



PARTS & SERVICES
Note 4706/V1

CUSTOMER LEGAL RECALL

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<u>AP:</u>	KWL	308(T9), 3008(P84), 5008(P87), 508(R8),
<u>AC:</u>	JCD	C4 SPACETOURER(B78), C5 AIRCROSS,
<u>DS:</u>	JCD	DS7 CROSSBACK

EXPLANATION

The affected vehicles may have been equipped with a Diesel Particulate Filter (DPF) subject to potential cracks following an unexpected overheating of the DPF.
The operation involves replacing this filter.

For New Vehicle Distributors

OPERATIONAL PROCEDURE

The affected vehicles are visible in "Campaigns management" in the Manufacturer's after sales documentation portal

Recall method:

- 1st contact – normal post letter within 3 days after the campaign launching
- 2^d contact – reminder post letter sent by registered post 30 days after the first contact
- 3th contact – reminder letter sent by registered post 60 days after the first reminder letter

METHOD FOR REFUNDING POSTAGE COSTS

AC/DS

See the bulletin 06-06-ICAR-543-NP-FR-AC

AP

See the bulletin 06-06-ICAR-543-NP-FR-AP

For Authorised Repairers

OPERATING METHODS

By interrogating the Manufacturer's after sales documentation portal, entering the VIN or VIS n° (17 serial n° characters or its last 8 figures).

Operation to be carried out:

- Replace the particulate filter.
(See workshop procedure attached)

As soon as the operation has been carried out, and only when it has been carried out, immediately notify the recall in the "Campaigns management" in the Manufacturer's after sales documentation portal and complete the Credit Claim as soon as possible.

Credit Claim

Labour time and replacement parts - see workshop procedure attached

Note: The following code must be entered in each of the 3 descriptions on the credit claim: "CAMPKWLJCD"

Other costs for the credit request (DS vehicles)

Replacement vehicle

For this campaign, a loan vehicle is available for customers who express the need for one. Enter the code in the Replacement Parts field of the Credit Claim with the quantity authorised.

Code	Max. quantity of days	Description
VRCAMP000D	1	"Premium" vehicle loan

The loan documentation must be kept in the vehicle folder in case a check needs to be carried out.

DS Service Valet

The DS Service Valet for customers, who express the need for one, is reimbursed as follows: Indicate the country warranty value for this service into the amount box

FOR: 308(T9), 3008(P84), 5008(P87), 508(R8), C4 SPACETOURER(B78), C5 AIRCROSS, DS7 CROSSBACK

CUSTOMER LEGAL RECALL: PARTICULATE FILTER

1 - WARRANTY PROCESS

Creation of a credit request with the following notes:

	AP	AC/DS
Allocation code	KWL	JCD
Cause code	KWLK	JCDJ
Fault code	G5A	G5A

AP labour time :

- 95P23A : 0,90H (Preventive operation : Repair) (508 (R8) vehicle)
- 95P24A : 1,10H (Preventive operation : Repair) (308 (T9), 3008 (P84E), 5008 (P87E) vehicles)

AC/DS labour time :

- 99P1 CA10 : 0,90H (Preventive operation : Repair) (DS 7 CROSSBACK (X74) vehicle)
- 99P2 CA10 : 1,10H (Preventive operation : Repair) (C4 PICASSO / C4 SPACETOURER (B78), C5 AIRCROSS (C84) vehicles)

2 - TECHNICAL DOCUMENTATION REQUIRED

Manufacturer's aftersales documentation portal → 308 (T9), 508 (R8), 3008 (P84E), 5008 (P87E) → Search → Procedure :

- E2AK0103P0 Safety and cleanliness recommendations : For all repairs
- B1KG0185P0 Removing - refitting : Catalytic converter/particle filter assembly
- B1JB0158P0 Tightening torques : Exhaust line

Manufacturer's aftersales documentation portal → C4 PICASSO / C4 SPACETOURER (B78), C5 AIRCROSS (C84), DS 7 CROSSBACK (X74) → Search → Procedure :

- E2AK0103P0 Safety and cleanliness recommendations : For all repairs
- B1KG0185P0 Removing - refitting : Catalytic converter/particle filter assembly
- B1JB0158P0 Tightening torques : Exhaust line

3 - PARTS REQUIRED

1 Particle filter (Part number 98 210 432 80) (508 / 3008 / 5008 / C5 AIRCROSS (C84) / DS 7 CROSSBACK (X74) vehicles) .

1 Particle filter (Part number 98 210 410 80) (308 / C4 PICASSO / C4 SPACETOURER (B78) vehicles) .

1 Exhaust clamp (Part number 1713 69) .

1 Exhaust clamp (Part number 1713 66) .

1 Clip (Urea injector) (Part number 98 237 435 80) .

1 Urea injector seal (Part No. 98.072 792 80) (If necessary) .

4 - TOOLING

Workshop equipment :

- Workshop jack
- Diagnostic tool

5 - REPAIR

ESSENTIAL : Observe the safety and cleanliness recommendations : For all repairs

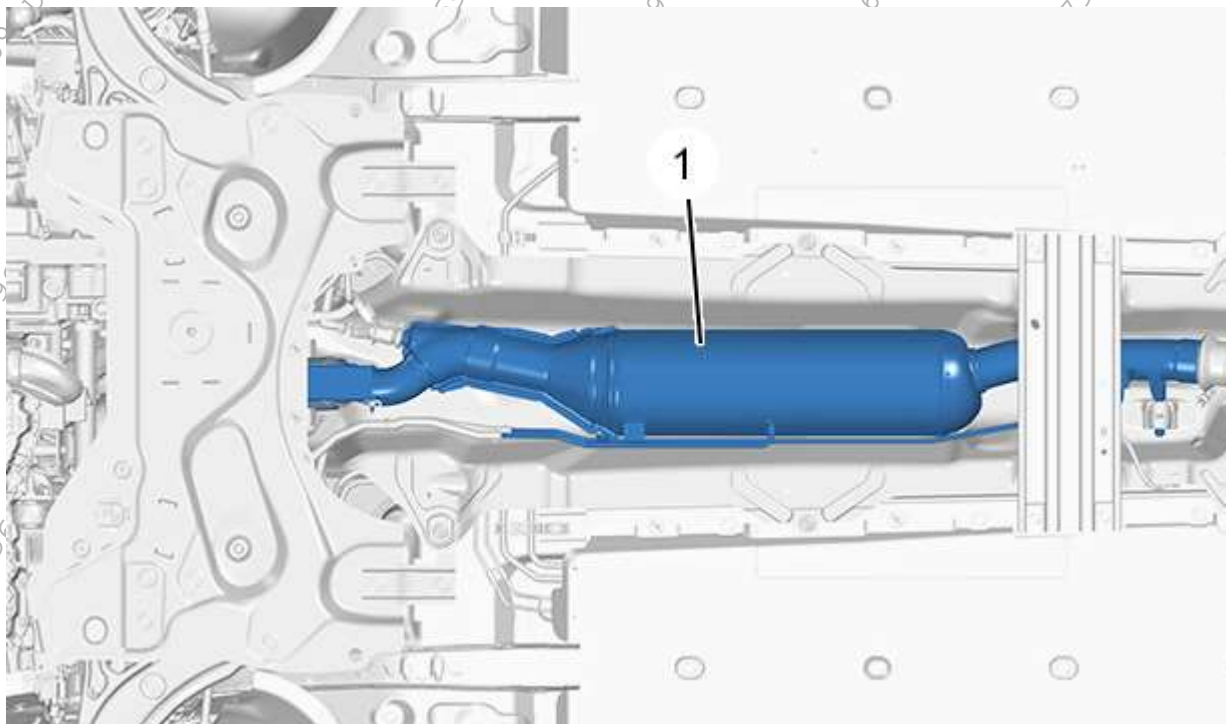
ESSENTIAL : With the engine hot : Wait at least one hour before carrying out any work on the exhaust line

Put the vehicle on a lift .

PLEASE NOTE : Perform the operations that are required prior to a disconnection of the ancillaries battery

Disconnect the ancillaries battery .

Remove the under-engine protector (According to equipment) .

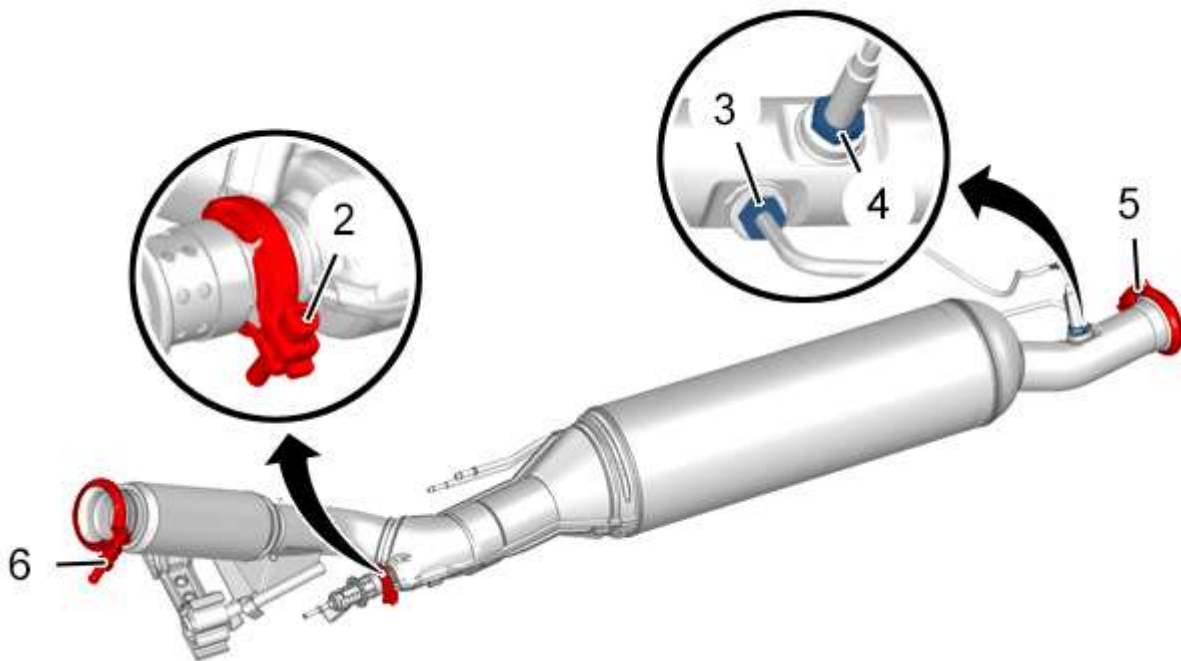


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NOTE : Refer to the corresponding removal-refitting procedures

Remove the particle filter (1) .

PLEASE NOTE : Observe the tightening torques



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mark	Description	Tightening torque
(2)	Clip (Urea injector) (*)	0,4 daNm
(3)	Downstream pressure take-off pipe union	2 daNm
(4)	NOx sensor	5 daNm
(5)	Clip (Catalytic converter / Intermediate exhaust silencer) (*)	2,5 daNm
(6)	Clip (pre-catalytic converter / Catalytic converter) (*)	2,5 daNm
(*) Always replace		

NOTE : Support the particle emission filter (1) ; Using a workshop jack

Fit the new particles filter (1) ; with the parts to be replaced systematically .

Refit the under-engine protector (According to equipment)

PLEASE NOTE : Perform the operations that are required following a reconnection of the 12V battery

Reconnect the 12V battery .

Perform the additional operation .

6 - Additional operation : Using a diagnostic tool

ESSENTIAL : Observe the safety and cleanliness recommendations

PLEASE NOTE : If the vehicle is equipped with keyless entry and starting, place the hands-free identifier in the electronic key reader or in the central storage compartment

PLEASE NOTE : Before carrying out this campaign, return the communication card to wired connection ("Bluetooth" mode strongly discouraged)

PLEASE NOTE : Connect a battery charger, in "charge" mode, to the ancillaries battery in the vehicle's engine compartment throughout the procedure

Have all of the vehicle's keys to hand .

The only diagnostic tool capable of this operation is the DIAGBOX model .

The DIAGBOX diagnostic tool must be at least version 9.132 .

Replacement of the particle filter :

- Select the affected vehicle
- Select the ECU : Engine control unit (DCM71)
- Select the menu : Repair
- Select the menu : Repair pack
- Select the menu : Replacement part
- Select the menu : Work on the emission control circuit
- Select the menu : Replacement of the particle filter
- Follow the diagnostic tool procedure

7 - CHECK AFTER REPAIR

Perform the following operations :

- Read the fault codes
- Erase the fault codes (if necessary)
- Start the vehicle
- Check the operation of the vehicle
- Adjust the time on the audio system and/or the clock