

UPDATE Technical Bulletin



September 16, 2013

UPDATE – 01A3 Coolant Flush (NVLW) – U.S. ONLY

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//Text: (line item, customer concern description on repair order):

UPDATE 01A3 – Coolant Flush (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Passat	2014	1.8T (CPRA, CPKA)	All

REVISION HISTORY

Revision	Date	Purpose
1	September 16, 2013	Original publication

Condition

This update has been proactively released to ensure proper coolant quality and performance of the engine cooling system.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 01A3 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

During the hot testing at the engine production facility, certain 1.8T engines may have been contaminated with poor quality coolant. Residual poor quality coolant may have been transferred to the engine cooling system during vehicle production.

Production Solution

Coolant quality correction at engine facility.

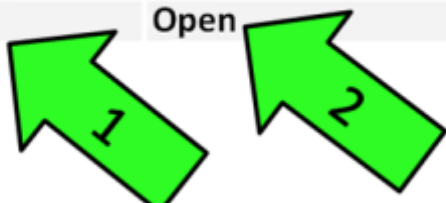
Service

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 if you have any questions.*

Identify Criteria and Check for Open Status

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


EXAMPLE



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.

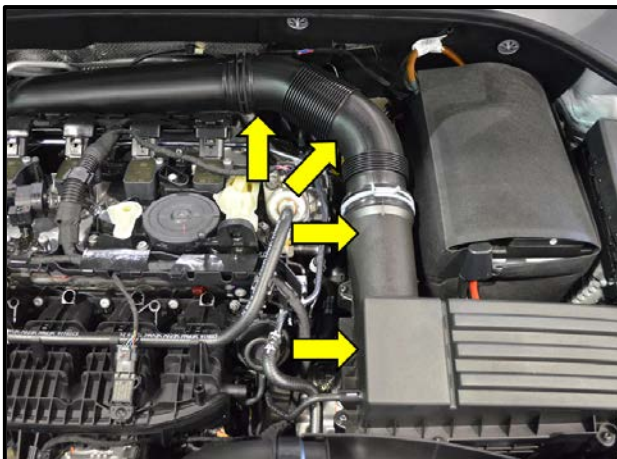
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- Open the hood.
- Remove the engine cover.



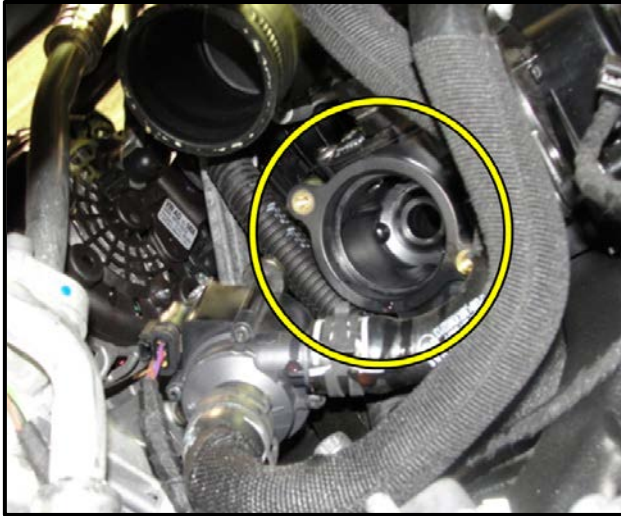
⇐ Remove the air filter housing and intake tube <arrows>.



Tip: It is only necessary to remove the first section of plastic duct work. Only the driver side of the engine area needs to be accessed during this repair.



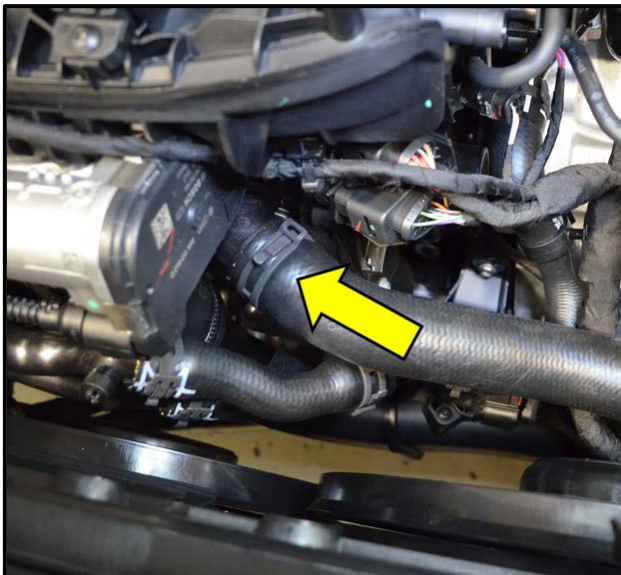
Cooling System Flush Preparation



- Remove the fill cap from the cooling system reservoir.
- Raise the vehicle on an appropriate hoist.
- Remove the plastic underbody shield.
- Remove the lower charge air cooler hose between the charge air cooler itself, and the throttle body connection.
- Position a coolant drain pan under the vehicle.
- ⇐ Remove the thermostat housing and thermostat <circle>.
- Allow the cooling system to drain.



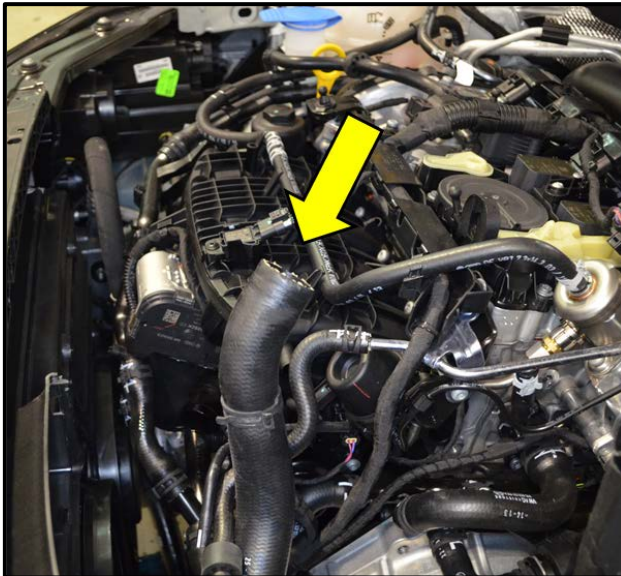
Tip: It is not necessary to remove the lower radiator hose from the thermostat housing. The housing can remain attached to the hose during the flush procedure.



- Lower the vehicle to allow access to the top side of the engine compartment.
- ⇐ Disconnect the upper radiator hose from the engine <arrow>.

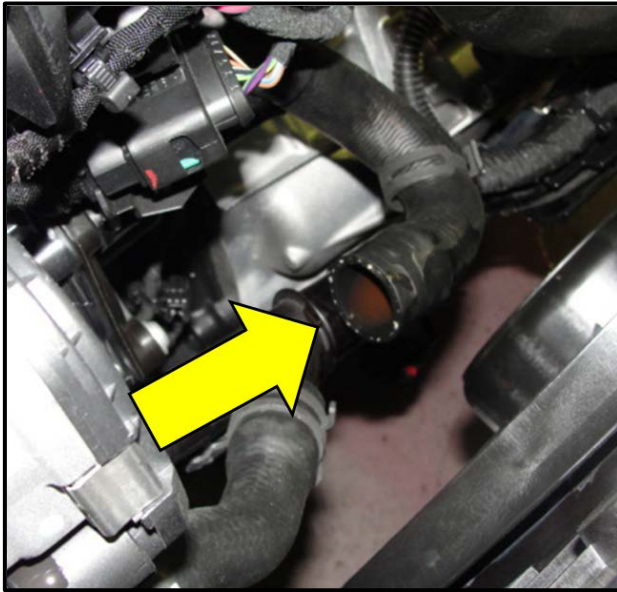


- ⇐ Disconnect the heater core hose from the “Y” connection near the driver side cooling fan <circle>.



Radiator Flush

- ⇐ Using a hose and running water, flush the radiator by adding water to the disconnected end of the upper radiator hose <arrow>.
- Flush the radiator until only clean, clear water is coming out of the lower radiator hose.

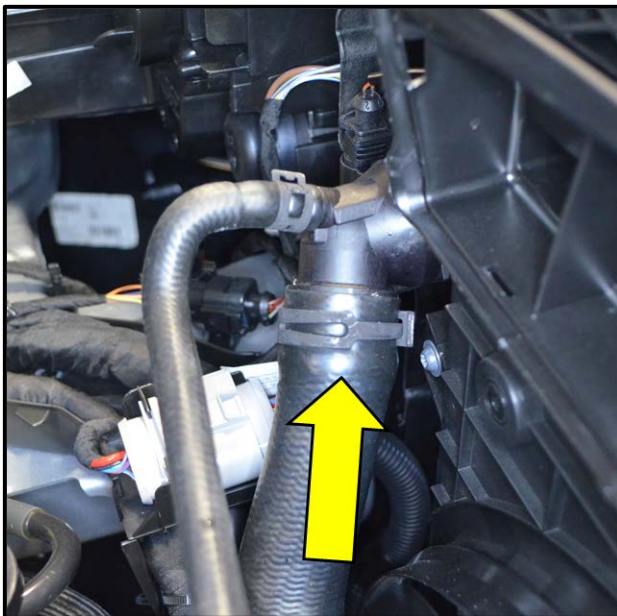


Heater Core Flush

- ⇐ Using a hose and running water, flush the heater core by adding water to the heater core hose where shown <arrow>.
- The water, coolant, and any remaining contamination will flow out of both the open thermostat housing, as well as the male end of the “Y” connection.
- Flush the heater core until only clean, clear water is coming out of both the thermostat housing and the “Y” connection.



Tip: It will be necessary to use water pressure to flush the heater core. Use a shop towel to seal the fresh water hose to the heater hose during the flush procedure.

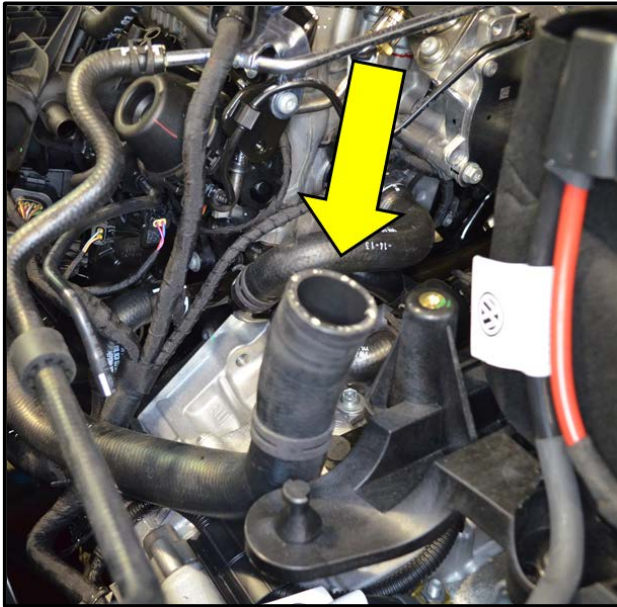


Engine Block Flush

- Pour about one gallon of clean water into the cooling system reservoir.
- Reinstall the fill cap onto the cooling system reservoir.
- Reattach the upper radiator hose to the engine.
- ⇐ Remove the upper radiator hose from the radiator (clamped connection) as shown <arrow>.



WARNING: The fill cap **MUST** be reinstalled onto the cooling system reservoir prior to flushing the engine block.



- ⇐ Using a hose and running water, flush the engine block by adding water to the upper radiator hose where shown <arrow>.
- The water, coolant, and any remaining contamination will flow out of the open thermostat housing.
 - Flush the engine block until only clean, clear water is coming out of the thermostat housing.



Tip: It will be necessary to use water pressure to flush the engine block. Use a shop towel to seal the fresh water hose to the upper radiator hose during the flush procedure.

Cleaning and Reassembly

- Use compressed air to blow out the radiator, heater core, and engine block **in the same order as the flush procedure was performed.**



WARNING: Remove as much water as possible from the cooling system to ensure a proper coolant mixture in the system when complete.

- Reinstall all cooling system components and hoses.
- Reinstall the lower charge air cooler hose.
- Reinstall the underbody shield.
- Reinstall the air filter housing and intake tube.
- Reinstall the engine cover.



Cooling System Refill



- Refill the cooling system using the VAS 6096 Coolant System Charge Kit and VAG 1274/8 adapter. Refer to ElsaWeb Repair Manual→Engine→19 Cooling System for instructions on filling.
- When the system is full remove the tool and fitting from the coolant reservoir.
- Install the fill cap onto the coolant reservoir.
- Start the vehicle, let it idle, allow it to reach operating temp, and monitor the coolant level to verify the system was properly filled.

Work Complete

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.
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 01A3 Claim Entry Procedure

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

Service No.: 01A3

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Flush engine cooling system. No further work required.

Repair operation: 1938 17 99 160 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	G 013A8J1G	G13 Coolant

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
G13 Coolant	G 013A8J1G	1

Tool Description	Tool No:
Coolant System Charge Kit	VAS 6096
Cooling System Tester - Adapter	VAG 1274/8

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 01A3

Dear Volkswagen Customer,

Today we performed UPDATE code 01A3 on your vehicle. This UPDATE flushes and fills your engine cooling system with current high quality G13 coolant, ensuring that the coolant in your vehicle meets Volkswagen quality standards. 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!