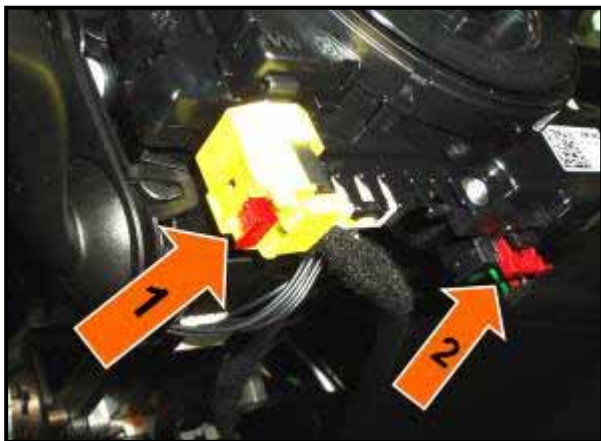
Tip: If removal of trim is desired, press the two locking mechanisms <arrows> and disconnect diagnostic connector from cover



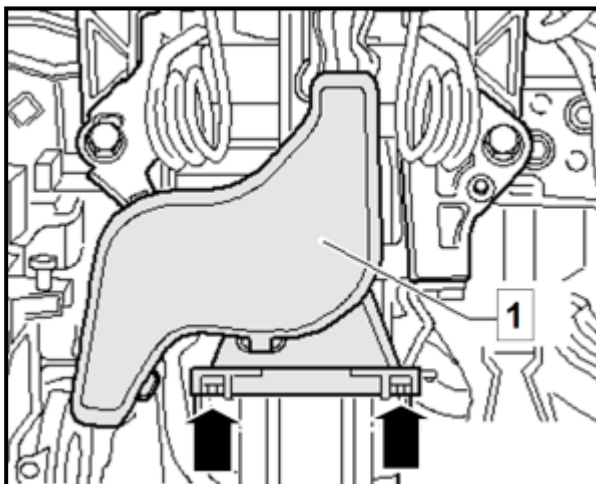
⇐ Remove T-20 screw <arrow> and remove footwell vent



⇐ Remove steering column harness ground nut <arrow>



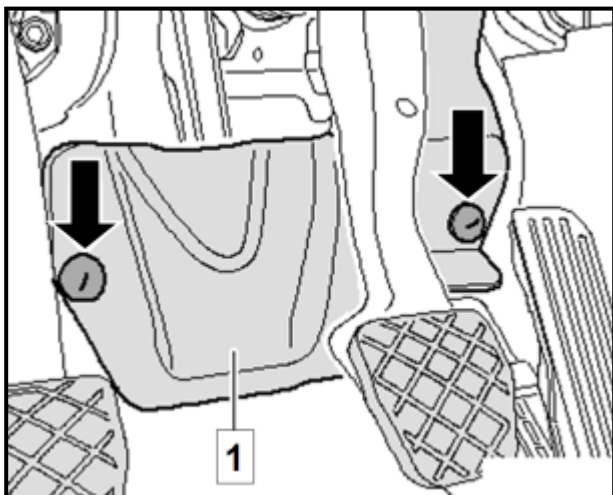
- ⇐ Disconnect steering column harness connectors <1> and <2> by first disengaging their red connector locks



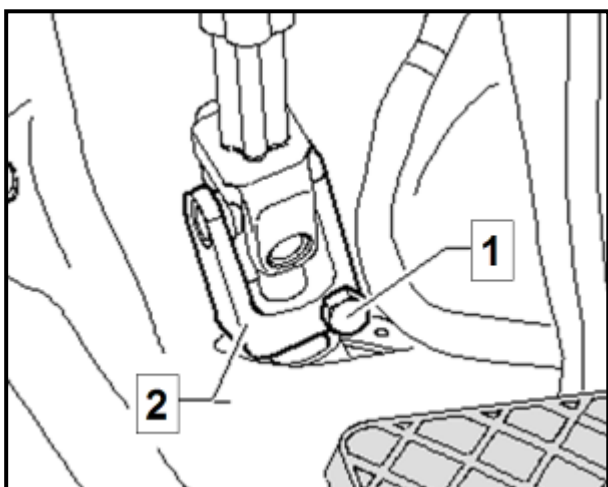
- ⇐ Remove plastic channel <1> for steering column harness by slightly lifting tabs <arrows> on both sides and pulling plastic channel from its mount
- Move plastic channel and harness out of the way



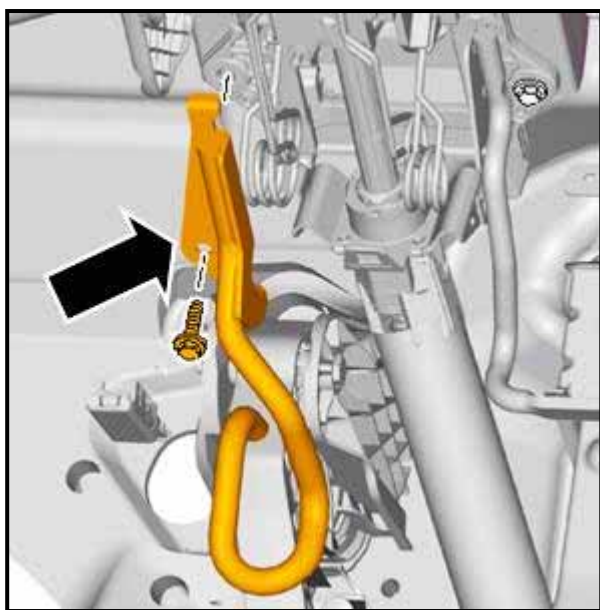
- ⇐ Disconnect lower steering column harness connector <arrow> by first disengaging its red connector lock



⇐ Remove the nuts <arrows> and remove footwell trim <1>



⇐ Remove the 13mm pinch bolt <1> and pull off universal joint <2> from steering gear



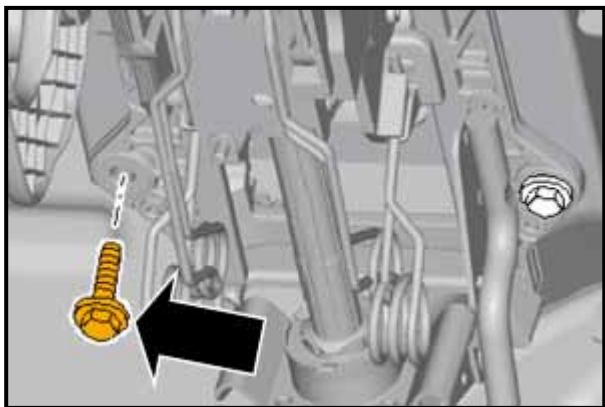
Vehicles with Manual Transmission:

⇐ Remove the 13mm left bolt and remove the clutch pedal crash brace <arrow>



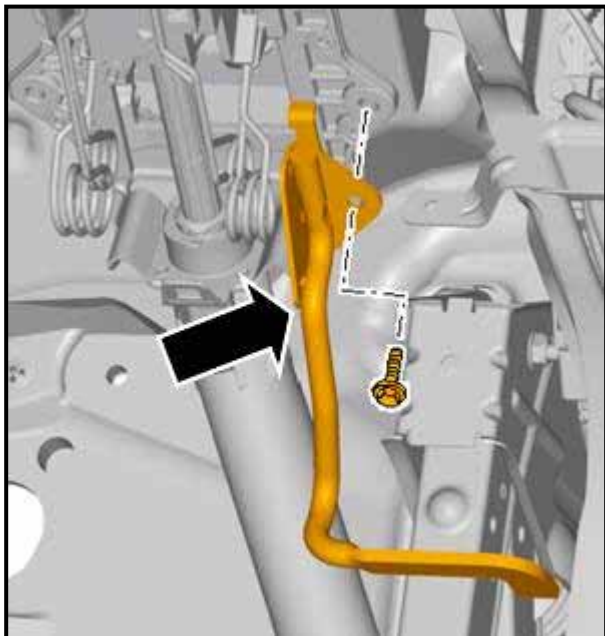
WARNING:

Crash braces are designed and fitted for passenger protection. Damaged crash braces must not be reinstalled.



Vehicles with DSG or Automatic Transmission:

- ⇐ Remove the 13mm left steering column bolt <arrow>



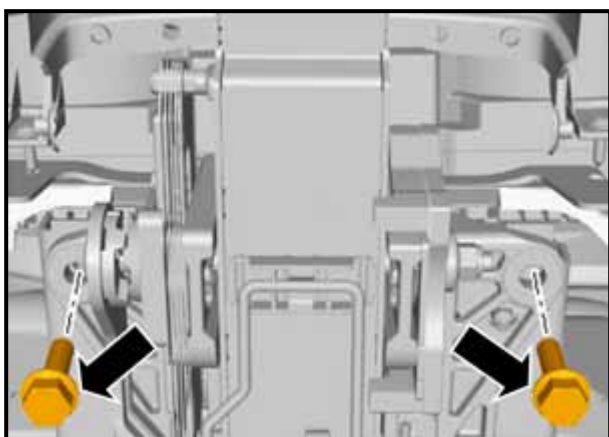
All Vehicles:

- ⇐ Remove the 13mm right bolt and the brake pedal crash brace <arrow>



WARNING:

Crash braces are designed and fitted for passenger protection. Damaged crash braces must not be reinstalled.



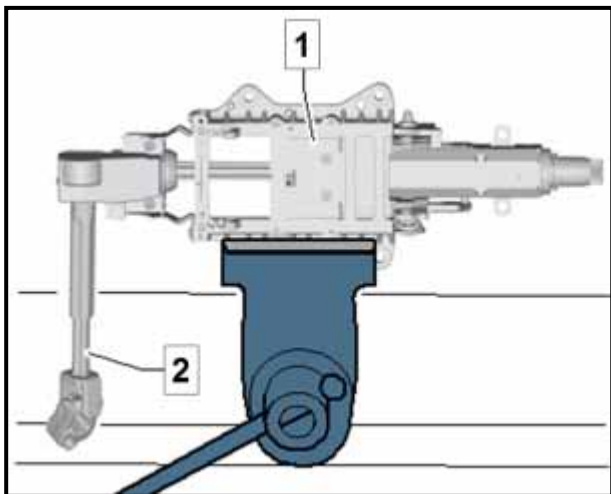
- ⇐ Remove the two remaining 13mm steering column bolts <arrows>

- Lower steering column slightly and carefully remove
- Carefully and with proper handling procedures (see Appendix 2), take steering column to work bench



WARNING:

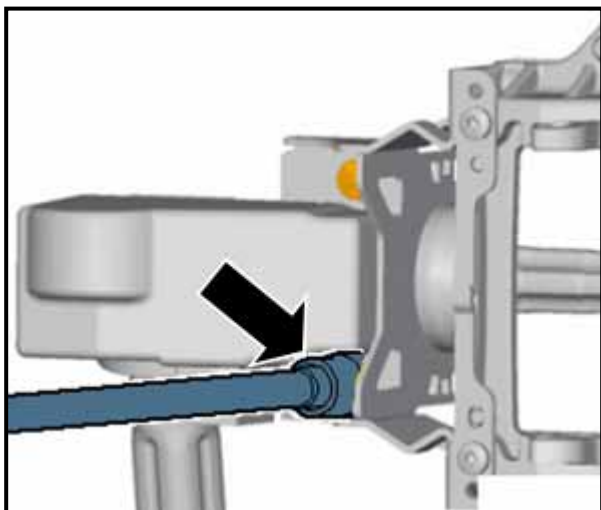
Pay particular attention to the correct handling and transport of the steering column. See Appendix 2 for more information.



Section C – Removing and Installing the New ESCL

⇐ Carefully tension the steering column <1> in the vice using protective pads

⇐ Carefully move the universal joint <2> downward



Tip: Using a small hammer, carefully and gently tap tool onto the head of bolt to seat teeth of tool into the screw head

⇐ Detach the lower shear bolt <arrow> of the control unit for steering column lock using the special socket (T10424US or equivalent)



Tip: Equivalent tools available commercially must be of the same design as the T10424US and be correctly sized - 7/16" (11mm).

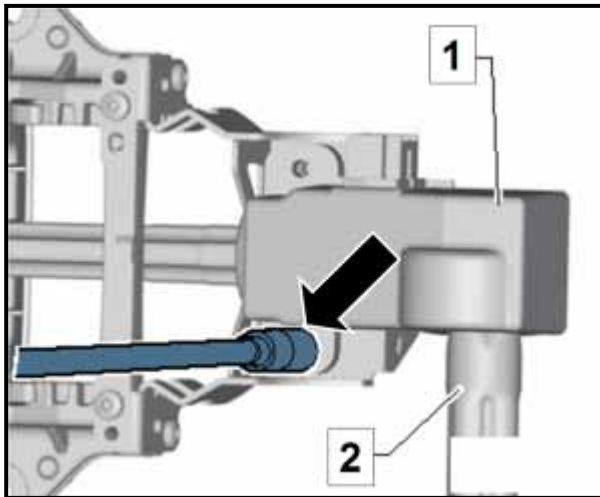


Note: DO NOT USE other extractor tools with different designs as they may create excessive chips and damage the steering column.

- Remove any chips with a brush



Note: Debris from the shear bolt removal process or other outside sources may contaminate the column or damage the locking area



- Remove steering column from the vice and carefully turn it by 180°

⇐ Carefully move the universal joint <2> downward as shown to prevent damage



Note: It is necessary to turn the steering column 180° to prevent debris from falling into the steering column when loosening the shear bolt

⇐ Loosen the lower shear bolt <arrow> using the special socket (T10424US or equivalent)

- Remove any chips with a brush

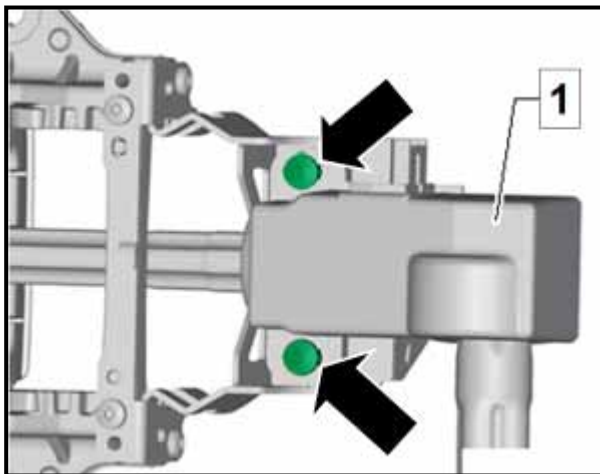
⇐ Remove the electronic steering column lock control module (J764) <1>



Tip: Equivalent tools available commercially must be of the same design as the T10424US and be correctly sized - 7/16" (11mm).



Tip: DO NOT USE other extractor tools with different designs as they may create excessive chips and damage the steering column.

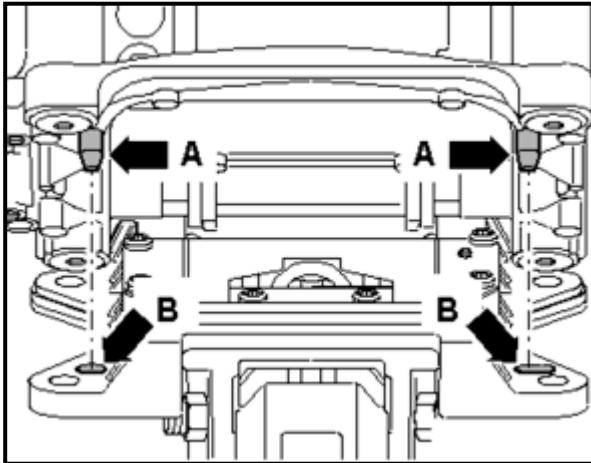


⇐ Install the new electronic steering column lock module <1>, part number (3C0 905 861 H or J) with two new shear bolts part number (N 910 238 02) <arrows> using an inverted torx bit (letter E8)

⇐ Tighten the shear bolts <arrows> evenly until the bolt heads shear off

Section D – Reinstalling the Steering Column

- Carefully and with proper handling procedures (see Appendix 2), take steering column to the vehicle



Note: Pay particular attention to the correct handling and transport of the steering column. See Appendix 2 for more information.

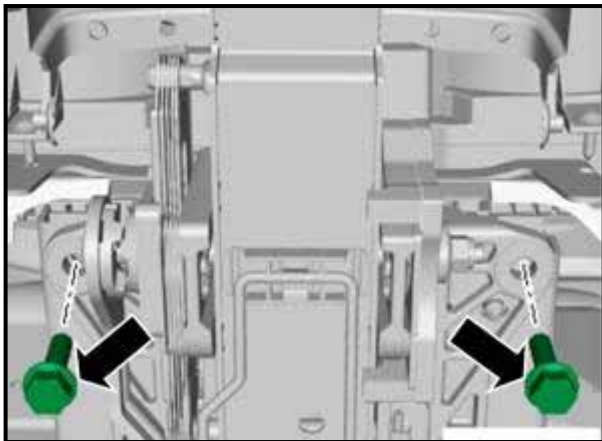
- ⇐ Engage steering column into assembly aid on mounting bracket
- ⇐ Align steering column to mounting bracket and reinstall



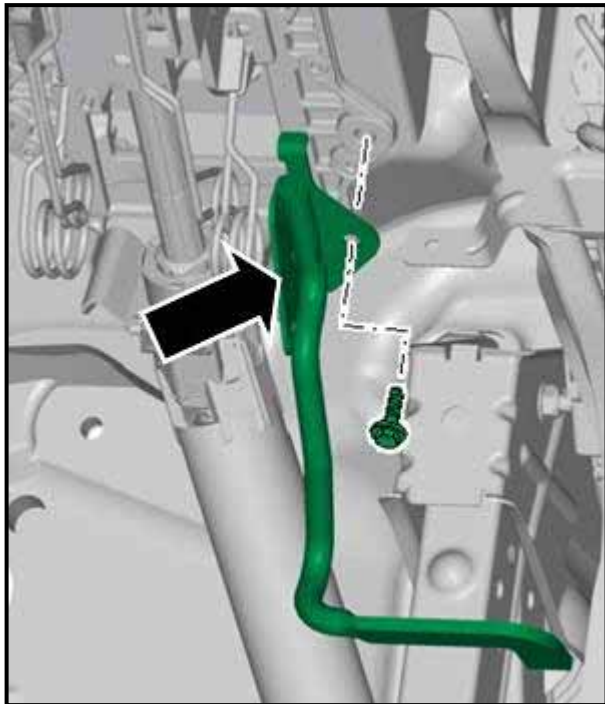
Tip: When aligning the steering column to the mounting bracket, pins <arrows A> of mounting bracket and holes <arrows B> of steering column must be positioned toward each other and inserted into one another



Note: Only in this way is the correct installation position of steering column to mounting bracket guaranteed



- ⇐ Install two new 13mm steering column bolts <arrows> part number (N 101 092 10) and torque to 20Nm



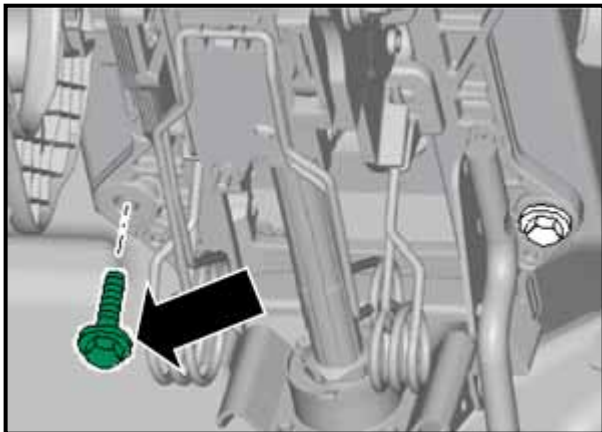
- ⇐ Reinstall the brake pedal crash brace with one new 13mm steering column bolt part number (N 101 092 10) and torque to 20Nm



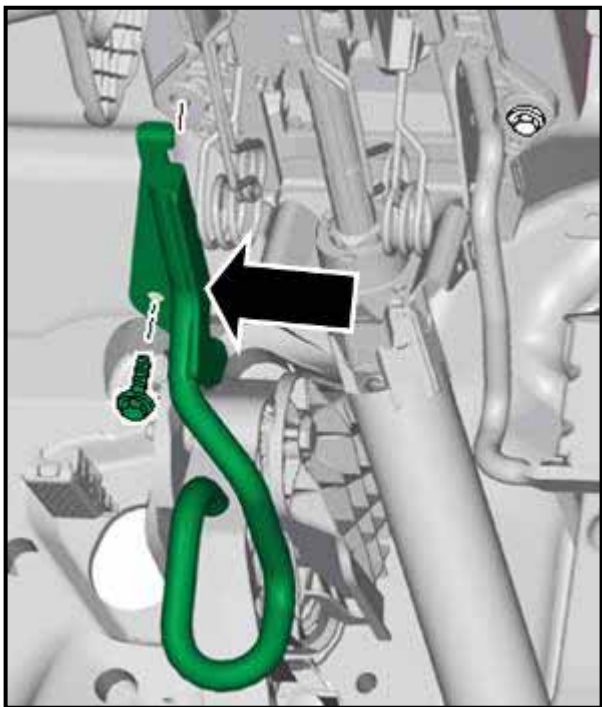
WARNING:

Crash braces are designed and fitted for passenger protection. Damaged crash braces must not be reinstalled.

Vehicles with DSG or Automatic Transmission:



- ⇐ Install one new 13mm steering column bolt part number (N 101 092 10) <arrow> into the left side of steering column and torque to 20Nm



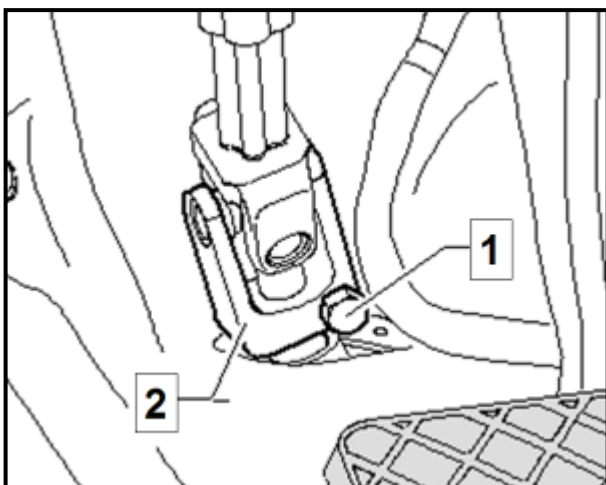
Vehicles with Manual Transmission:

- ⇐ Reinstall the clutch pedal crash brace with one new 13mm steering column bolt part number (N 101 092 10) and torque to 20Nm



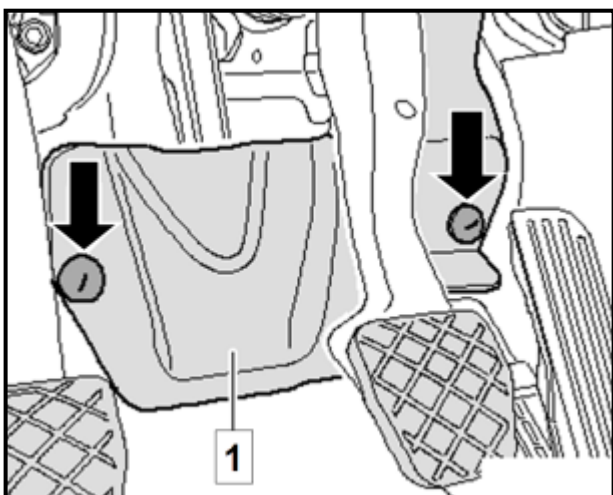
WARNING:

Crash braces are designed and fitted for passenger protection. Damaged crash braces must not be reinstalled.



All Vehicles:

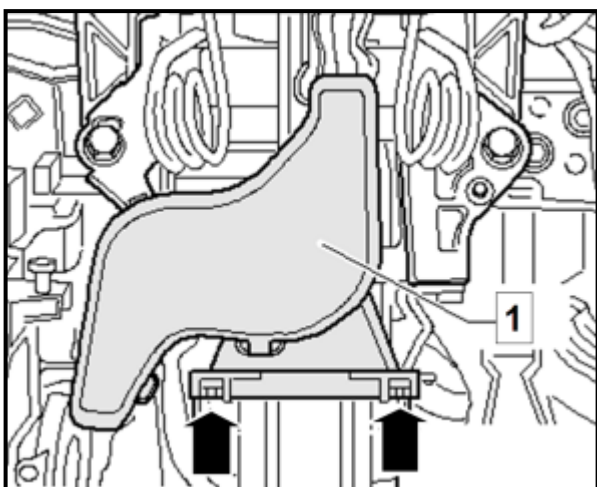
- ⇐ Reconnect universal joint <2> onto steering gear pinion
- ⇐ Install new 13mm pinch bolt <1>, part number (N 010 335 17) and torque to 30Nm



- ⇐ Reinstall the footwell trim <1> and nuts <arrows>



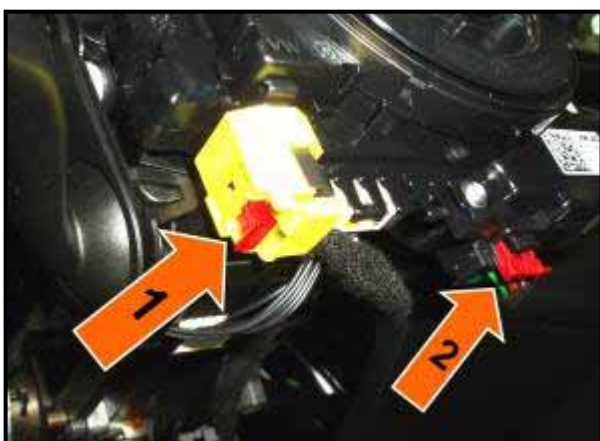
- ⇐ Reconnect lower steering column harness connector <arrow> and reengage its red connector lock until you hear an audible “click”



- ⇐ Reinstall plastic cable channel with steering column harness <1> beneath steering column



Tip: Tabs <arrows> must engage into guide on both sides



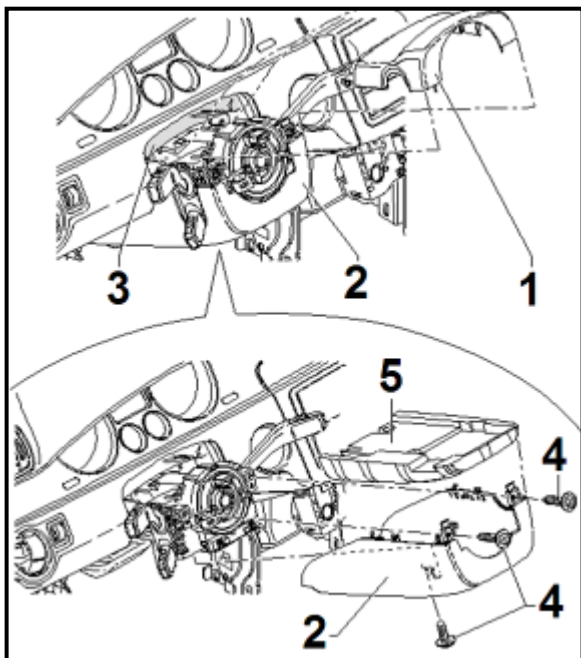
- ⇐ Reconnect steering column harness connectors <1> and <2> and reengage their red connector locks until you hear an audible “click”



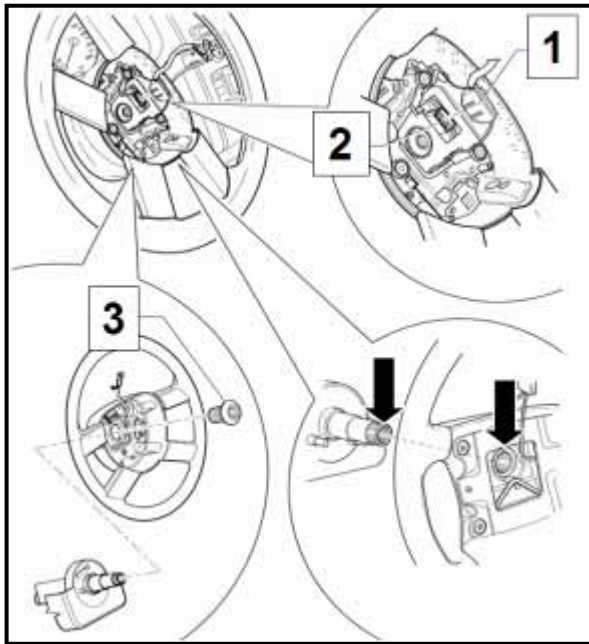
- ⇐ Reinstall steering column harness ground nut <arrow> and torque to 10Nm



- ⇐ Reinstall footwell vent properly into position and reinstall T-20 screw <arrow> to secure vent



- Remove tape from spiral spring
- ⇐ Reinstall foam insert <5>, if previously removed and reinstall lower steering column trim <2> onto mounts
- ⇐ Reinstall the three T-20 screws <4>
- ⇐ Reinstall upper steering column trim <1> onto mounts in lower steering column trim <2>



- ⇐ Place the steering wheel on the steering column
- ⇐ Center marking for steering wheel and steering column <arrows> must align
- Guide connector terminal for steering angle sensor (G85) into provided opening in steering wheel base
- ⇐ Connect connector <1> to connector terminal <2> of steering angle sensor
- Secure steering wheel with new bolt (N 907 991 02) and torque to 30Nm + 90° turn

Vehicles with multifunction steering wheel:



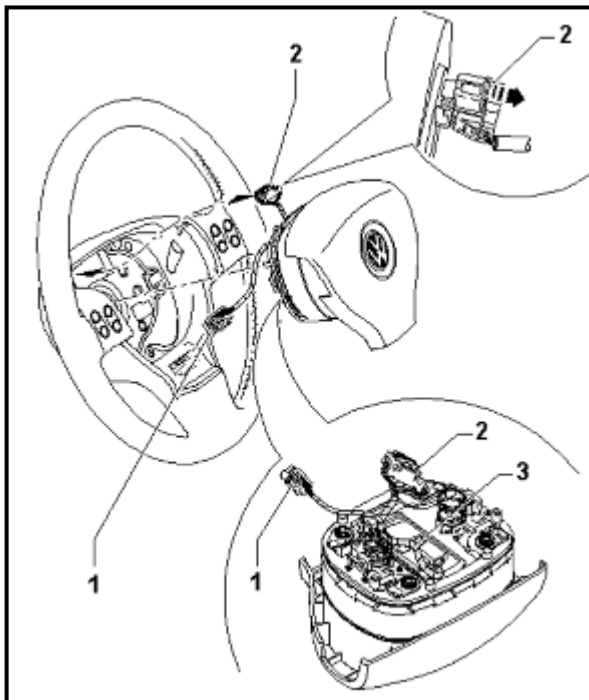
WARNING:

Electrostatic discharges can lead to an unintended deployment of the airbag. Therefore the technician must discharge static electricity from the body before separating the ignition and ground wiring. This is done, for example, by briefly touching the vehicle body or the door striker or pin.



WARNING:

Airbags are designed and fitted for passenger protection. Damaged airbags must not be reinstalled.



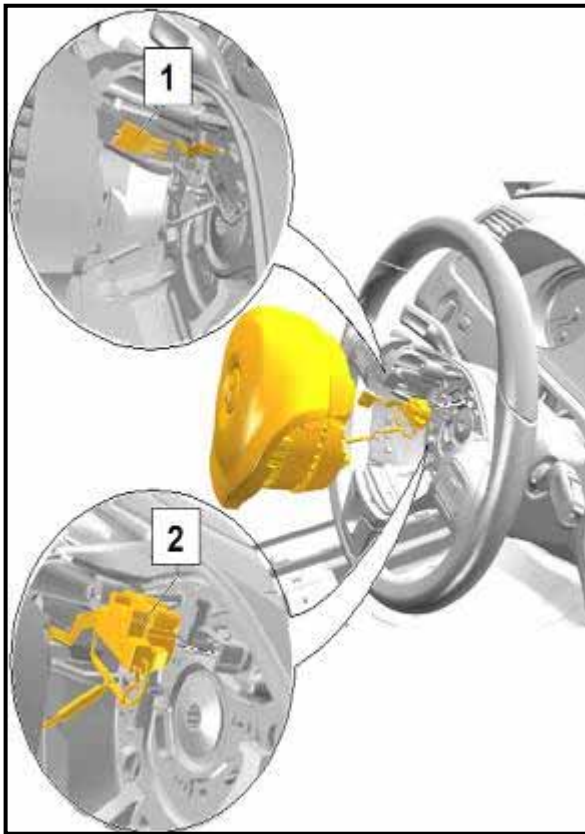
- ⇐ Check whether wiring harness <3> is routed as shown in the illustration
- ⇐ Connect the airbag connector <2> into the connector coupling



Tip: The connector must audibly engage

- ⇐ Insert connector <1> into connector coupling
- Push airbag unit into steering wheel
- Check whether airbag unit is engaged on the left and right-hand side of the steering wheel
- Switch ignition to "ON" position

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. ©2011 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.



Vehicles without multifunction steering wheel:



WARNING:

Electrostatic discharges can lead to an unintended deployment of the airbag. Therefore the technician must discharge static electricity from the body before separating the ignition and ground wiring. This is done, for example, by briefly touching the vehicle body or the door striker or pin.



WARNING:

Airbags are designed and fitted for passenger protection. Damaged airbags must not be reinstalled.

- ⇐ Connect the airbag connector <2> into the connector coupling



Tip: The connector must audibly engage

- ⇐ Insert connector <1> into connector coupling

- Push airbag unit into steering wheel
- Check whether airbag unit is engaged on the left and right-hand side of the steering wheel
- Switch ignition to "ON" position



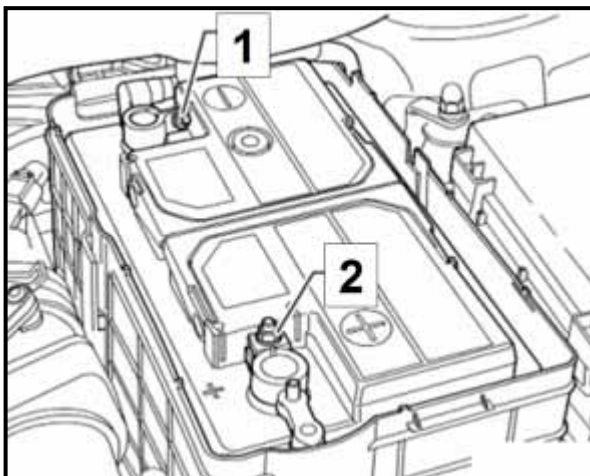
Note: After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp (K155) and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 15 to 20 km/h. This activates Steering Angle Sensor (G85).

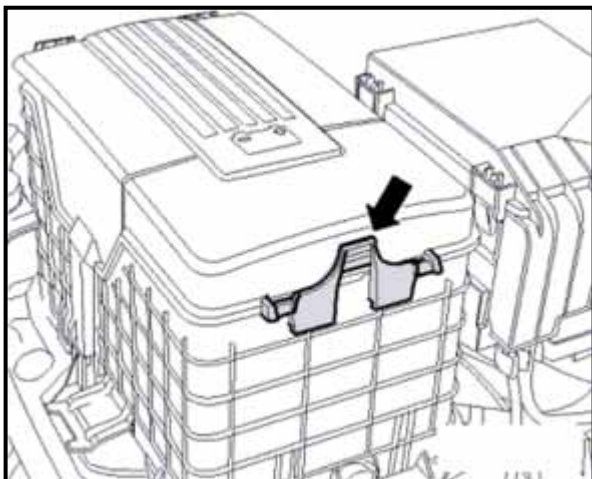


WARNING:

Make sure that no persons are in the vehicle!

- ⇐ Ensure that no persons are inside of the vehicle, then reconnect the ground wire battery terminal clamp <1> to the battery negative terminal and tighten the mounting bolt to 6Nm





⇐ Reinstall battery box cover and close locking mechanism <arrow>

- Close rear hatch (3.6L only)

Section E – Adapt Steering Column Lock



Tip: See Appendix 3 for adaptation troubleshooting guidelines and flowchart of the Steering Column Lock



Tip: Test plans can vary in some cases. Screens may not always match exactly as shown in this document

- Install a battery charger on vehicle and ensure voltage is maintained at 12.5V to 14.5V
- ⇐ Attach scan tool VAS 6150A, 5051B/5052 to vehicle and with key on, select Guided Fault Finding (GFF) <arrow>



Tip: If there is no 15 power (dash lights), activate the hazard flashers to continue

⇐ Resume the GFF test plan or follow the steps below if GFF must be re-entered

- Select correct vehicle type, model year, version, and engine code, then confirm the vehicle identification to allow GFF to interrogate the control modules



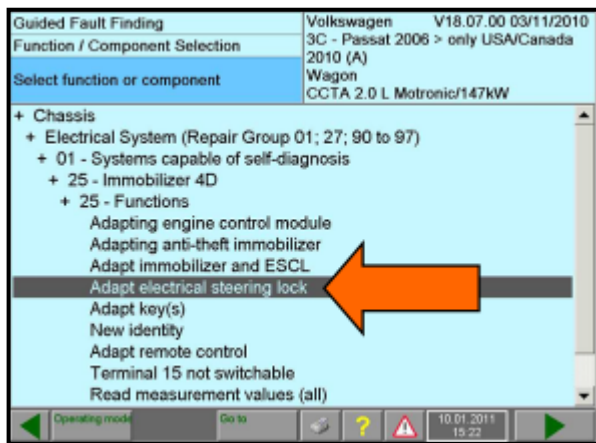
Tip: If there is no 15 power (dash lights), activate the hazard flashers to continue

- Once control modules have been interrogated, select the “Go to” button and enter “Function/Component Selection”



Tip: The test plan for adaptation of the new electrical steering lock may be stored in different locations depending on vehicle type.

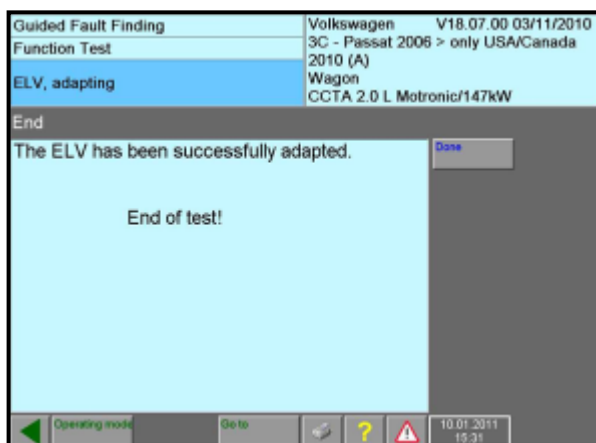




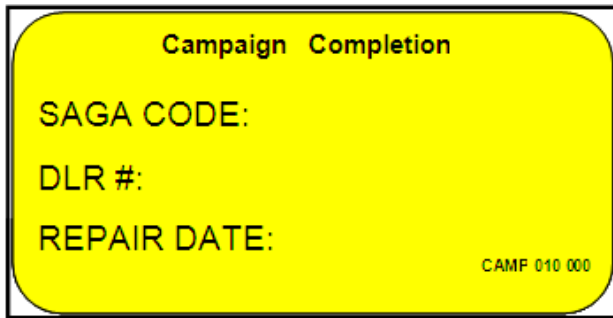
- Select “+ Chassis” or “+ Body” depending on availability of selections
- Then select “+ Electrical System (Repair Group 01; 27; 90 to 97)”
- Then select “+ 25 – Immobilizer 4D”
- Then select “+ 25 – Functions”
- ⇐ Then select “Adapt electrical steering lock” <arrow>
- Enter test plan “Adapt electrical steering lock” and follow the on-screen prompts



Note: Selecting the correct test plan <arrow> is a very important step in this campaign. Selecting the wrong test plan may cause damage to electronic components and/or generate additional repairs and labor that are not covered under this action!



- ⇐ Follow the on-screen prompts until ELV has been successfully adapted <as pictured>, then select “Done” to exit the test plan and exit GFF
- Check clock time setting, reset if necessary
- Electric window regulators:
 - Open and close windows to each end stop respectively
 - With window closed, then pull switch until relay switches audibly
 - Check comfort switching of power window. While comfort switching is operated, window must close without holding the switch.
 - Check function of all electrical consumers



Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

Section F – Install Campaign Completion Label

- Open hood (if necessary)
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

Section G – Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local/provincial requirements

ALL WORK IS COMPLETE

Appendix 1 – Deactivating/Activating Anti-Theft Alarm System:

Anti-theft alarm system is automatically switched on by locking the vehicle. Anti-theft alarm system is then activated immediately.

- Close all windows and doors before locking the vehicle



Tip: This will prevent the anti-theft alarm system from unnecessarily triggering alarms



Tip: No anti-theft alarm system activation occurs when:

- ignition terminal 15 is switch on
- Immobilizer transmits an authorized key
- The driver's door is opened
- the driver door control module is not OK

Deactivating Anti-Theft Alarm System:



Tip: Anti-theft alarm system is deactivated when:

- the vehicle is unlocked via the unlock button on the radio-frequency remote control
- the vehicle is opened via Keyless Access
- Immobilizer transmits an authorized key

Unlocking Vehicle Mechanically (Emergency Opening):

- Unlock vehicle at driver's door using emergency key



Tip: Anti-theft alarm system remains activated, however no alarm is triggered

- Switch on ignition within 15 seconds



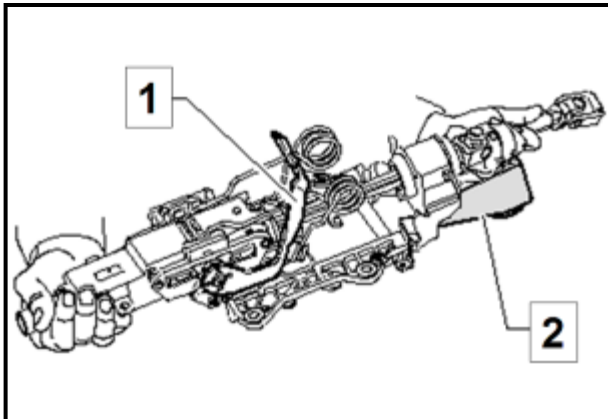
Tip: If the ignition is not switched on after 15 seconds, the alarm is triggered. By switching on the ignition, the electronic immobilizer recognizes a valid vehicle key and deactivates the anti-theft alarm system.

Appendix 2 - Handling of the Steering Column:



WARNING:

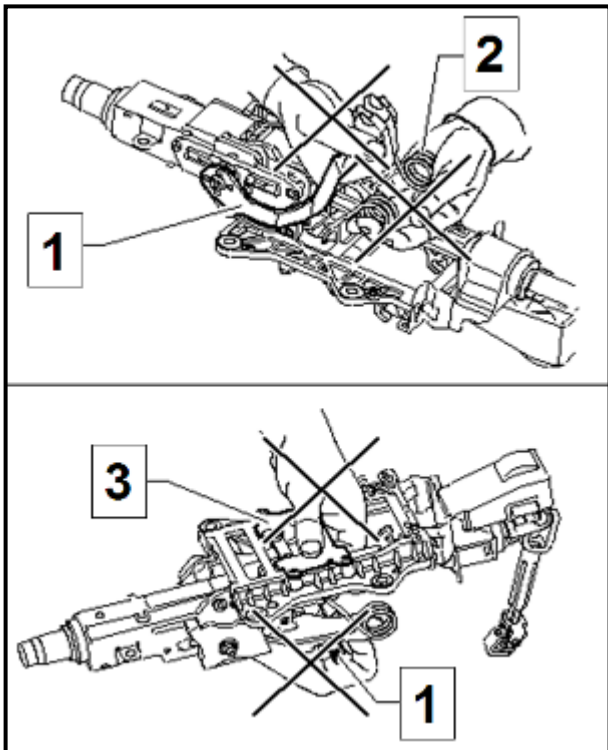
- The correct handling of the steering column must always be observed
- The Incorrect handling of steering column may cause damage to steering column and therefore lead to a safety risk



Correct Handling and Transport of Steering Column:

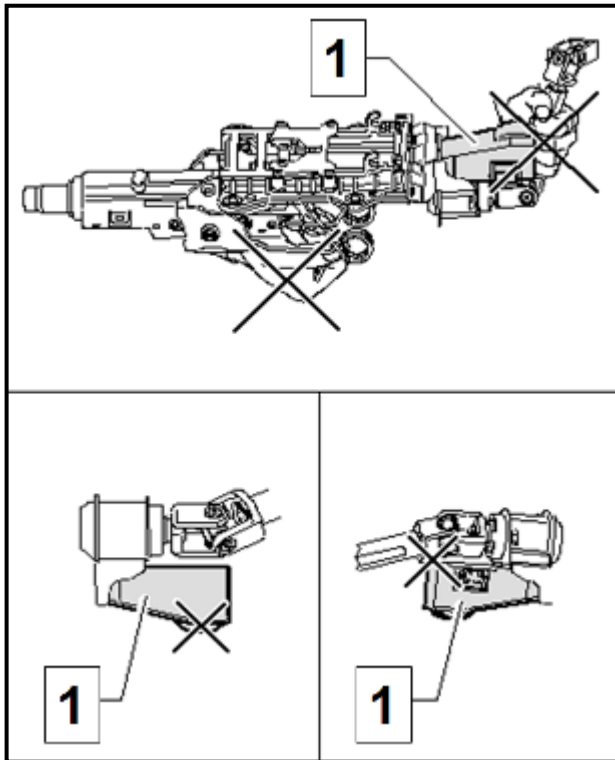
⇐ Transport steering column with two hands

- Hold steering column at upper rod tube and in area of upper universal joint
- Clamping lever <1> must always point upward during transportation so drive axle does not come into contact with steering column lock <2>



Incorrect Handling of Steering Column:

- Transporting at the following components leads to pre-damage to steering column:
 - 1 – Clamping lever
 - 2 – Weight compensation springs
 - 3 – Deformation element



Incorrect Handling of Steering Column with Safety Risk:

The following handling practices lead to damage of steering column lock <1>

- 1 – Transporting steering column with one hand on drive axle
- 2 – Bending joints beyond 90° and coming to a stop on steering column lock
- 3 – Placing drive axle on steering column lock
- 4 – Placing steering column on steering column lock

Appendix 3 – Adaptation troubleshooting guidelines for the Steering Column Lock:

When adapting the Electronic Steering Column Lock it is very important to follow the latest electronic version of the campaign work procedure step-by-step. While preparing to perform the 48I5 campaign, here are a few steps to keep in mind that will help prevent problems from occurring:

1. Vehicle Preparation

- a. All Fault codes present when the vehicle arrives should be addressed first using Guided Fault Finding.



Note: All keys must be adapted previous to starting ESCL adaptation:

- AW25 - MVB 1/4 = number of keys adapted
- AW25 - MVB 1/3: "0" = Key not adapted; "1" = Key adapted

Key adaptation is **not** covered under this action

- b. GFF should be run before replacement of the ESCL. Interrupt the test plan during the replacement in order to save your work.
- c. Before the battery is disconnected the key must be removed from the ignition.
- d. Maintaining battery voltage of 12.5 – 13.5 volts is very important in the adaption process.

2. Internet Connectivity

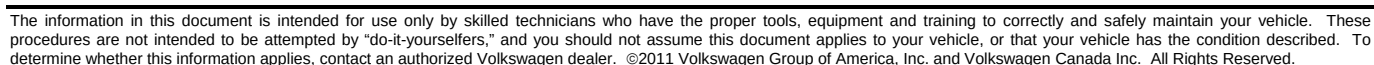
- a. Never use wireless internet connections! Proper Internet connectivity is vital for adapting any immobilizer component. Please ensure that wireless internet connections are disabled and hard-line internet connections have been established between the tester and the dealership network.
- b. Never use Bluetooth! When using VAS 5051B, 5052A, 6150, or 6150A testers in conjunction with a VAS 5054A wireless transmitter head, always connect a USB cable between the transmitter head and the tester.

3. Key-on (15) Power

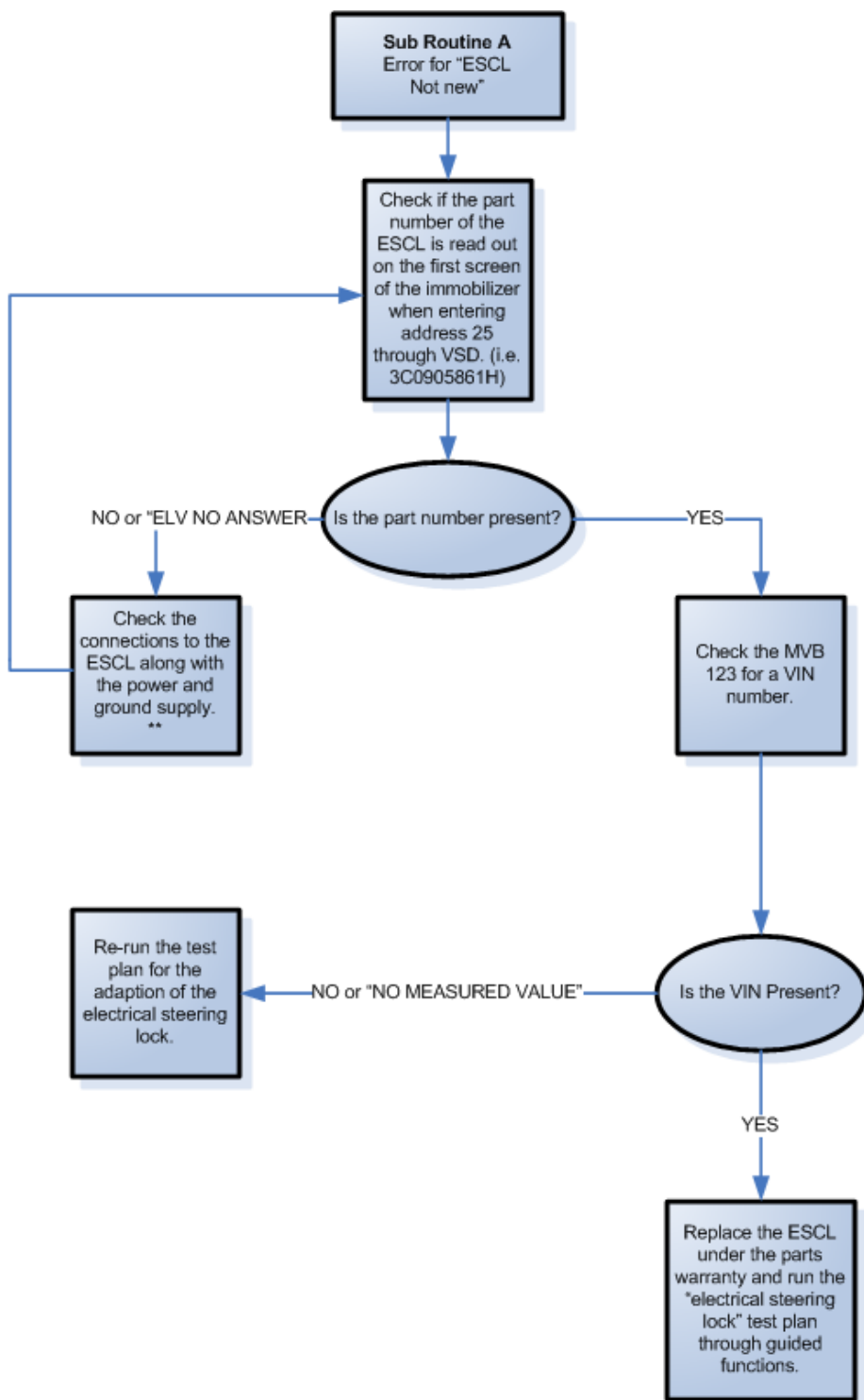
- a. If 15 power (dash illumination and communication to most control modules is not present) is lost during the adaptation, the important things to remember are:
 - i. 15 power is not needed in order to adapt the ESCL.
 - ii. The “adapt electrical steering lock” test plan can be run through Guided Functions, if necessary, using a scan tool equipped with software 18.07 or higher.
 - iii. The hazard flashers should be turned on to keep the communication bus awake.

4. Troubleshooting

- a. Should problems adapting the new ESCL to the vehicle occur, refer to the attached diagnosis chart as an aid for diagnostic guidance.

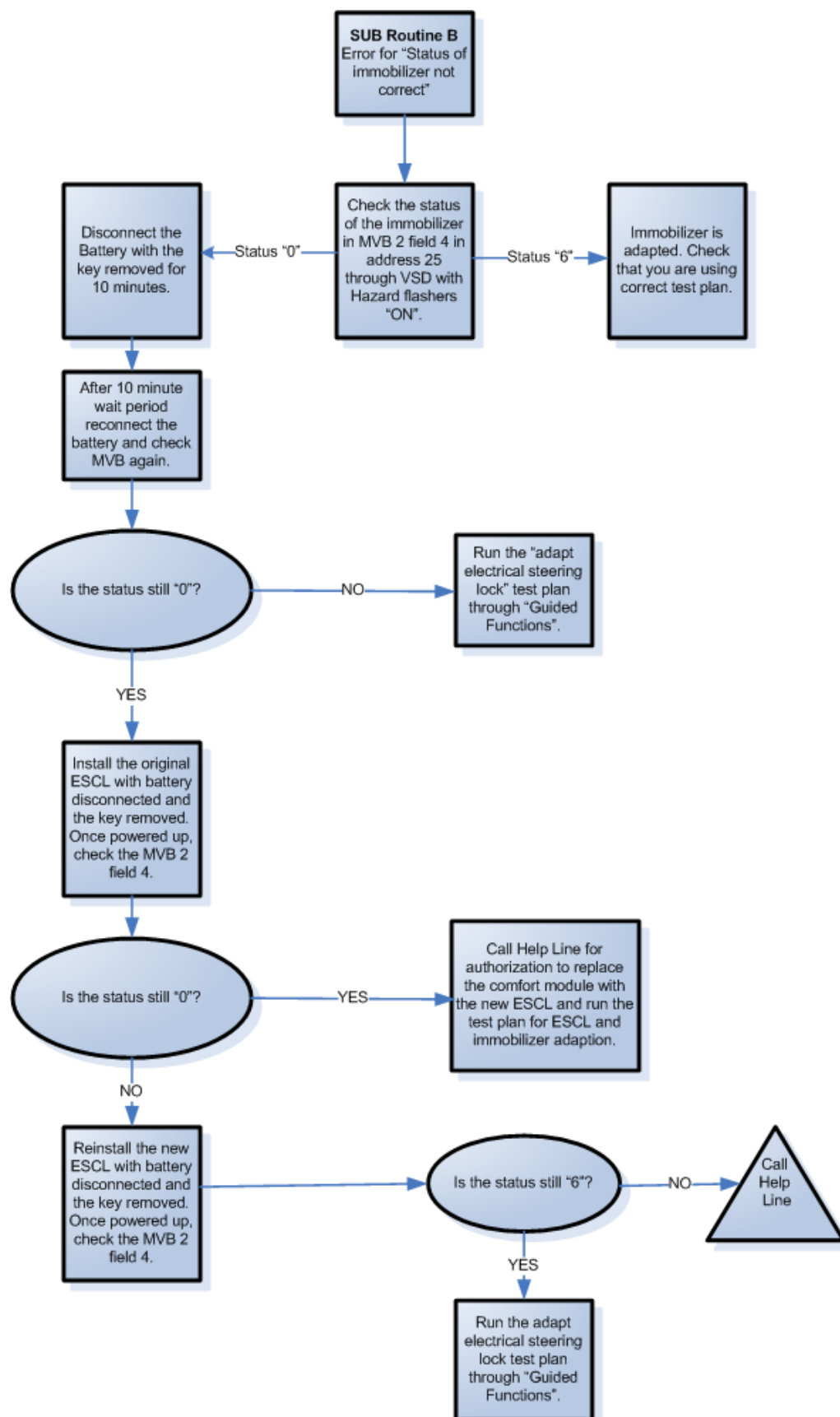


Appendix 3 cont. – Adaptation troubleshooting flowchart for the Steering Column Lock:



** Do not perform more than 2 times total. Call help line if results are not OK.

Appendix 3 Cont. – Adaptation troubleshooting flowchart for the Steering Column Lock:



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