

UPDATE Technical Bulletin

SB-10057052-3819



October 14, 2014

UPDATE – 55i3 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 55i3 - Fuel Door (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Beetle, Beetle Convertible	2015	All	All

REVISION HISTORY		
Revision	Date	Purpose
1	October 14, 2013	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 55i3 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.

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Technical Background

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


Production Solution

Implemented CW36/14.

Service


NOTE:

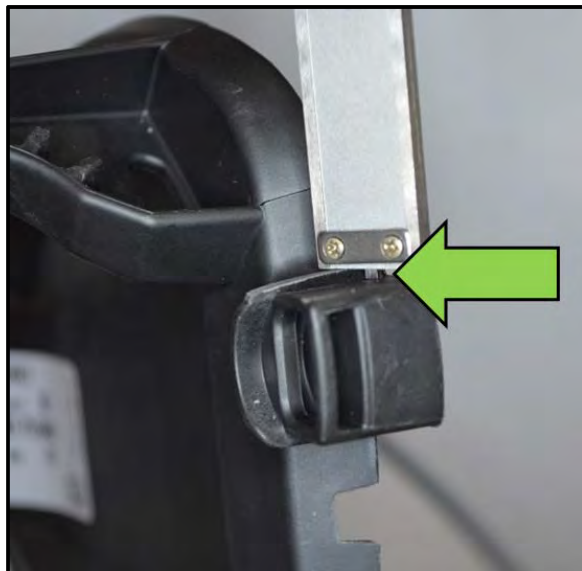
- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an Elsa printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been 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.*

<table border="1"><thead><tr><th>Applicable Criteria ID (s)</th><th>Campaign/Action Status</th></tr></thead><tbody><tr><td>01</td><td>Open</td></tr></tbody></table> <p>EXAMPLE</p> <p><i>(Green arrow 1 points to '01', Green arrow 2 points to 'Open')</i></p>	Applicable Criteria ID (s)	Campaign/Action Status	01	Open	<ul style="list-style-type: none">• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen <div style="border: 1px solid black; padding: 5px;"><p> Tip: On the date of repair, print this screen and keep a copy with the repair order</p></div> <p>← Ensure that the Status is "Open" <arrow 2></p> <ul style="list-style-type: none">• Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated.
Applicable Criteria ID (s)	Campaign/Action Status				
01	Open				



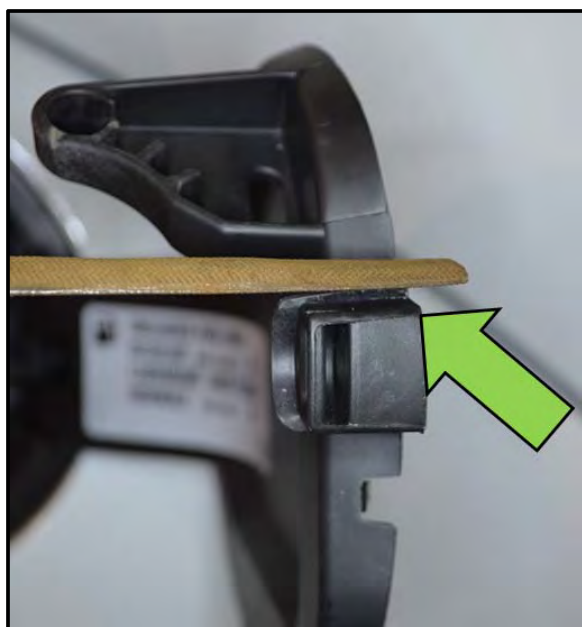
- Open the fuel filler door.
- ⇐ Insert a pocket screwdriver (or equivalent) as shown <circle>, and release the locking tab.
- While holding the locking tab in the released position, carefully pull the painted cover directly away from the vehicle.
- Slide the painted cover about 3mm to release it from the hinge assembly, then remove the painted cover from the vehicle.

 **Note:** Use caution when removing the painted cover. Damage to the cover will not be covered under this action.

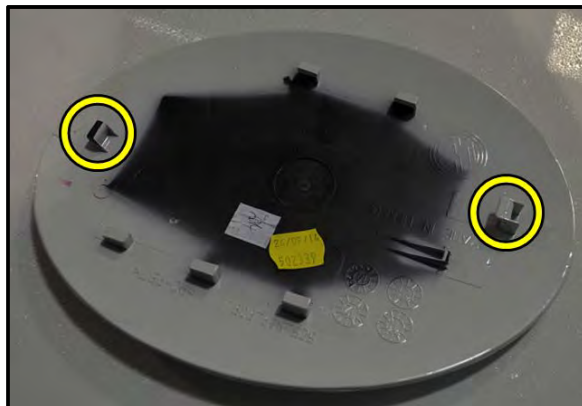


- ⇐ Use a Vernier type caliper (or equivalent) to measure the height of the lip as shown <arrow>.
- If the lip is less than 1.7mm high, **Work Complete**
- If the lip is 1.7mm or higher proceed with the rest of this section.


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- ⇐ Use a flat file (or equivalent) to file down the lip as shown <arrow>.
- Re-measure the lip as necessary and verify it is shorter than 1.7mm.
- Repeat the filing procedure and re-measure the lip as necessary until it is the proper height.



- ⇐ Reinstall the painted cover onto the fuel filler door hinge.

 **Note:** The cover is positioned so that locking tabs <circles> point TOWARD the vehicle.

- ⇐ Test the operation of the fuel filler door 4-5 times to verify it does not stick.

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 Elsa 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 55i3 Claim Entry Procedure

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

Service No.: 55i3

Damage Code: 0099

Parts Manufacturer/Vendor Code: 3ME

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Measure and adjust fuel door according to work instructions

Repair operation: 5537 41 99 20 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.

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.

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Required Parts and Tools

Tool Description	Tool No:	Quantity
N/A		

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 55i3

Dear Volkswagen Customer,

Today we performed UPDATE code 55i3 on your vehicle. This UPDATE ensures proper operation of the fuel door on your vehicle, 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!