

# UPDATE Technical Bulletin



October 09, 2012 2011164

## UPDATE – 96C7 Micro Switch for Oil Level (NVLW)

### NOTE:

- Perform this UPDATE on all applicable vehicles within NEW VEHICLE LIMITED WARRANTY.
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

### NOTE:

**Required DMS Wording//Text: (line item, customer concern description on repair order):**

UPDATE 96C7 Micro Switch for Oil Level (NVLW)

Model(s)	Year	Engine Code	Trans. Code	From	To
Passat	2012 - 2013	CDVB	All	1VW_M_A3_C_000165	1VW_M_A3_D_015433

### REVISION HISTORY

Revision	Date	Purpose
1	October 09, 2012	Original publication

## Condition

This update has been proactively released to prevent continuous illumination of the “oil level low” displayed in the MFI after oil has been properly filled by providing the missing signal to instrument cluster as hood is opened and closed. This signal is necessary to reset the oil level indicator in the instrument cluster.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 96C7 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the NEW VEHICLE LIMITED WARRANTY.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.



## Technical Background

Continuous illumination of the “oil level low” displayed in the MFI after oil has been properly filled caused missing signal to instrument cluster as hood is opened and closed. This signal is necessary to reset the oil level indicator in the instrument cluster as provided by the micro switch contained in the lower hood latch. The micro switch was not originally part of the vehicle build configuration of the 3.6L Passat SE model.

## Production Solution

Install micro switch into the lower portion of hood latch.

## Service

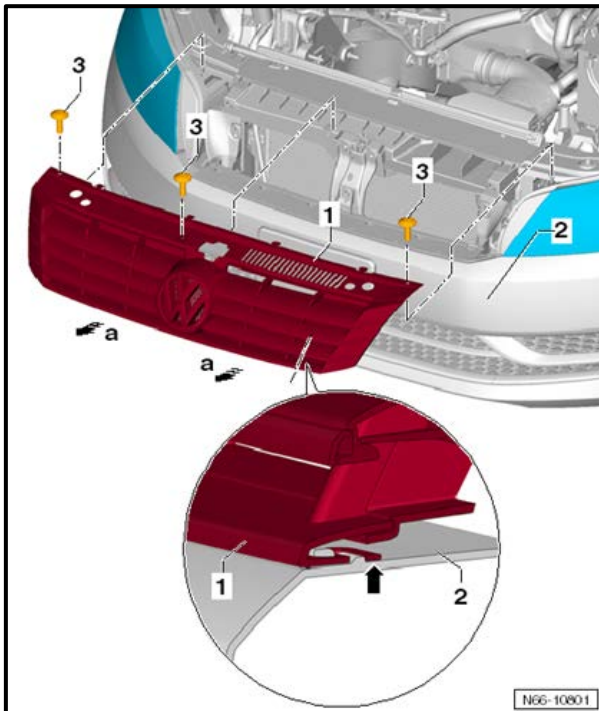
### NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ElsaWeb printout showing the “open” status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE 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 UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*



### Work Procedure:

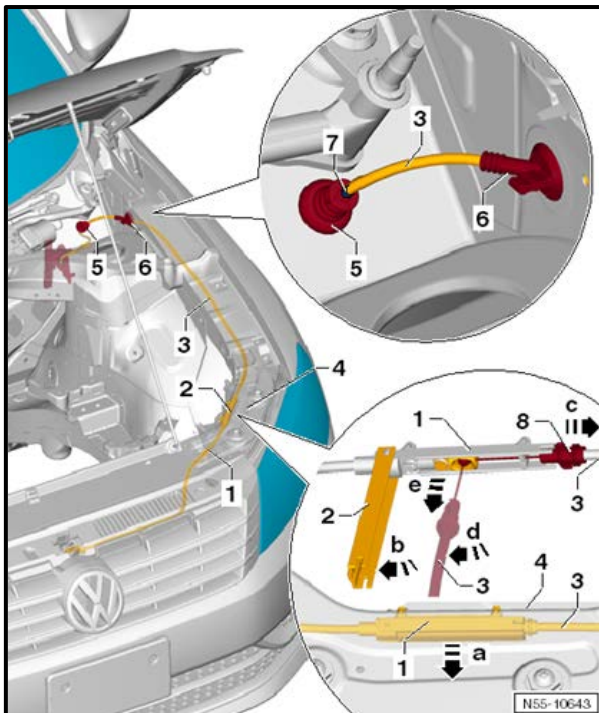
- Open the hood.
- ◀ Check the MFI to see if the indicator indicates Hood Open <as shown>.
- If the MFI indicates Hood Open, WORK COMPLETE.
- If the MFI DOES NOT indicate Hood Open, continue work procedure.



- Turn off the ignition and all electric consumers and turn the key to the 0 position.

⇐ Remove the radiator grille by first removing the bolts <3>.

⇐ Pull the radiator grille <1> parallel out of the retainers <arrow> on the front bumper cover <2> in direction of <arrow a>.



Disconnect the hood release cable at the cable coupling by performing the following:

⇐ Unclip the cable coupling <1> above the headlamp from the lock carrier <4 and arrow a> on the driver's side.

⇐ Tension the cable <3> in direction of <arrow c>.

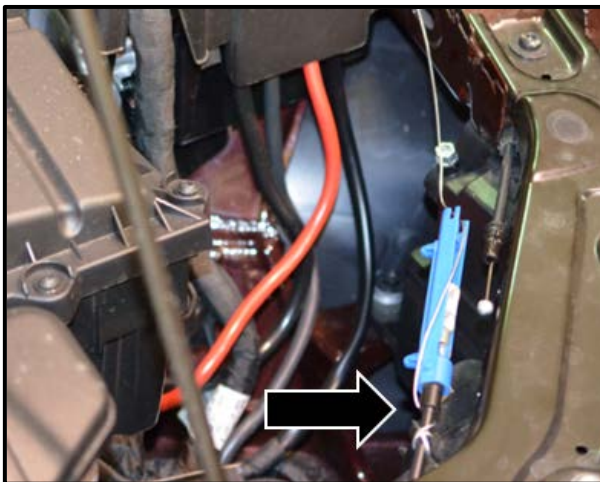
⇐ Open the cover <2 and arrow b>.

⇐ Turn the cable <3> 90° <arrow d>.

⇐ Disconnect the cable <3> from the cable coupling <1 and arrow e>.

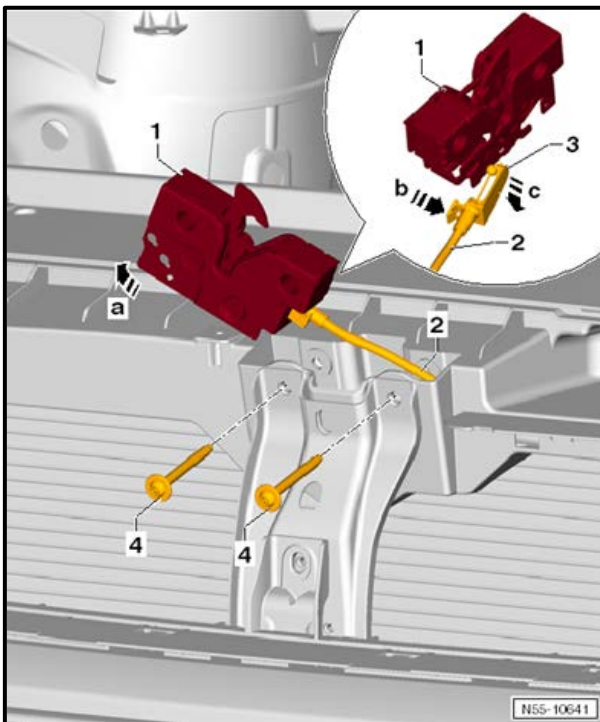


⇐ Mark the position of the latch, as shown, for reinstallation.



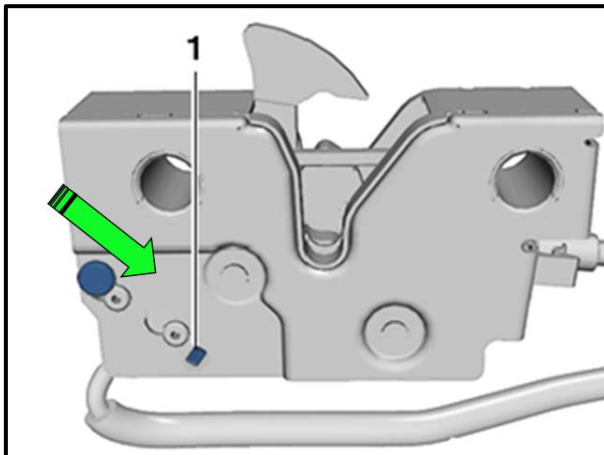
Tip:

It may be helpful to attach a piece of mechanic's wire to the cable coupling before pulling the hood latch out.



⇐ Remove the bolts <4> from the lock carrier and the hood latch <1 and arrow a>.



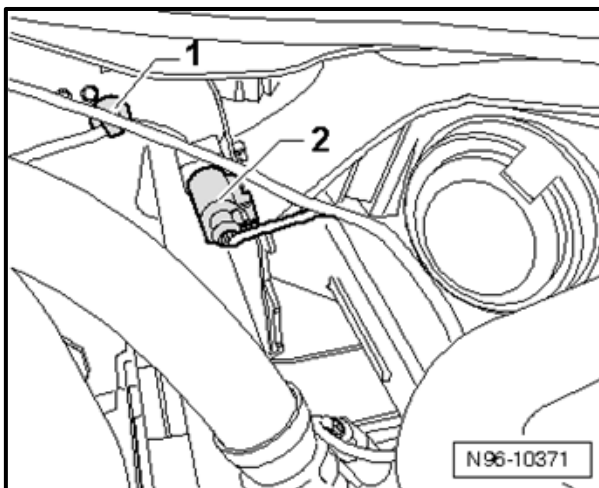


⇐ Install the hood contact switch (5C6 953 236 A) by sliding into position <in direction of arrow> until fully engaged (audible click).



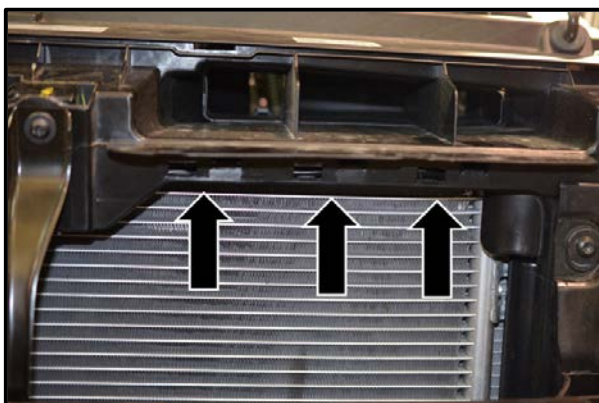
Tip:

Make sure the tab <1> clicks into place and that the switch is secured into its retainer.



⇐ Ensure the cable holder <1> is in position.

⇐ Connect the connector <2>.

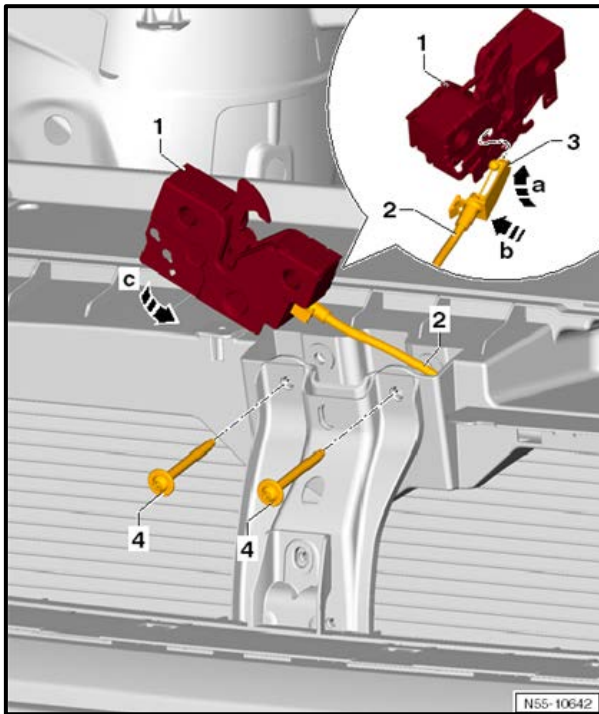


• Route the hood contact switch wire through the channel <arrows>.



Tip:

It is helpful to pull hood contact switch wire through the channel with a piece of mechanic's wire.

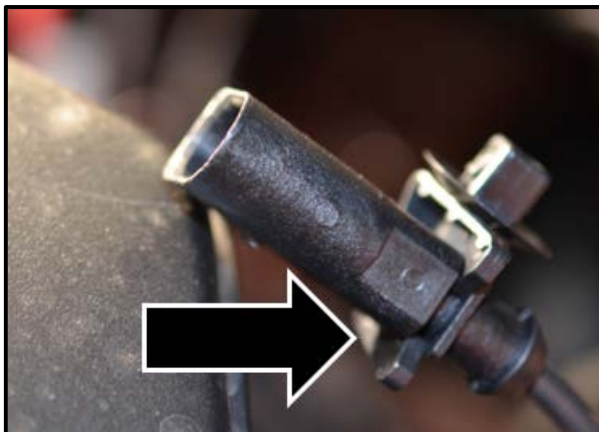


- Guide the hood contact switch (F266) wire back into the lock carrier.
- ⇐ Install the hood latch <1> in the lock carrier <arrow c>.
- ⇐ Loosely install new bolts <4> (WHT 000 425).
- Connect the connector to the engine hood contact switch (F266).

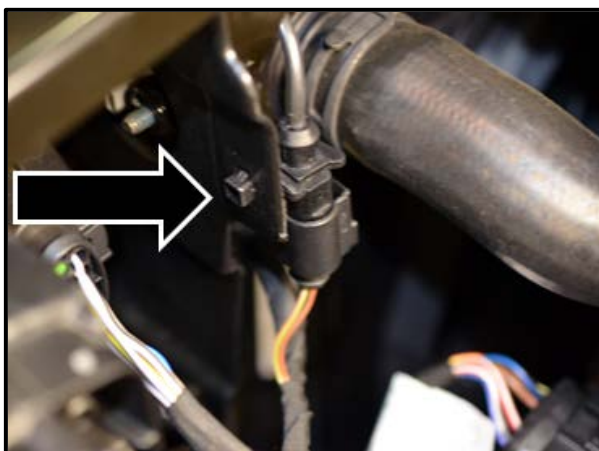


Note:

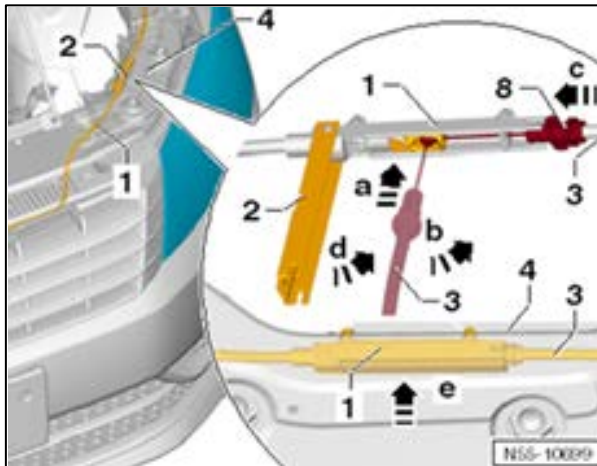
Use new bolts (WHT 000 425) to adjust the hood latch.



- Remove the plug from the engine hood contact switch.
- ⇐ Remove connector clip <arrow> from plug and put on new contact switch connector.



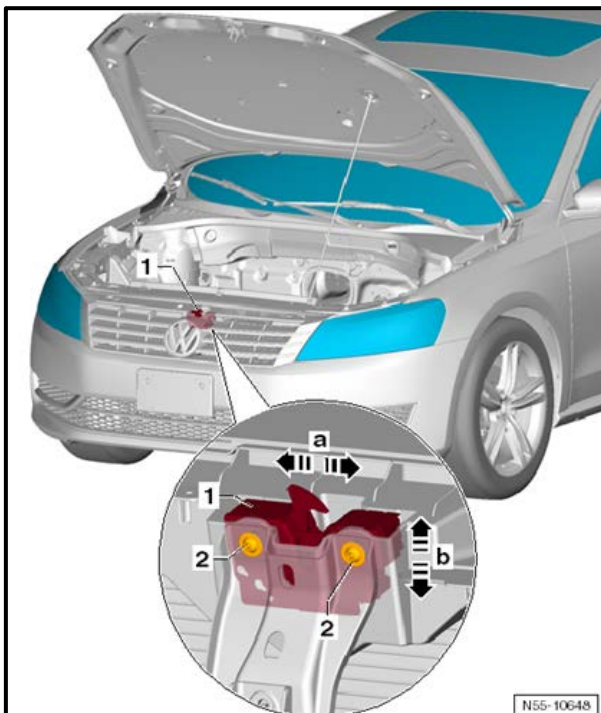
- ⇐ Connect the connector to the engine hood contact switch (F266) and reattach as shown <arrow>.



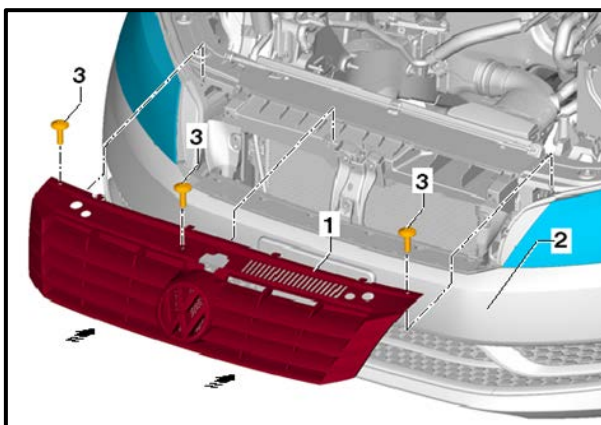
- ⇐ Reinstall hood release cable by first engaging the cable ball <3> in the cable coupling <1 and arrow a>.
- ⇐ Tension the cable <3> and pull it into the cable coupling <1 and arrow b>.
- ⇐ Close the cover <2 and arrow d> and release the tension on the cable <3 and arrow c> (must fit inside the guide slots in the clutch).
- ⇐ Clip the cable coupling <1> and cable <3> into the lock carrier <4 and arrow e>.



- Before closing the hood, make sure the hood release lever and the cable are working correctly. Close the latch, as shown, and release with hood release handle in vehicle.



- ⇐ Loosen the bolts <2> if necessary and adjust the hood latch <1> from side to side <arrow a> and the height <arrows b>.
- ⇐ Tighten bolts <2> to 12 Nm with torque wrench (VAG 1331) when in correct position.



- ⇐ Insert the radiator grille <1> parallel into the front bumper cover <2> and lock carrier.
- ⇐ Secure the radiator grille <1> into the front bumper cover <2> and lock carrier using light pressure.



Note:

Align both the radiator grille <1> and front bumper cover <2> with the headlamps.

- ⇐ Tighten the bolts <3> to 2 Nm using torque wrench (VAG 1783).





⇐ Verify the hood contact switch is working by opening the hood and looking in the MFI. The hood should illuminate <arrow> if the switch is working.



⇐ Close the hood and verify the hood is no longer illuminated <arrow> in the MFI.

**WORK COMPLETE.**



## Warranty

<b>Claim Entry Procedure</b>	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
<b>Claim Help</b>	<b><u>U.S. dealers</u></b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry. <b><u>Canadian dealers</u></b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
<b>Required Customer Notification</b>	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

# UPDATE Technical Bulletin



## SAGA Code 96C7 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

Service No.: 96C7

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria I.D. 01

Check/UPDATE present. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check/UPDATE not present. Install Hood Latch Switch

Repair operation: 9682 23 99 50 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C6 953 236A	Switch
2	WHT 000 425	Bolt

*There is NO reimbursement for wash or loaner vehicle!*

**If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR 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



## Required Parts and Tools

Part Description	Part No:	Quantity
1	5C6 953 236A	Switch
2	WHT 000 425	Bolt

Tool Description	Tool No:
Torque Wrench, 2-10 Nm (or equivalent)	VAG 1783
Torque Wrench, 5-50 Nm (or equivalent)	VAG 1331

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.



# UPDATE Technical Bulletin



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## UPDATE FACT SHEET – UPDATE Code 96C7

Dear Volkswagen Customer,

Today we performed UPDATE code 96C7 on your vehicle. This UPDATE is to install a micro switch into the lower portion of your hood latch. This switch provides the necessary signal to your instrument cluster to indicate when the hood is opened and closed. This UPDATE was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!