

# UPDATE Technical Bulletin



November 13, 2012

## UPDATE – 90H2 Instrument Cluster (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 90H2 Instrument Cluster (NVLW)

Model(s)	Year	Engine Code	Trans. Code	From	To
Jetta Sedan	2012 – 2013	All	All	3VW__AJ_CM033700	3VW__AJ_DM386273

### REVISION HISTORY

Revision	Date	Purpose
1	October 24, 2012	Original publication – MY 2013 U.S. Only
2	November 02, 2012	Added Model Year 2012 Inventory vehicles for U.S. Only
3	November 13, 2012	Added vehicles for Canada

## Condition

This update has been proactively released to prevent customer concerns related to clock and trip meter adjustment using the instrument cluster buttons. Because of a fitment concern between the instrument cluster halves the buttons mounted on the instrument cluster may not function properly.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

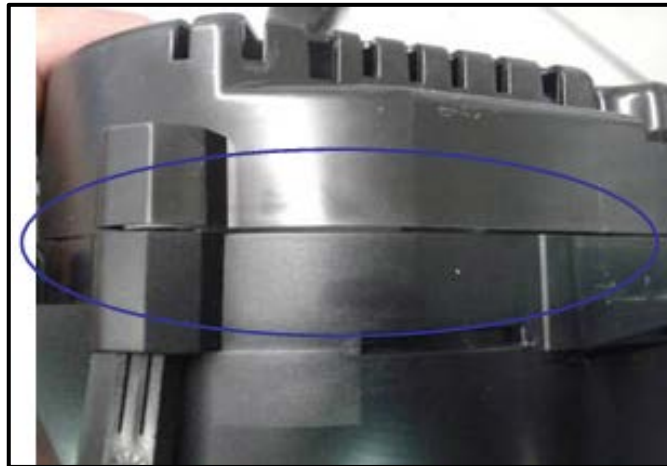
- Procedure is valid only for vehicles that show the 90H2 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the **NEW VEHICLE LIMITED WARRANTY**



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- 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

Since the lower housing does not fit properly with the upper housing, the buttons do not make contact when time and/or trip meter is being set. See Picture 1.



Picture 1

## Production Solution

Improvement in the Production process as of September 30<sup>th</sup>, 2012.

## 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:

- ⇐ Check for proper operation of each instrument cluster button <arrows>.
- If both buttons operate properly, WORK COMPLETE.
- If one or both buttons do not operate properly, CONTINUE WORK PROCEDURE.



### Tip:

The estimated repair rate is approximately 20% of vehicles inspected.



### Tip:

The trim bezel and HVAC vent assemblies should be removed together – if the vents do not come out with the trim bezel they are difficult to remove.

- Turn ignition off.
- Disconnect and secure negative battery terminal.



### Note:

**DO NOT** pull/pry on trim directly around vents.



### Tip:

Interior of vehicle should be at or near room temperature prior to removing trim components.

- Verify all three HVAC vents in the instrument cluster trim bezel are in the full-open position.
- ⇐ Apply protective tape (e.g. masking tape) to the knee bolster trim to prevent damage <arrows>.



⇐ Gently pry the lower section of the trim bezel loose from the bolster trim.



**Note:**

Take notice to the location of the two tabs on the bottom of the bezel <circles>. **DO NOT** pry directly against these tabs. Instead, gently pry the bottom of the bezel up and over the knee bolster trim.

- Gently pry the bottom of the bezel up and over the knee bolster trim.

⇐ With the locking tabs in front of the knee bolster trim pull directly on the bezel by hand at the 9 o'clock, then the 3 o'clock positions of the cluster <arrows>.



**Tip:**

HVAC vents should pull out freely with the trim bezel. If they do not, remove vents from dash and install onto bezel prior to reassembly.

- Disconnect the wire harness attached to the emergency flasher switch prior to fully removing the bezel/vent assembly
- Remove the upper steering column trim

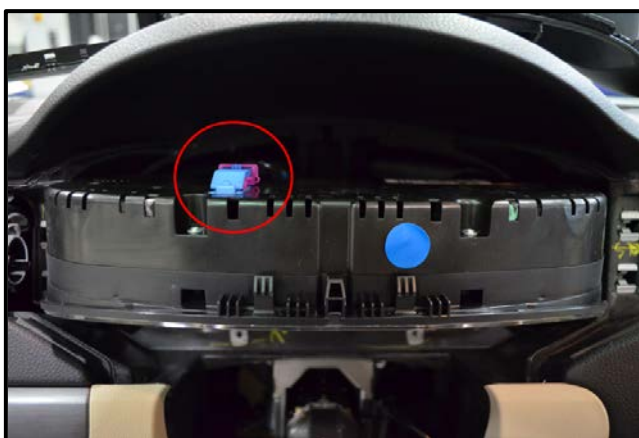


**Note:**

It is not necessary to remove the steering wheel or the lower steering column trim.



⇐ Remove the instrument cluster mounting bolts <circles>.



- Carefully pull the instrument cluster rearward slightly, and then tilt the assembly downward to access the wiring harness connection <circle>.



**Note:**

**The slack on the harness connection is limited.** Only pull the cluster out far enough to access and disconnect the harness.



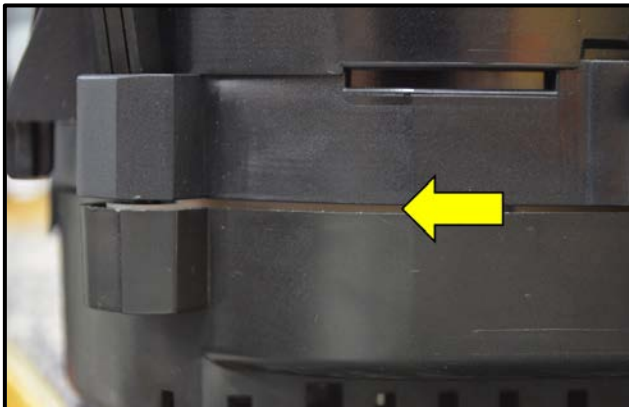
⇐ Release the locking tab on the connector and unplug the harness from the back of the instrument cluster <as shown>.





- Remove the instrument cluster from the vehicle.

⇐ Place the instrument cluster face up on a clean, sturdy surface.



- With the instrument cluster removed from the vehicle inspect the seam between the two instrument cluster halves <arrow>.

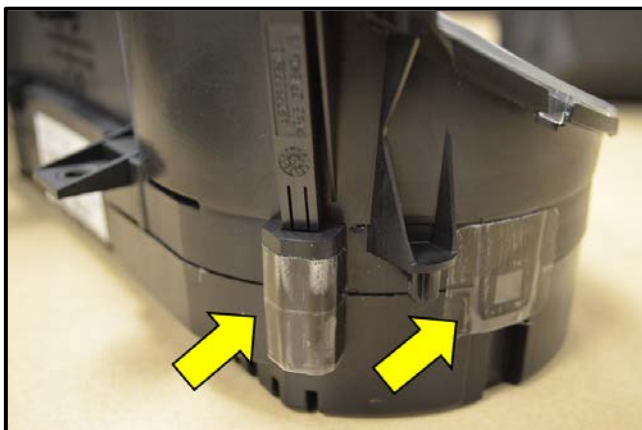


⇐ If the cluster halves are not fully seated together gently press downward on the cluster. Be sure to press on the outside edges of the glass as shown to prevent damage.



**Note:**

**Do not push directly on glass!** Damage to instrument cluster will occur if pushing directly on glass.



- ⇐ While pressing down on the cluster, apply tape from kit# 5C0 998 870, one sticker over the button housing and one over the locking tab <arrows>.
- Perform same procedure on opposite side of instrument cluster.

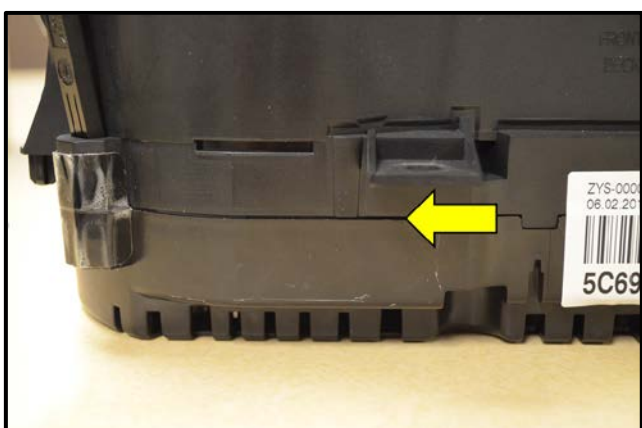
**i** **Tip:**

A total of four (4) pieces of tape from kit# 5C0 998 870 must be applied to the instrument cluster to complete repair.



**i** **Tip:**

In cases where gray tape may be installed, remove gray tape and replace with tape from kit# 5C0 998 870.



- ⇐ Inspect instrument cluster thoroughly to ensure both halves are fully seated and fastened together <arrow>.

**i** **Tip:**

With the repair complete, the seam gap will be approximately 1mm.

- Reconnect electrical connector to instrument cluster and insert cluster into position.
- Reconnect battery ground cable.
- Check for operation of both buttons on instrument cluster before reinstalling.

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- Reinstall the instrument cluster and reassemble the vehicle.
- ← Check for proper instrument cluster button operation <arrows>.

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>	<p><b>U.S. dealers</b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry.</p> <p><b>Canadian dealers</b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."</p>
<b>Required Customer Notification</b>	<p>Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order.</p> <p>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.</p>



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## SAGA Code 90H2 Claim Entry Procedure

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

Service No.: 90H2

Damage Code: 0099

Parts Manufacturer/Vendor Code: 3ME

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria I.D. 01

Check Instrument Cluster buttons operation. Buttons operate correctly. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check Instrument Cluster buttons operation. Buttons do not operate correctly. Repair instrument cluster with 3M tape kit

Repair operation: 9025 41 99 60 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 998 870	3M Tape Kit

***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



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## Required Parts and Tools

Part Description	Part No:	Quantity
3M Tape Kit	5C0 998 870	1 (Note: Each kit contains four pieces of transparent tape)

**Tip:**

The estimated repair rate is approximately 20% of vehicles inspected.

## 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.

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## UPDATE FACT SHEET – UPDATE Code 90H2

Dear Volkswagen Customer,

Today we performed UPDATE code 90H2 on your vehicle. This UPDATE checks the operation of the buttons on your instrument cluster that control the clock and trip meter and repairs them if necessary. 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!