

UPDATE Technical Bulletin



May 1, 2014

UPDATE – 97AO Fuse Box Washers (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 97AO – Fuse Box Washers (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Passat	2013-2014	All	All

REVISION HISTORY		
Revision	Date	Purpose
1	May 1, 2014	Original publication

Condition

This update has been proactively released to prevent chafing of the e-box wiring harness.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 97AO 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

As a result of the fuse box weld pin length used during production, the fuse box wiring harness could come in contact with the fuse box weld pins.

Production Solution

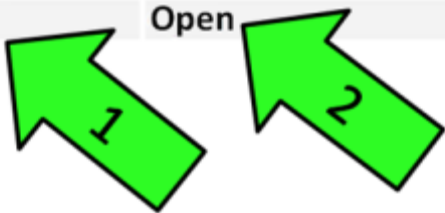
Implemented in production calendar week 32 of 2013.

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.

Section B – Fuse Panel Washers

- Open Hood
- Disconnect battery terminal clamp of Ground (GND) wire from battery Ground (GND) terminal.

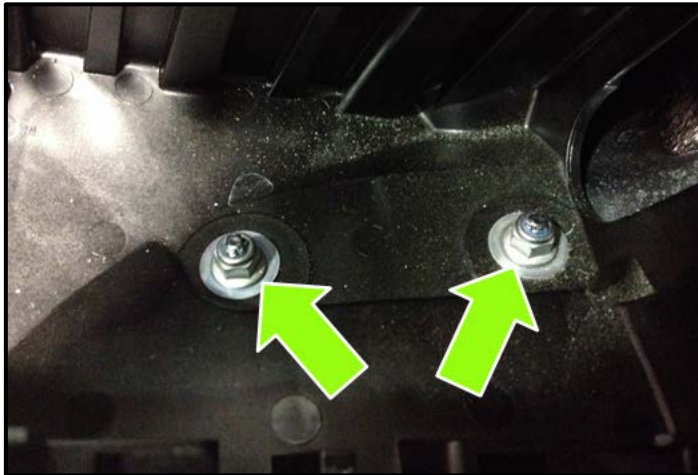


 Tip: Using a permanent marker, label the position of the connections as shown <circle> so that they are installed correctly during reassembly.

- ⇐ Loosen and remove the threaded connections <circle> on the E-box.



- ⇐ Release the tabs <arrows> while gently lifting the e-box upward out of the housing.



⇐ Remove the two nuts <arrows>.



⇐ Place 1 washer part number (N 011 666 20) onto each mounting stud, then reinstall the nut onto the mounting stud.

- Torque each nut to 6Nm.

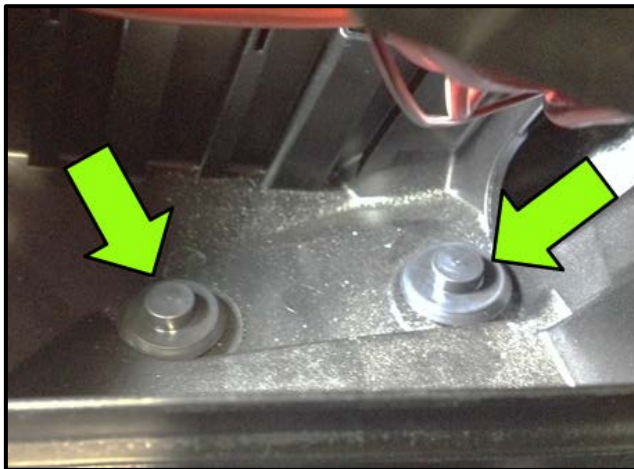


Note: It is not necessary to remove the existing washers from the mounting studs. Simply install the replacement washers over top, then reinstall each nut.

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- ⇐ Install 1 plastic cap (N 910 706 01) onto each mounting nut <arrows>.



- ⇐ Reinstall the e-box into the housing and press firmly into position to make sure each tab <arrows> is seated fully into place.



Note: To prevent wire harness damage, ensure that the rear portion of the E-box is correctly mounted to the housing.



- ⇐ Reinstall each threaded connection accordingly to the E-box <circle> then torque each nut to 9Nm.
- Reconnect battery terminal clamp of Ground (GND) wire onto battery Ground (GND) terminal and torque to 6Nm.

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	<p>U.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry.</p> <p>Canadian dealers - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."</p>									
Required Customer Notification	<p>Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order.</p> <p>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.</p>									
SAGA Code 97AO Claim Entry Procedure										
Check Elsa to confirm that this UPDATE code is open <u>on the day of repair</u> .										
<p>Service No.: 97AO Damage Code: 0099 Parts Manufacturer/Vendor Code: WWO</p> <p>Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90</p>										
Accounting Instructions										
Criteria I.D. 01										
Install Fuse Box Washers and Plastic Caps										
Repair operation: 9794 23 99 30 TU										
<table border="1"> <thead> <tr> <th><u>Quantity</u></th> <th><u>Part Number</u></th> <th><u>Part Description</u></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>N 011 666 20</td> <td>Washer</td> </tr> <tr> <td>2</td> <td>N 910 706 01</td> <td>Plastic Cap</td> </tr> </tbody> </table>		<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>	2	N 011 666 20	Washer	2	N 910 706 01	Plastic Cap
<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>								
2	N 011 666 20	Washer								
2	N 910 706 01	Plastic Cap								
<i>There is NO reimbursement for wash or loaner vehicle!</i>										
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 <u>Campaigns/Update/Recall Closure</u> 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
2	N 011 666 20	Washer
2	N 910 706 01	Plastic Cap

If additional parts are required, please contact the Parts Specialists at 800-767-6552.

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 97AO

Dear Volkswagen Customer,

Today we performed UPDATE code 97AO on your vehicle. This UPDATE ensures the proper weld pin dimensions for the engine fuse box, 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!