

UPDATE Technical Bulletin



72 12 01 July 12 2012 2029919

UPDATE – 72D8 Seat Linkage Bolts

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/Programming Text: (line item, customer concern, description on repair order)
UPDATE - 72D8 Seat Linkage Bolts

Model(s)	Year	Engine Code	Trans. Code	From	To
Jetta	2011 – 2012	All	All	3VW_ _ _AJ_BM002870	3VW_ _ _AJ_CM314995
Passat	2012	All	All	1VW_ _ _A3_CC001060	1VW_ _ _A3_CC005006

REVISION HISTORY

Revision	Date	Purpose
1	07/10/2012	Original publication
2	7/12/2012	Correct work procedure

Technical Background

Tolerances between seat bolt (link screw) and seat bolt frame link pivot points may create squeaking noises while driving or while seat is being raised and lowered.

Production Solution

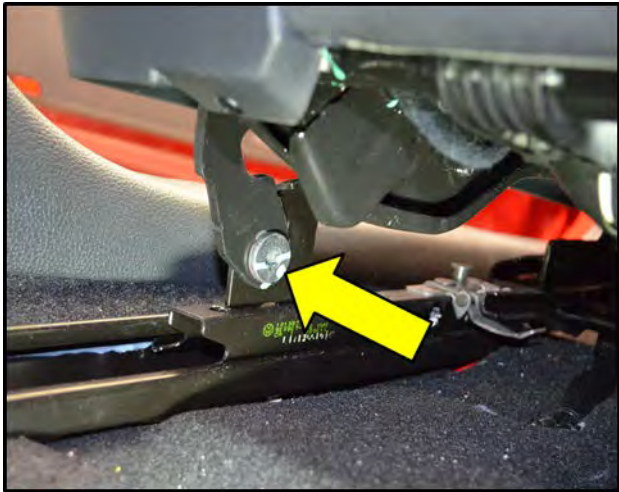
Install newly designed seat bolt (link screw).

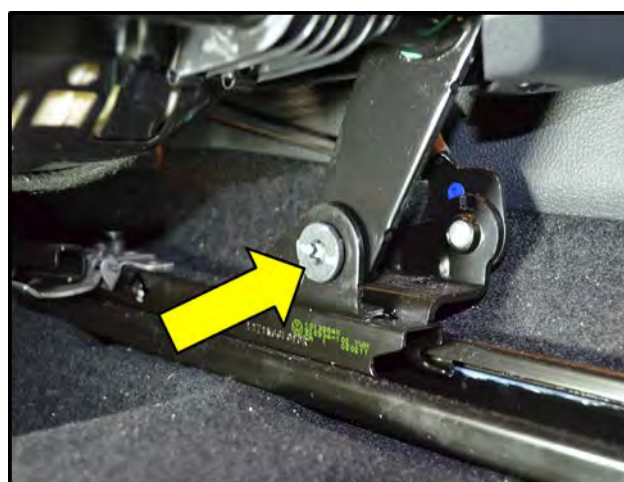


Service

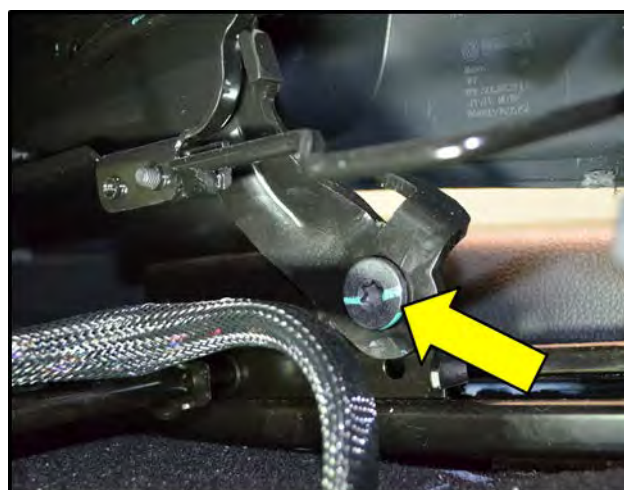
NOTE:

- *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.*

	<p>Section A – Replace Link Bolts</p> <p>Note: Driver seat shown. Perform procedure on both front seats (if applicable) based on chart below:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="text-align: center;">Criteria</th> <th style="text-align: center;">Repair</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">01 & 02</td> <td style="text-align: center;">Both front seats</td> </tr> <tr> <td style="text-align: center;">03</td> <td style="text-align: center;">Driver seat only</td> </tr> </tbody> </table> <p>Tip: To make repair easier, perform procedure on one bolt at a time.</p> <ul style="list-style-type: none"> • Move front seat forward. ⇐ Adjust seat height so that the seat bolt (link screw) <arrow> is accessible. ⇐ On left rear of seat frame, remove screw <arrow> using T-50 torx. • In same location, install new screw and washer from parts kit (5C6 898 515) first by hand, then tighten with ratchet equipped with T50 torx bit. ⇐ Torque screw <arrow> to 26 Nm. 	Criteria	Repair	01 & 02	Both front seats	03	Driver seat only
Criteria	Repair						
01 & 02	Both front seats						
03	Driver seat only						



- ⇐ On right rear of seat frame, remove screw <arrow> using T-50 torx.
- In same location, install new screw and washer from parts kit (5C6 898 515) first by hand, then tighten with ratchet equipped with T50 torx bit.
- ⇐ Torque screw <arrow> to 26 Nm.



- Move seat rearward so that the link screw <arrow> is accessible.
- ⇐ On left front of seat frame, remove screw <arrow> using T-50 torx.
- In same location, install new screw and washer from parts kit (5C6 898 515) first by hand, then tighten with ratchet equipped with T50 torx bit.
- ⇐ Torque screw <arrow> to 26 Nm.



- ⇐ On right front of seat frame, remove screw <arrow> using T-50 torx.
- In same location, install new screw and washer from parts kit (5C6 898 515) first by hand, then tighten with ratchet equipped with T50 torx bit.
- ⇐ Torque screw <arrow> to 26 Nm.
- Vehicles with criteria 01 and 02, Move to opposite front seat and perform all steps above.
- Vehicles with criteria 03 **WORK COMPLETE**

WORK COMPLETE

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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.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. Canadian dealers - 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.
SAGA Code 72D8 Claim Entry Procedure	
Check ElsaWeb to confirm that this UPDATE code is open <u>on the day of repair.</u>	
Service No.: 72D8 Damage Code: 0099 Parts Manufacturer/Vendor Code: 3XJ Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90	

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Accounting Instructions

Criteria I.D. 01 and 02

Replace seat bolt (link screws)

Repair operation: 7228 42 99 50 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C6 898 515	Seat linkage bolt kit (each kit contains eight bolts with washers)

OR

Criteria I.D. 03

Replace seat bolt (link screws)

Repair operation: 7228 41 99 25 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C6 898 515	Seat linkage bolt kit (each kit contains eight bolts with washers)

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
Seat linkage bolt kit (each kit contains eight bolts with washers)	5C6 898 515	1

Tool Description	Tool No:
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.

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UPDATE FACT SHEET – UPDATE Code 72D8

Dear Volkswagen Customer,

Today we performed UPDATE code 72D8 on your vehicle. This UPDATE prevents a squeaking noise generated by seat bolt (link screws) on the seat height adjustment portion of the front seats. We replaced all of the link screws on both of your front seats and tightened them accordingly. 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!