

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please contact Warranty.**



Service Action

Code: 93A7

Subject: 2015 MY eGolf
Cable Tube

USA ONLY

December 05, 2014

Dealership Requirements – eGolf

This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.

Problem Description

It is possible that a cable tube fastener was not torqued correctly during vehicle production. This can lead to a rattling noise near the charge port, and can also impact the vehicle's ability to fully charge.

Corrective Action

Replace the affected cable tube.

Affected Vehicles

U.S.A.:

2015 MY eGolf

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December XX, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

Parts will be allocated to authorized eGolf dealers prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about December 17, 2014 the customer mailing will take place. Outbound calls will also be made to affected customers. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

- This service action will be available for customers free of charge **only until December 31, 2017**. *Vehicles repaired under this action must have this service completed on or before that date to be eligible for payment.*
- **Repairs performed after December 31, 2017 will not be eligible for payment.** *Dealers should keep this expiration date in mind when scheduling customers for this action.*
- If a customer wishes to have this service performed after the expiration date, your dealership's normal parts and labor cost associated with this repair will apply.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vw.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 93A7
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WWO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Replace Cable Tube

Repair operation: 9354 19 99 50 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5GE 971 615C	Cable tube*
1	WHT 006 403	Tie Wrap
1	N 907 579 01	Nut
0.10	N 105 920 02	Tape (1 roll repairs approximately 10 vehicles)

***Causal Indicator: Select "Cable Tube" as causal part**

There is NO reimbursement for wash or loaner vehicle!

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2014 Volkswagen Group of America, Inc. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 93A7 – Cable Tube
2015 Model Year Volkswagen eGolf**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2015 model year Volkswagen eGolf vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that a cable tube fastener was not torqued correctly during vehicle production. This can lead to a rattling noise near the charge port, and can also impact the vehicle's ability to fully charge.

What will we do? Your authorized Volkswagen eGolf dealer will replace the affected cable tube in your vehicle. This work will take about one hour to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen eGolf dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

This repair will be available for you free of charge only until December 31, **2017**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Volkswagen eGolf dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (93A7)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen eGolf dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

If there are questions regarding the work procedure, contact Warranty

Required Tools:

	<ul style="list-style-type: none"> • VAS 6494 – Torque Screwdriver or equivalent
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Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5GE 971 615C	Cable tube
1	WHT 006 403	Tie Wrap
1	N 907 579 01	Nut
0.10	N 105 920 02	Tape (1 roll repairs approximately 10 vehicles)

Work Procedure

Dealership Requirements – eGolf

This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.



Tip: If Campaign Completion label is present, no further work is required

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

EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

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

- ⇐ Ensure that the Status is “Open”
<arrow 2>
- ⇐ Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated


Proceed to Section B.

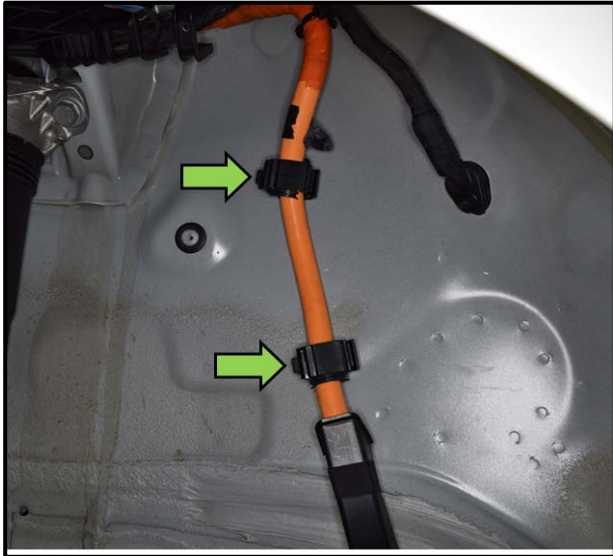
Section B – Removing the Cable Tube

- Raise the vehicle on an appropriate hoist.
- Remove the right rear wheel.



- ⇐ Remove the torx head mounting screws from wheel liner <arrows>.
- Remove the right rear wheel liner.

 Tip: Not all of the wheel liner fasteners are pictured here.



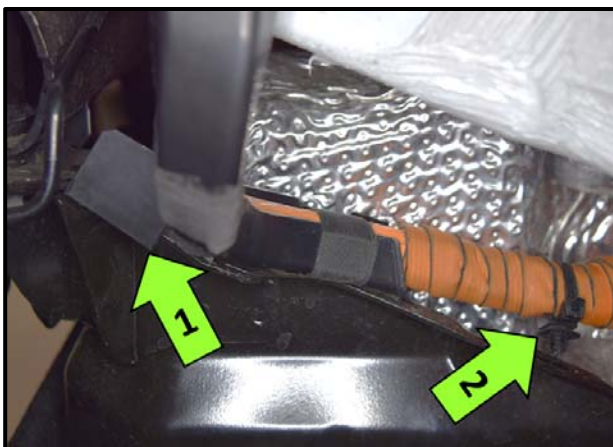
⇐ Release the two upper mounting clips <arrows>.



Note: Be aware of protective mounting sleeves located under the mounting clips as they must be reinstalled in their original position.

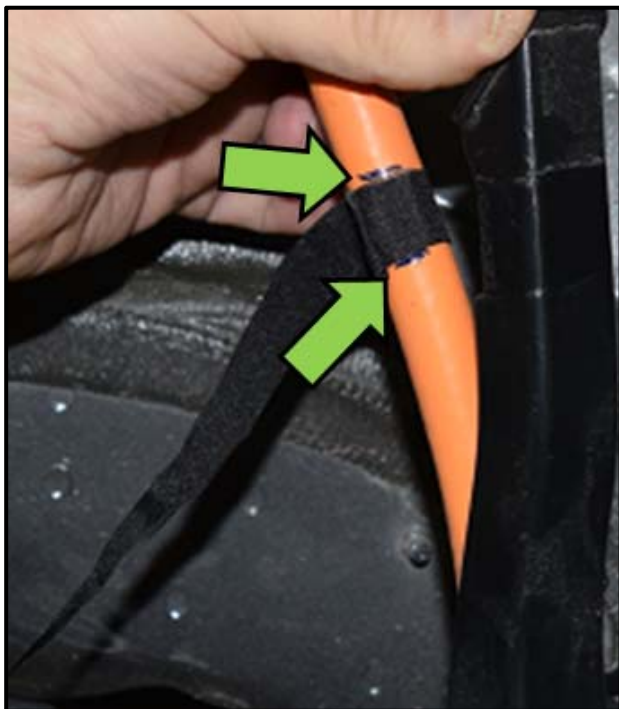


⇐ Remove the mounting nut <circle>.



⇐ Release the cable tube fastener <arrow 1>.

⇐ Remove the cable fastener <arrow 2>.



⇐ Use a felt pen (or equivalent) to mark the location of the tape on the cable itself <arrows>.

⇐ Carefully unwrap the mounting tape and remove the cable tube <as shown>.

⚠ Note: Do NOT cut the tape from the cable as this may damage the cable.

⚠ Note: If damage is present on the high voltage cable, open a VTA ticket and contact the Volkswagen Technician's Helpline for further direction.

Proceed to Section C



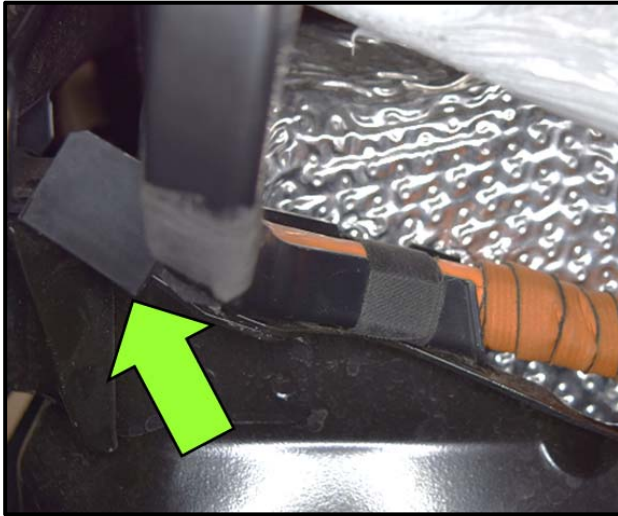
Section C – Installing the New Cable Tube



CAUTION:

It is VERY IMPORTANT to perform the following steps in the correct sequence to ensure proper fixation of the charging cable into position.

- FIRST, wrap one loop of tape (P/N N10592002) around the orange cable between the previously drawn alignment marks.
- SECOND, install the new cable tube (P/N 5GE971615C) into place on the orange cable.
- THIRD, wrap the tape around the orange cable and new cable tube together 3 TIMES to secure both parts to each other.



⇐ Clip cable tube fastener <arrow> into position until you hear an audible “click”.

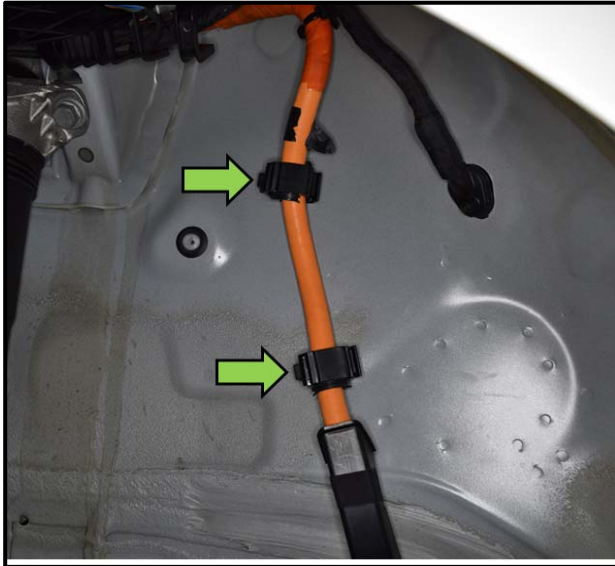


⇐ Push and hold cable tube firmly against the body by hand <as shown>, then torque the new nut (part number N90757901) to 2Nm <arrow>.

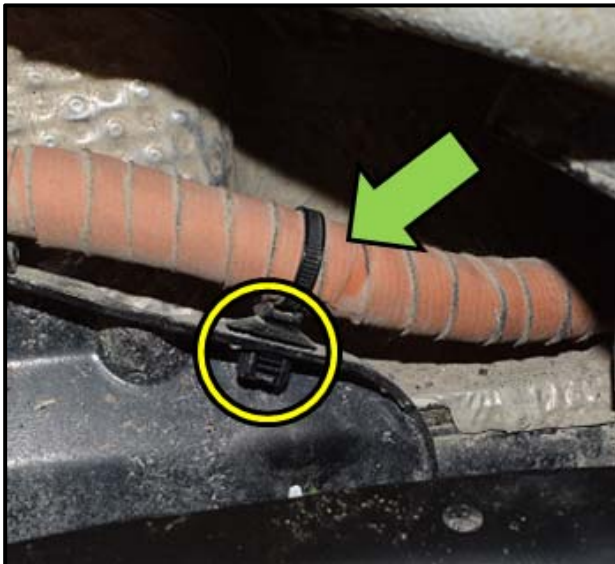


CAUTION:

Be aware of the protective mounting sleeves located under the mounting clips as they must be reinstalled in their original position. An improperly positioned mounting sleeve could result in chafing damage to the charging cable.



⇐ Refasten the two upper mounting clips making sure that the two protective mounting sleeves are in their correct position <arrows>.



⇐ Push the new tie wrap (part number WHT006403) firmly into its mounting location on the frame <circle> WITHOUT attaching it to the cable.

⚠ Note: The tie wrap must be installed into the mounting location before attaching it to the cable.

⇐ Secure the cable with the tie wrap <arrow>.

- Reinstall the wheel liner.
- Reinstall the right rear wheel and torque the wheel nuts to 120Nm.
- **Continue to Section D**

Section D – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

ALL WORK IS COMPLETE