

Safety Recall Code: 24iD

REVISION

Subject	Long Fuel Injectors				
Release Date	August 31, 2022				
REVISION SUMMARY	Updated cla	aiming instruct	tions		
	NOTE: Upd margin	ated areas in t	his document ar	e indicated by an orange	e bar in the right
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2022	ATLAS	995
	USA	2021	2022	ATLAS CROSS SPORT	386
	CAN	2021	2022	ATLAS	92
	CAN	2021	2021	ATLAS CROSS SPORT	65
	 Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the <u>only</u> valid campaign inquiry & verification source. ✓ Campaign status must show "open." ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 				
Problem Description	In certain vehicles, the long fuel injectors may have been assembled without filter element. An injector built without filter element may leak, and fuel may enter into the engine compartment. Leaking fuel, in the presence of an ignition source, may increase the risk of a fire.				
Corrective Action	Replace the long fuel injectors (cylinders 1, 3, 5).				
Precautions	If the recall condition is present in the vehicle, customers may recognize a fuel odor or notice fuel leakage. Additionally, the check engine light may illuminate. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repaired.				
Code Visibility	On or about July 14, 2022, the campaign code was applied to affected vehicles.				
Owner Notification	Owner notification took place in July 2022. Owner letter examples are included in this bulletin for your reference.				
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.				
	IMPORTAN	REMINDER OI	N VEHICLES AFF	ECTED BY SAFETY & CO	MPLIANCE RECALI
	<u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

<u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at <u>www.vwhub.com</u>.

Parts Information

Parts Control Type: Free Order	Parts will be managed by Free Order	
Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.	

Repair Projection Tool:	
(right click to open)	

0

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
	3	03H-906-036-R	INJECTOR	
	4	03H-133-237-G	GASKET	
	2	03H-133-237-J	GASKET	
01 or 02	1	03H-133-322-H	HOSE	Free Order
	3	N -106-221-01	BOLT	
	4	N -107-418-01	BOLT	
	1	WHT-005-184	SEAL RING	

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action <u>open on the day of repair</u> to the repair order. If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the Campaigns/Update/Recall Closure option.
- ✓ <u>Canada dealers:</u> Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	24iD			
Damage Code	0099			
Parts Vendor Code	WWO			
Claim Type	Sold vehicle: 7	10		
	Unsold vehicle:	7 90		
Causal Indicator	Mark INJECTO	R* as causal part		
Vehicle Wash/Loaner	Do not claim wa	ash/loaner under this act	tion	
	loaner/rental ma to the Volksw information and	ay be covered under the agen Warranty Policy reimbursement details.	ot be claimed under this action. However, Alternate Transportation Program. Please refer and Procedures Manual for loaner claims	
	<u>Canada</u> : Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.			
Criteria I.D.	01 or 02			
	Remove upper intake manifold. Replace injectors for cylinders 1, 3 and 5. Perform injector adaptation.			
	LABOR			
	Labor Op	Time Units	Description	
	2440 55 99	190	Replace cylinder 1,3 and 5 fuel injectors	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol (up to 30 TU)	GFF operations	
	PARTS			
	Quantity	Part Number	Description	
	3.00	03H906036R	INJECTOR*	
	4.00	03H133237G	GASKET	
	2.00	03H133237J	GASKET	

Continued on next page

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PARTS (continued)		
Quantity	Part Number	Description
1.00	03H133322H	HOSE
3.00	N 10622101	BOLT
4.00	N 10741801	BOLT
1.00	WHT005184	SEAL RING

Customer Letter Example (USA)

<MONTH YEAR>

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

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V245

Subject: Safety Recall 24iD – Long Fuel Injectors

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2021-2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	In certain vehicles, the long fuel injectors may have been assembled without filter element. An injector built without filter element may leak, and fuel may enter into the engine compartment. Leaking fuel, in the presence of an ignition source, may increase the risk of a fire.
What will we do?	To correct this defect, your authorized Volkswagen dealer will replace the long fuel injectors (cylinders 1, 3, 5). This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer .
Precautions you should take	If the recall condition is present in the vehicle, customers may recognize a fuel odor or notice fuel leakage. Additionally, the check engine light may illuminate. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repaired.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Reimbursement of Expenses	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at <u>www.vw.com/contact</u> or by calling us at 800-893-5298.
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <u>www.vw.com/owners/recalls</u> and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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.

Sincerely,

Volkswagen Customer Protection

The repair 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. ©2022 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

<MONTH YEAR>

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

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2022-182

Subject: Safety Recall 24iD – Long Fuel Injectors

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

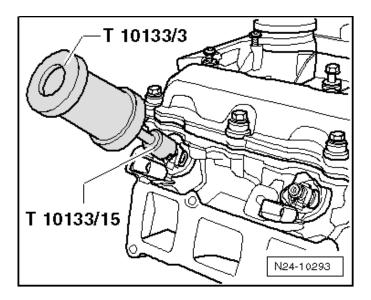
What is the issue?	In certain vehicles, the long fuel injectors may have been assembled without filter element. An injector built without filter element may leak, and fuel may enter into the engine compartment. Leaking fuel, in the presence of an ignition source, may increase the risk of a fire.	
What will we do?	To correct this defect, your authorized Volkswagen dealer will replace the long fuel injectors (cylinders 1, 3, 5). This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.	
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall work.	
Precautions you should take	If the recall condition is present in the vehicle, customers may recognize a fuel odor or notice fuel leakage. Additionally, the check engine light may illuminate. If this happens, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected/repaired.	
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this letter, you shi forward this letter (and any subsequent notice, if applicable) to the lessee within ten (1 days of receipt. If you have changed your address or sold the vehicle identified in this letter please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can updat our records.	
Reimbursement of Expenses	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.	
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca .	

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

Sincerely,

Volkswagen Customer Protection

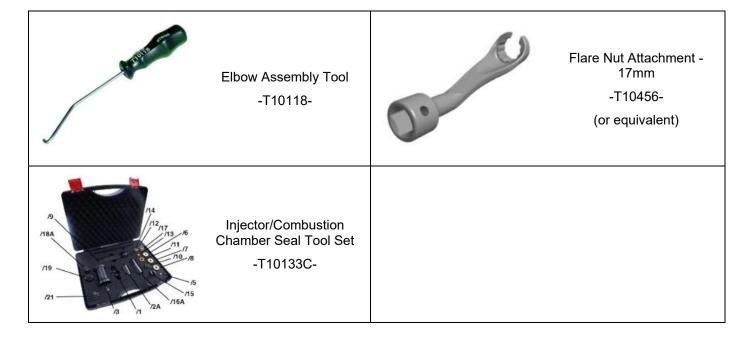
Repair Overview



• Replace cylinders 1, 3 and 5 fuel injectors.

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's
 responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

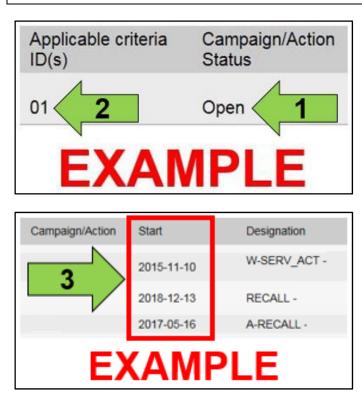
Required Tools



Section A - Check for Previous Repair

i TIP

If Campaign Completion label is present, no further work is required.



• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

A CRITICAL REPAIR STEP

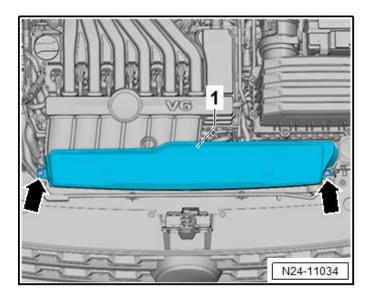


If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.
- Proceed to Section B.

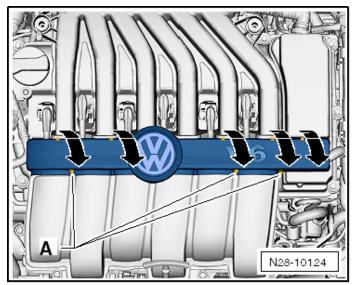
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Section B – Repair Procedure



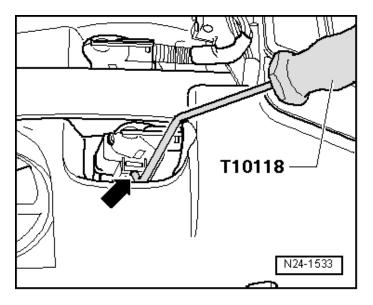
Remove air duct:

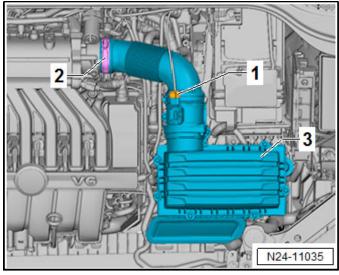
- Remove the bolts <arrows>.
- Pivot out the air duct <1> from the lock carrier and remove upward.



Disconnect ignition coils:

• Unclip the cover strip off the ignition wiring harness in direction of <arrows> and move it forward from the retaining tabs <A>.

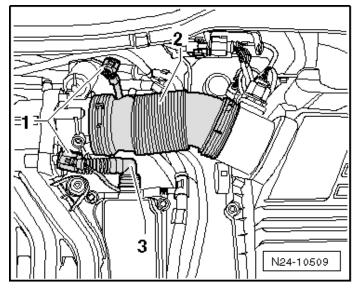




- Place the -T10118- on the release button <arrow> and carefully pull all connectors off the ignition coils.
- Move the wiring harness to the side.

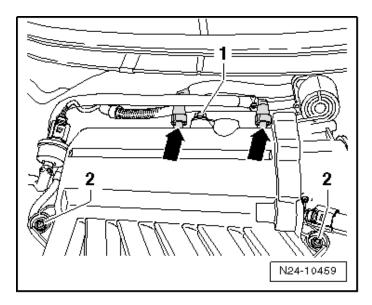
Remove air filter housing:

- Remove the connector <1> for the Mass Airflow Sensor -G70-.
- Open the hose clamp <2> and remove the air duct hose.
- Remove the air filter housing <3> upward from the rubber bushing.



Remove air hose and disconnect connectors:

• Disconnect the connectors <1> and disconnect the connecting hose <3> for the crankcase ventilation from the cylinder head cover.



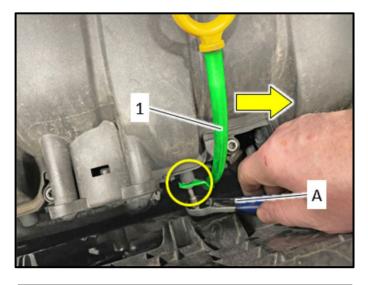
Disconnect vacuum lines and remove intake manifold upper section bolts:

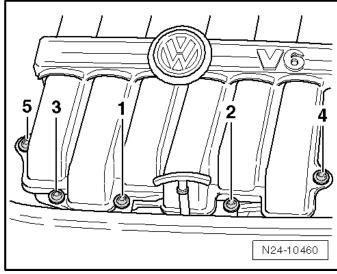
- Remove the lines <arrows> from the intake manifold upper section.
- Remove the mounting bolt for the rear intake manifold support <1>.
- Remove the bolts from the front intake manifold support <2>.

Disconnect Vacuum Actuator for Change-Over Valve:

• Disconnect vacuum hose <circle> from Vacuum Actuator for Change-Over Valve <4>.

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Disconnect oil dipstick tube from intake manifold upper section:

- Remove bolt <circle> for the oil dipstick tube <1> using a bit ratchet <A>.
- Position tube out of the way in the direction of <arrow>.

Remove intake manifold upper section:

- Remove bolts <1> through <5> and remove intake manifold upper section.
- Push the oil dipstick tube to the side while removing the intake manifold upper section.

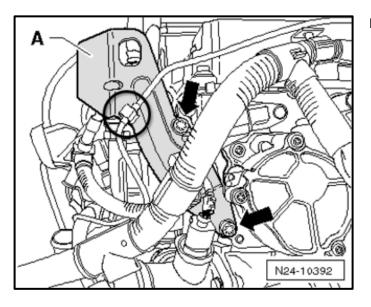
A CAUTION

Risk of consequential damage

Ensure the Vacuum Actuator for Change-Over Valve is not damaged when lifting off the intake manifold upper section.

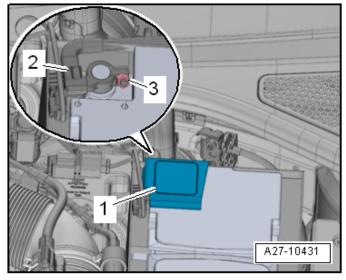
Insert rags into lower intake manifold openings:

• Place clean, lint free rags into the lower intake manifold openings.



Remove lifting hook:

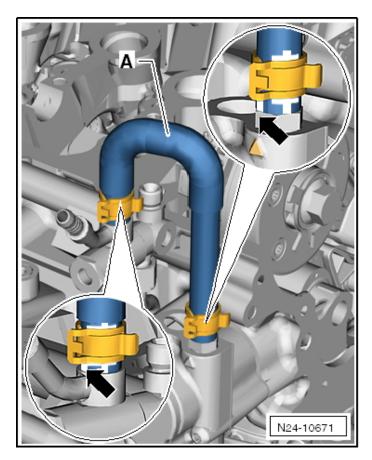
- Remove bolts <arrows>.
- Free up vacuum line <circle>.
- Remove lifting hook <A>.



Disconnect battery:

- Turn off the ignition and all electrical equipment.
- Move the ignition key outside of the vehicle to prevent the ignition from switching on unintentionally.
- Open the cover <1> over the battery ground terminal post.
- Loosen the nut <3> several turns.
- Remove the battery terminal clamp <2> off the ground cable from the battery terminal.

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Remove low pressure hose:

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

Wear protective eyewear.

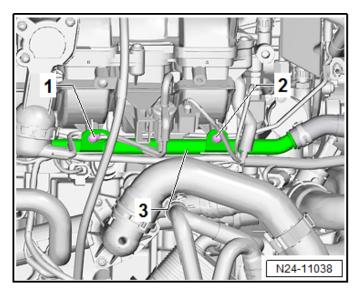
Wear safety gloves.

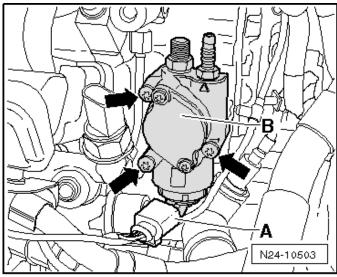
Reduce the pressure: place clean cloths around the connection point and carefully open the connection point.

• Remove the clamps and remove low pressure fuel hose <A>.

Remove high pressure pipe:

• Counter-hold union nuts with a wrench and remove high pressure fuel pipe <1>.



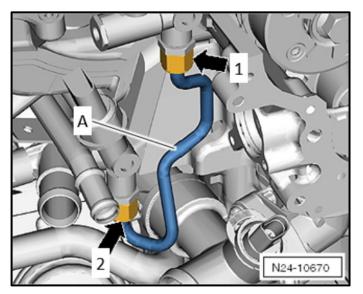


Loosen coolant pipe:

• Remove bolts <1> and <2> for coolant pipe <3>.

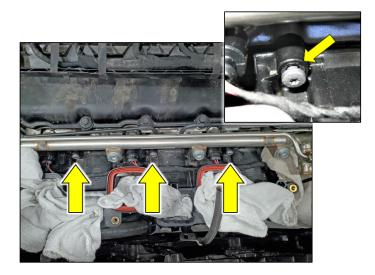
Remove high pressure fuel pump:

- Disconnect connector <A>.
- Remove bolts <arrows> and remove the high pressure pump from the engine.
- Remove the cam follower and carefully set aside.



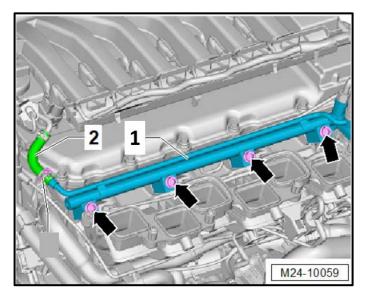
Remove connecting fuel pipe between fuel rails:

- Counter-hold union nuts, loosen connections <1> and <2>.
- Remove pipe <A>.



Loosen lower intake manifold bolts:

• Loosen the bolts <arrows> for the intake manifold lower section, but do not unscrew them completely.





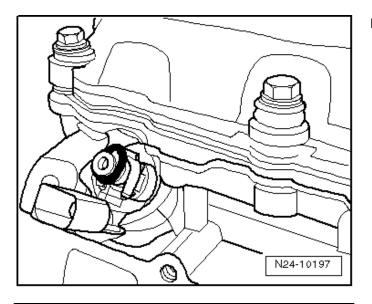


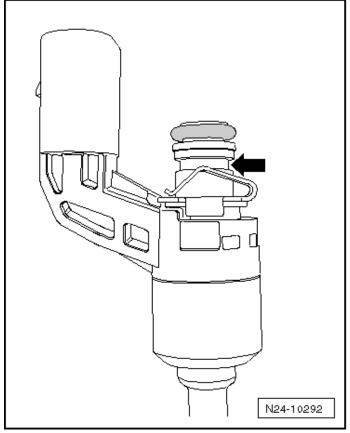
Remove fuel rail and set to the side:

- Remove bolts <arrows>.
- Carefully remove fuel rail <1> off of fuel injectors.

The fuel hose <2> stays attached to the fuel rail.

- When removing the bolts for the fuel rail, they may come into contact with the intake manifold lower section <arrows>.
- Carefully pull the intake manifold lower section forward to allow the bolts to be fully removed from the fuel rail.
- Ensure the intake manifold lower section is not damaged in the areas that may make contact with the bolts or the tools used to remove the bolts.
- Set the fuel rail aside with the return hose still attached.
- Cover the openings to prevent fuel from leaking onto the engine and to prevent dirt from entering the openings.



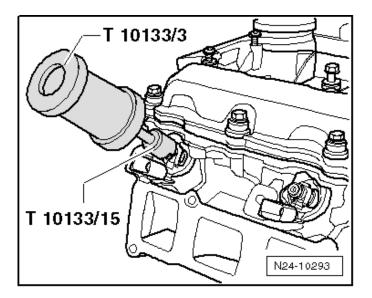


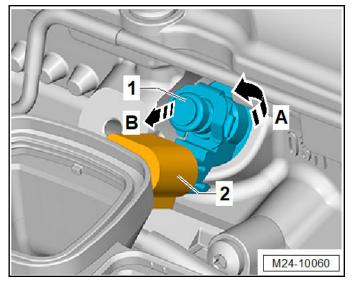
Remove fuel injectors:

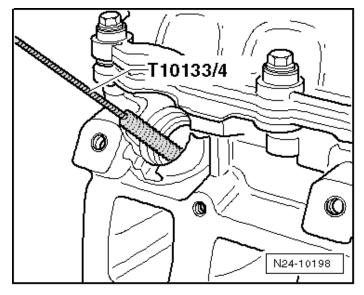
• Push the O-ring upward as shown and remove it from the fuel injector.

 Install the Injector/Combustion Chamber Seal
 Expansion Set Puller -T10133/15- into the groove <arrow> on the fuel injector.

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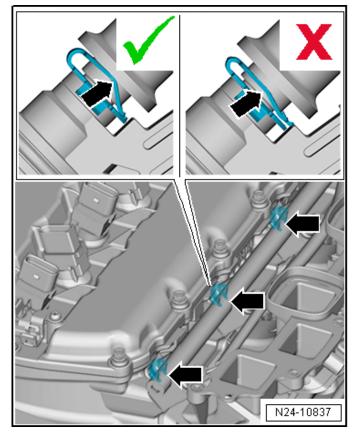


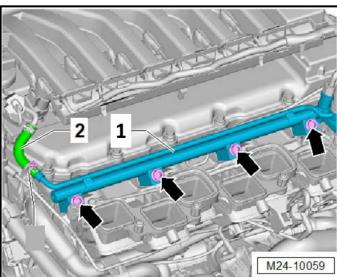
• Loosen the fuel injector from its seating with careful strokes.

- Pull out the fuel injector <1> far enough that it can be turned by approximately 90° <arrow>.
- Disconnect the connector <2>.
- Remove the fuel injector <1>.

Clean each fuel injector hole in the cylinder head:

• Clean the fuel injector holes in the cylinder head thoroughly with the Injector/Combustion Chamber Seal Tool Set - Brush -T10133/4-.





Install new injectors:

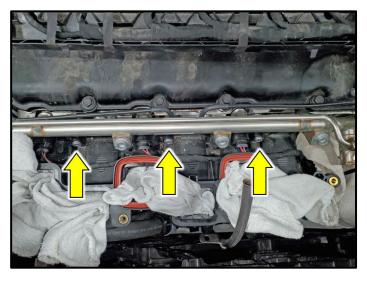
Part Number	Part Description
03H-906-036-R	Fuel injector (x3)

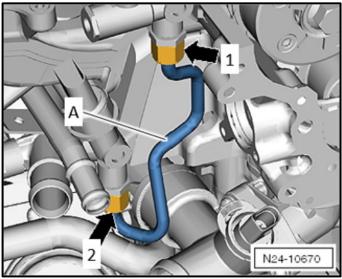
- Do not oil or grease the combustion chamber sealing ring (Teflon) on the fuel injector.
- Do not pull the fuel injectors into their seats over the fuel rail threaded connection. This will damage the spring element.
- Coat the O-ring between the fuel injector and the fuel rail lightly with clean engine oil.
- Make sure that the fuel injectors are installed securely in the cylinder head.
- Press the fuel injector by hand all the way into cylinder head. Do not press on the spring element at the same time.
- Check the spring elements. They must not be pressed flat <arrows>.

Reinstall fuel rail:

- Installation is the reverse order of removal.
- Coat the O-ring between the fuel injector and the fuel rail lightly with clean engine oil.
- Replace bolts.
- Torque new bolts <arrows> to 30 Nm + 90°.

Part Number	Part Description
N -107-418-01	Bolt – fuel rail to cylinder head (x4)



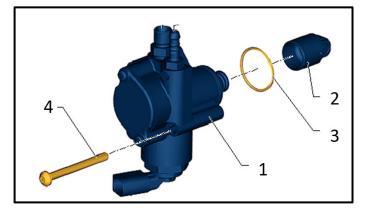


Tighten intake manifold lower section bolts:

 Torque intake manifold lower section bolts to 8 Nm

Reinstall connecting fuel pipe between fuel rails:

- Installation is the reverse order of removal.
- Counter-hold union nuts, tighten connections <1> and <2 > as follows.
 - o Tighten by hand.
 - Torque connections to 28 Nm.

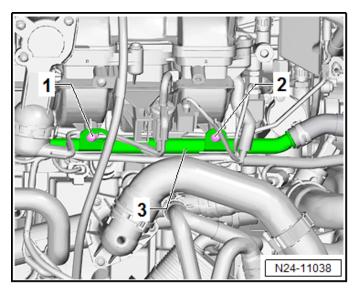


Reinstall high pressure fuel pump <1>:

- Installation is the reverse order of removal.
- Coat the cam follower <2> with clean engine oil and install into the cylinder head.
- Replace O-ring <3>.
- Replace bolts <4>.
- Torque new bolts <4> alternately to 10 Nm.

Part Number	Part Description
WHT-005-184	O-ring
N -106-221-01	Bolt (x3)

Reconnect connector.



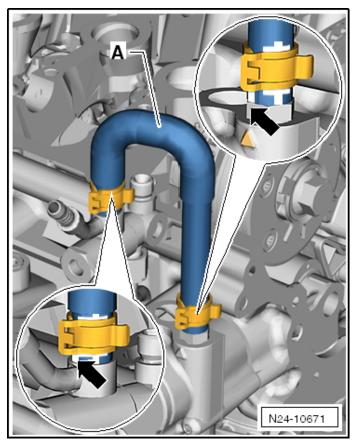


Reinstall coolant pipe:

- Installation is the reverse order of removal.
- Torque bolts <1> and <2> to 3.5 Nm.

Reinstall high pressure line:

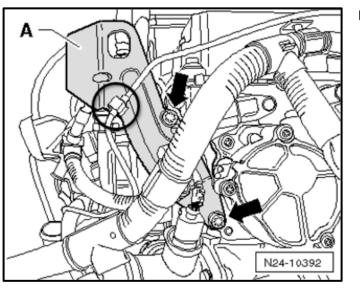
- Installation is the reverse order of removal.
- Counter-hold union nuts, tighten connections as follows.
 - o Tighten by hand.
 - \circ $\,$ Torque connections to 28 Nm.



Replace low pressure fuel hose:

- Installation is the reverse order of removal.
- Pay attention to the installation markings and position of the spring-type clamps <arrows>.

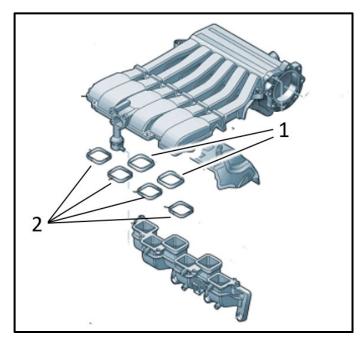
Part Number	Part Description
03H-133-322-H	Low pressure hose

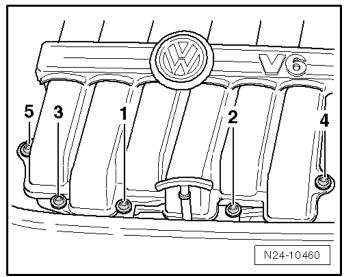


Reinstall lifting hook:

- Installation is the reverse order of removal.
- Secure vacuum line <circle>.
- Torque bolts <arrows> to 23 Nm.

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Replace intake manifold gaskets:

- Remove rags from intake manifold lower section.
- Replace gaskets <1> on intake manifold lower section.
- Replace gaskets <2> on intake manifold upper section.

Part Number	Part Description					
03H-133-237-J	Gasket <1> (x2)					
03H-133-237-G	Gasket <2> (x4)					

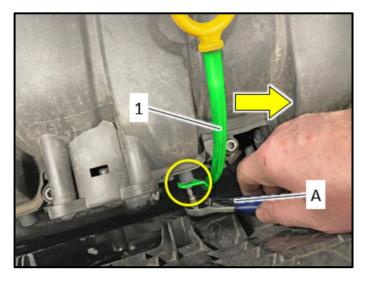
Reinstall intake manifold upper section:

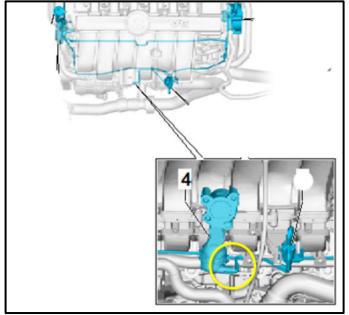
- Installation is the reverse order of removal.
- Push the oil dipstick tube to the side while installing the intake manifold upper section.

Risk of consequential damage

Ensure the Vacuum Actuator for Change-Over Valve is not damaged when installing the intake manifold upper section.

- Install bolts <1> through <5> as follows:
 - By hand, working from the inside outwards.
 - Torque to 10 Nm. working from the inside outwards.



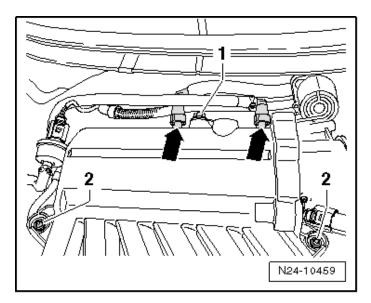


Reinstall oil dipstick tube to intake manifold upper section:

• Torque bolt <circle> to 6 Nm.

Reconnect Vacuum Actuator for Change-Over Valve:

• Reconnect vacuum hose <circle> to Vacuum Actuator for Change-Over Valve <4>.

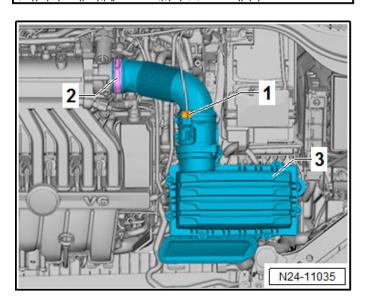


Reinstall vacuum lines and intake manifold upper section bolts:

- Reinstall the lines <arrows> to the intake manifold upper section.
- Torque bolts <2> to 10 Nm.
- Torque bolt <1> to 20 Nm.

Reinstall air hose and reconnect connectors:

- Reconnect the connectors <1>.
- Reinstall the connecting hose <3> for the crankcase ventilation to the cylinder head cover.



3

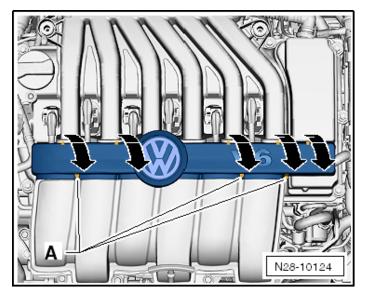
Reinstall air filter housing:

• Installation is the reverse order of removal.

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Reconnect ignition coils and reinstall air duct cover:

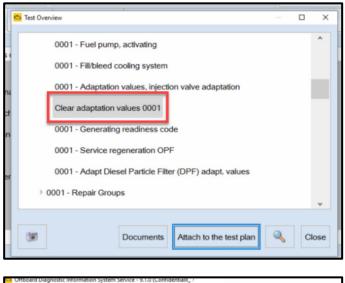
- Reconnect ignition coils.
- Reinstall cover in the reverse order of removal.
- Reinstall air duct cover in the reverse order of removal and torque bolts to 2.5 Nm.

Reconnect the battery:

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Install the battery ground cable terminal clamp by hand on the battery negative terminal "–".
- Tighten the nut <1> to 6 Nm.
- Reconnect the connector <2> to the Battery Monitoring Control Module -J367-.
- Set clock to local time (if necessary).
- Activate the power window regulator onetouch up/down function.

Erase fuel injector adaptation values:

- Connect battery maintainer.
- Connect ODIS to the vehicle.
- Perform a GFF diagnostic scan.
- Select the Test Plan tab.
- Select Self Test.
- Select: Diagnosis-capable systems > 0001 Engine electronics – Otto cycle (2.5l – 3.6l) > 0001 > - Engine Electronics, functions



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- Select: Clear adaptation values 0001.
- Then Attach to the test plan.
- Follow the on-screen prompts.

- When prompted, select *Start* to begin the "Resetting of injector adaptation values."
- Follow the on-screen prompts.
- Exit GFF when the test plan is complete.
- Send the log to GFF Paperless.

Proceed to Section C

Install Campaign Completion Label

• Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.