

UPDATE Technical Bulletin



April 09, 2013

UPDATE – 97Z5 Engine Wiring Spacer Ring (NVLW)

NOTE:

- Verify the open Campaign/Actions screen in ElsaWeb to determine if the VIN applies to this UPDATE.
- 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 97Z5 - Engine Wiring Spacer Ring (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Touareg	2013	CNRB (3.0L TDI)	All

REVISION HISTORY

Revision	Date	Purpose
1	April 09, 2013	Original publication

Condition

This update has been proactively released to prevent chafing from occurring to the engine harness.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 97Z5 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.

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Technical Background

On all affected vehicles the engine harness can rest and chafe on the clip of the pressure pipe.

Production Solution

On all affected vehicles a spacer ring must be fitted to protect the engine harness.

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.*

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Identify Criteria and Check for Open Status



Tip: On the date of repair, print this screen and keep a copy with the repair order.

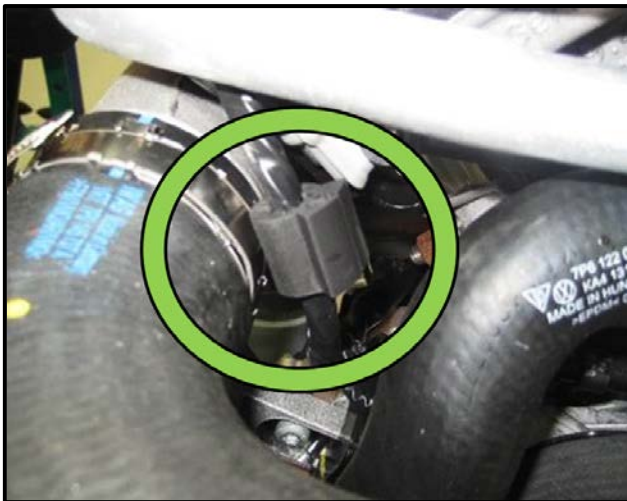
- Enter the VIN in ElsaWeb and proceed to the "Campaign/Action" screen.
- ⇐ Ensure that the Status is "Open" <arrow 2>.
- ⇐ Note all Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

Continue to Section B



Section B – Install Spacer ring

- Open hood and remove engine cover
- ⇐ Locate engine harness in area marked <circle>.



Check for previous repair:

- ⇐ If spacer ring is already installed as shown <circle>, WORK COMPLETE, otherwise Continue work procedure.
- ⇐ If spacer ring is not already installed, install spacer ring part number (N 107 162 01) as shown <circle>.
- Reinstall engine cover and close hood

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>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 97Z5 Claim Entry Procedure

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

Service No.: 97Z5

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 --

Install spacer ring.

Repair operation: 9752 23 99 20 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N 107 162 01	Spacer ring

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
Spacer ring	N 107 162 01	1

Tool Description	Tool No:	Quantity
N/A	N/A	N/A

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 97Z5

Dear Volkswagen Customer,

Today we performed UPDATE code 97Z5 on your vehicle. This UPDATE installs a spacer ring on the engine harness to prevent chafing, 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!