

UPDATE Technical Bulletin



November 9, 2012

UPDATE – 24R8 Emissions Label (FED_EMS) **UNITED STATES ONLY**

NOTE:

- Perform this UPDATE on all applicable vehicles within **FEDERAL EMISSIONS 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/Programming Text (SAGA claim comments): UPDATE – 24R8 Emissions Label (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code	From	To
CC	2010	CCTA	ALL	WVW_L_AN_AE500278	WVW_L_AN_AE529215

REVISION HISTORY

Revision	Date	Purpose
1	June 9, 2010	Original publication
2	November 09, 2012	Warranty Parameters Updated

Condition

This update has been proactively released to replace the emissions label on the vehicle.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24R8 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the Federal Emissions 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

Affected vehicles have an incorrect vehicle emissions control information label installed.

Production Solution

Not applicable.


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.*



- Open hood
- Locate and clean surface of old label

 Note: Surface of old label must be clean, dry and free from oil residue

- Carefully affix new label (3C0 010 721 P) on top of old label
- Close hood



Tip:

Dealers needing additional labels and labels for customer vehicles can order them through the VW Hub online compliance label ordering portal.

Go to the Campaign/Recall/Update tab, use part number **3C0 010 721 PRVU and state that you are ordering the label for the 24R8/YO Update.**



Warranty

Claim Entry Procedure	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.
Claim Help	<u>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	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.

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SAGA Code 24R8 Claim Entry Procedure

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

Service No.: 24R8

Damage Code: 0066

Parts Manufacturer/Vendor Code: WWO

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Install vehicle emissions label

Repair operation: 2673 23 99 10 TU

Outside Material:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>	<u>Amount</u>
1	3C0 010 721 P	Emissions Label	\$7.50

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
Emissions Label	3C0 010 721 P	1

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 24R8

Dear Volkswagen Customer,

Today we performed UPDATE code 24R8 on your vehicle. This UPDATE is to replace the emissions label on your vehicle, and 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!