



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Hybrid	2011-2014	3.0L (CGFA) 1.4L (CNLA)	All	All	All

## Condition

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### High Voltage Repairs on Hybrid Vehicles

Before attempting any repairs that involve **high-voltage components** in Hybrid vehicles, a VTA ticket must be opened with Volkswagen Technicians Helpline.

## Technical Background

High Voltage topics are very diverse and latest information is changing regularly. Therefore, they need to be addressed on a case-by-case basis. The Volkswagen Technicians Helpline can provide the latest information and guidance to address the different concerns.

## Production Solution

Not applicable.

## Service

If a repair involving high-voltage components or battery needs to be performed on a Hybrid vehicle, a VTA ticket must be opened with Volkswagen Technicians Helpline to obtain direction with the latest information available.

If high voltage battery needs to be removed, replaced or disposed of for any reason, Technicians Helpline will provide instructions for handling each case.

Batteries which are being replaced under Warranty for any reason and are stable can be shipped back for analysis in the same container that the new battery was received in. VW Helpline can assist in making the determination if HV-Battery is stable for shipping or not.

For HV-Batteries that were damaged due to outside influence, VW Helpline can provide guidance and assist in having battery picked up from dealer for proper recycling.

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The electric components in the vehicle, such as the power electronics, the E-motor, the high voltage battery and the electric A/C compressor, work in voltage ranges above 25V alternating current and 60V direct current. Since the voltage exceeds the usual 12V electrical system voltage on a conventional vehicle, the term “High Voltage” (HV) is used for these vehicles.



The vehicle’s high voltage electrical system and high voltage battery are dangerous and can cause burns, other serious personal injuries, electrocution, and death. Never touch or let jewelry or other metal objects contact high voltage cables or the high voltage battery and battery poles, especially if the cables, battery, and battery poles have been damaged in any way.

Never do any work by yourself on the high voltage electrical system, the orange-colored high voltage wiring, or on the high voltage battery. Never open, service, repair, or disconnect any part of the hybrid electrical system. Always have work on the hybrid electrical system and systems that could be indirectly affected by it done by high-voltage qualified, trained technicians who have the know-how, experience, documentation, and tools to do the work safely.

Never open or remove the orange-colored cover on the high voltage battery.

Never damage the orange-colored high voltage cables. Never remove them and never disconnect them from the high voltage electrical system.

All work on the high voltage electrical system and the high voltage battery must be done in compliance with Volkswagen standards and guidelines.

**Personal protective equipment must be worn while the work is being performed.**

**Work must be performed in an open area, not in hallways or enclosed areas.**

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## Warning Symbols

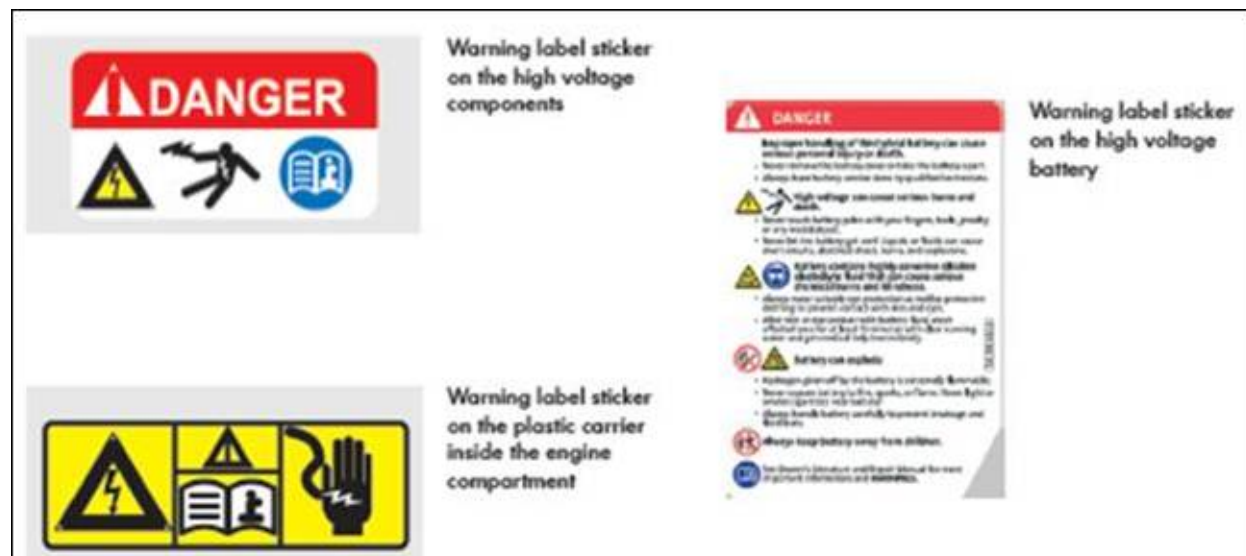
All high voltage components are identified with specific warning label stickers. The high voltage cables are excluded from this.

There are two types of warning label stickers.

- a yellow warning sticker with the warning symbol for voltage
- a warning sticker with the word “DANGER” written in white letters against a red background.

The yellow stickers indicate high voltage components that are installed near the sticker or are hidden by a cover.

The “DANGER” sticker is located directly on the high voltage component.



## Warranty

Information only.

## Required Parts and Tools

Information only.

## 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.