

UPDATE Technical Bulletin



June 25, 2014

UPDATE – 20V3 Fuel Line (NVLW)

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 20V3 – Fuel Line (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Golf, GTI	2015	All	All

REVISION HISTORY

Revision	Date	Purpose
1	June 25, 2014	Original publication

Condition

This update has been proactively released to prevent an audible fuel line resonance generated from the normal operation of the fuel delivery system perceived as a rattling noise under certain operating conditions.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 20V3 code in Elsa, 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.



Technical Background

Audible fuel line resonance generated from the normal operation of the fuel delivery system perceived as a rattling noise under certain operating conditions.

Production Solution

Foam material applied to fuel lines beginning CW 20/14.

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Service

NOTE:

- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an Elsa 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 Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE 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 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

- 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.

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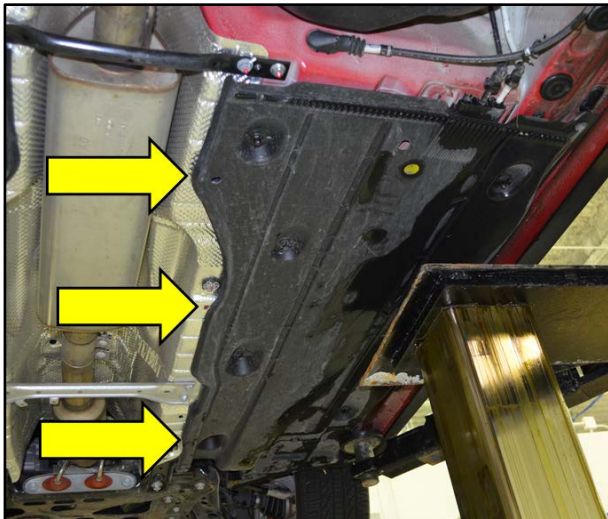


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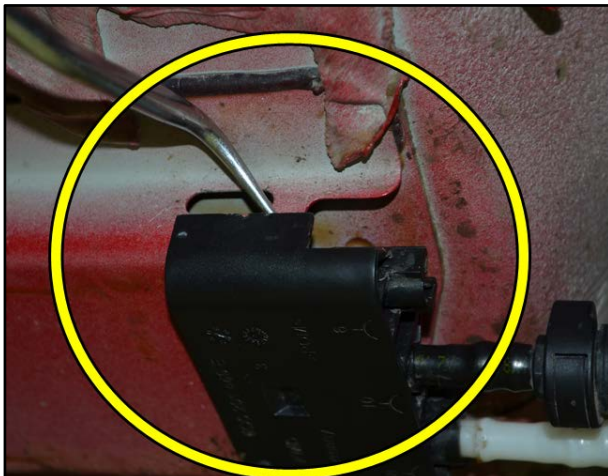


Parts needed:

- N 10716201 (rubber isolator) – quantity 2
- 5Q0201958 (Foam) – quantity 1



- Raise the vehicle on an appropriate hoist.
- ⇐ Remove the underbody shield from the passenger side of the vehicle <arrows>.

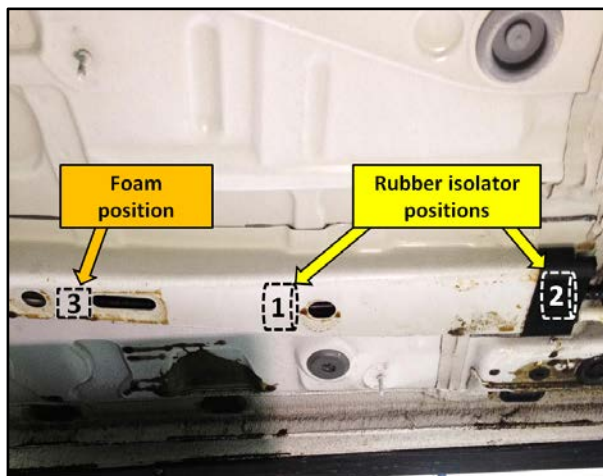


- ⇐ Remove the fuel line retainer <circle> from the rear of the passenger side frame rail.

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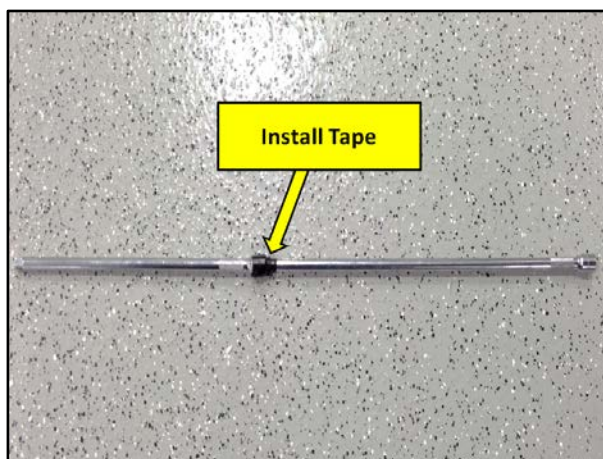


! Note: Two rubber isolators <positions 1 and 2> will be installed along with 1 piece of foam, with glue side facing the hoses <position 3>.

Position 1 = approximately 10 inches

Position 2 = approximately 1 inch

Position 3 = approximately 17 inches



i Tip: A 3/8 x 12" extension can be used as a tool to install the rubber isolator into position 1. If a long enough extension is not available, tape two extensions together to prevent separation.

! Note: **DO NOT** use sharp objects such as screwdrivers to install rubber isolators. Damage to fuel lines can result by using such tools.



- Spray the fuel line and rubber isolators with glass cleaner <as shown> prior to installation. This will allow the isolator to slide freely along the fuel line.




- ⇐ Install the first rubber isolator (part# **N10716201**) onto the black fuel line, then using the edge of the 3/8" extension <as shown>, carefully slide the isolator approximately 10" into Position 1 as noted previously.




- ⇐ Install the second rubber isolator, (part# **N10716201**) onto the black fuel supply line, then slide the isolator forward on the fuel line so that it is positioned approximately 1 inch into Position 2 as shown <circle>.

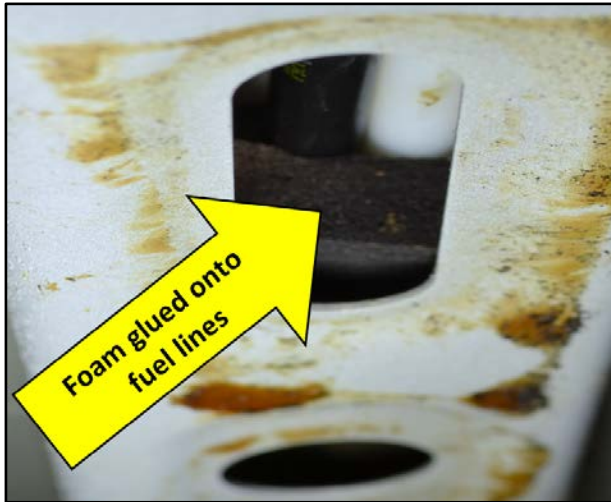


- Remove protective backing from foam (part# **5Q0201958**) to expose glue.

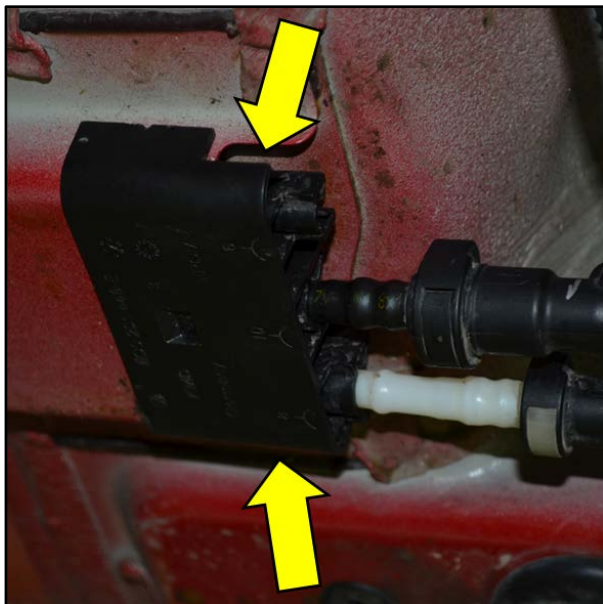
 Note: Foam must adhere (be glued) to both fuel lines.

- ⇐ Insert foam into Position 3 <arrow> as shown.

 Tip: Push the fuel lines up with your finger <as shown> while installing foam to provide more room to insert the foam into the channel.

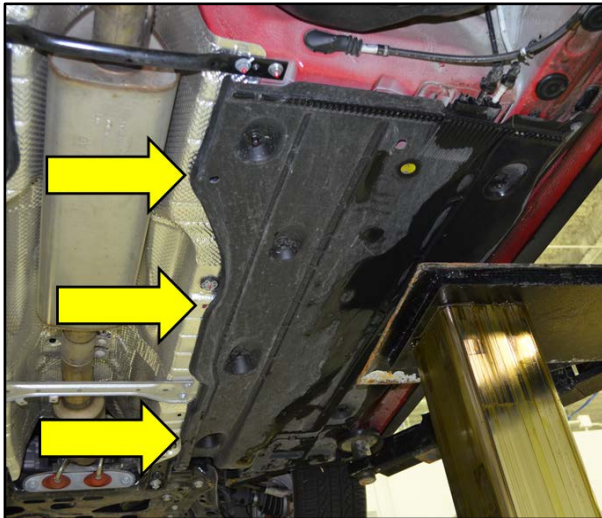


⇐ Adjust foam properly into Position 3 <as shown> and ensure the foam adheres to both fuel lines and fuel lines are not touching each other.



⇐ Reinstall the fuel line retainer <arrows>.

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⇐ Reinstall the underbody shield <arrows>.

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 Elsa 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.

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SAGA Code 20V3 Claim Entry Procedure

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

Service No.: 20V3

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Install two rubber isolators and one foam piece onto fuel line. No further work required

Repair operation: 2038 41 99 30 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
2	N 10716201	Rubber isolator
1	5Q0201958	Foam

There is NO reimbursement for wash or loaner vehicle!

If the vehicle is outside of the specified warranty period OR if customer refused repairs.

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

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.



Required Parts and Tools

Part Description	Part No:	Quantity
Rubber isolator	N 10716201	2
Foam	5Q0201958	1

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

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UPDATE FACT SHEET – UPDATE Code 20V3

Dear Volkswagen Customer,

Today we performed UPDATE code 20V3 on your vehicle. This UPDATE eliminates an audible fuel line resonance generated from the normal operation of the fuel delivery system perceived as a rattling noise under certain operating conditions, 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!