

# UPDATE Technical Bulletin



February 19, 2014

## UPDATE – 55H9 Fuel Door (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 55H9 - Fuel Door (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Jetta, Jetta Hybrid	2014	All	All

### REVISION HISTORY

Revision	Date	Purpose
2	February 19, 2014	Expanded to Canadian market and additional U.S. vehicles
1	February 03, 2014	Original publication

## Condition

This update has been proactively released to prevent the fuel door from sticking or difficult to open.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 55H9 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

Fuel door binding or sticking due to excess material inside of the fuel door housing.

## Production Solution



Implemented in production CW 40/2013.

## 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.

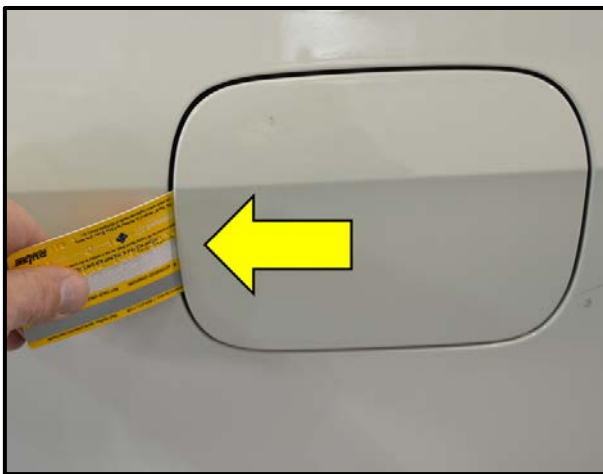
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⇐ Open the fuel door.



⇐ If the fuel door will not open, insert a plastic card (e.g. credit card) as shown <arrow> between the body and the fuel door to release it.

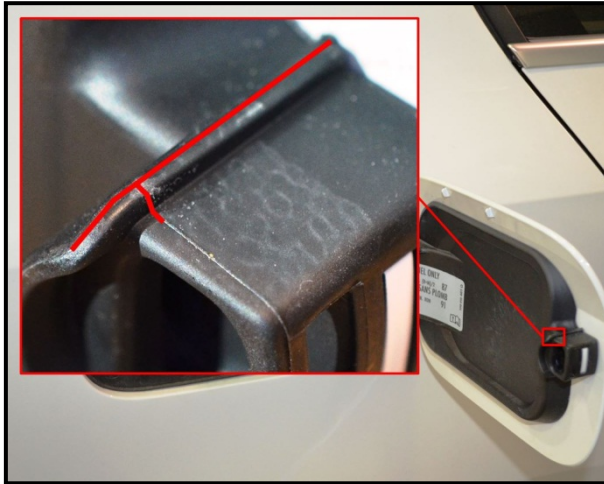


⇐ Identify the area of the fuel door latch as shown <arrow> containing excess material.

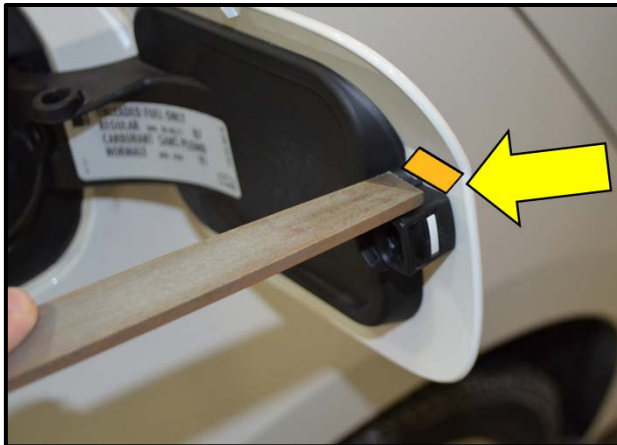
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Tip: Excess material and burrs may be present along the ridge of the housing where the plastic seams join together as shown <red lines>.



- ⇐ Install protective tape on fuel door in marked area <rectangle>, then using a flat file (or equivalent), remove the excess material from the fuel door latch as shown <arrow>.

Note: It is only necessary to remove any burrs or excess material from this area in order to allow for proper operation of the fuel door. **DO NOT file this area down completely as doing so will affect fuel door alignment.** Fuel door alignment issues are not covered under this action.

- Once excess material has been removed from the fuel door latch, verify proper fuel door operation.

WORK COMPLETE

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## Warranty

<b>Claim Entry Procedure</b>	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.
<b>Claim Help</b>	<b>U.S. dealers</b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry. <b>Canadian dealers</b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
<b>Required Customer Notification</b>	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.

### SAGA Code 55H9 Claim Entry Procedure

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

**Service No.:** 55H9

**Damage Code:** 0099

**Parts Manufacturer/Vendor Code:** EM6

#### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

**Criteria I.D. 01**

Check and if necessary, Repair Fuel Door

**Repair operation:** 5537 41 99 10 TU

***There is NO reimbursement for wash or loaner vehicle!***

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

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
N/A	N/A	N/A

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 55H9

Dear Volkswagen Customer,

Today we performed UPDATE code 55H9 on your vehicle. This UPDATE ensures proper operation of the fuel door due to excess material contained on some vehicles from the fuel door production process. 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!