

WE49 - Affixing Protective Film on Rear Door Sill (Workshop Campaign)

Revision: **March 16, 2015**
 This revision amends WE49 as follows:
 Attachment "A" — Work Procedure Step 3. The Information note after Step 3 was revised along with a new Damage Code and a screen shot graphic added after last point.

Model Year: **As of 2014 up to 2015**

Model Line: **Macan**

Concerns: **Protective film for rear door sill**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **There is a possibility that chafing marks can appear in the door sill area on the affected vehicles due to relative movements and particles of dirt on the contact surfaces of the rubber seal for the rear doors.**

This can result in superficial damage, e.g. paint abrasion, and may be regarded by the customer as a visual defect.

Action Required: Affix protective film in the rear door sill area.

Affected Vehicles: The VIN(s) can be checked by using PIWIS Vehicle Information link to verify if the campaign affects the vehicle. This campaign is scope specific to the VIN! Failure to verify in PIWIS may result in an improper repair. This campaign affects 4,628 vehicles in North America.

Parts Info: **NOTE: PARTS FOR THIS CAMPAIGN WILL BE AUTOMATICALLY ALLOCATED FOR UP TO 50% OF THE VEHICLES THAT ARE SERVICED AT YOUR DEALERSHIP. ONCE YOUR DEALERSHIP IS OUT OF STOCK AND REQUIRES ADDITIONAL PARTS, YOU SHOULD SUBMIT A PTEC/PAV.**

Part No.	Designation	Qty.
000.043.110.51	⇒ Rear protective film, set	1 ea.

Materials: Required for **cleaning the door sill (Scope 1)**:

... Shop towel 1 ea. *
Isopropanol
Liquid soap (Dish washing liquid)

* The WWS Warranty system will automatically add into the "Miscellaneous item" section (sublet) of the claim after the claim has been submitted.

Required for **cleaning and polishing the door sill (Scope 2)**:

... Shop towel 1 ea. **
Isopropanol
Grinding paste, e.g. paint polish
Polishing cloth
Liquid soap (Dish washing liquid)

** The WWS Warranty system will automatically add into the "Miscellaneous item" section (sublet) of the claim after the claim has been submitted.

Tools:

- Plastic spatula
- Spray bottle
- Polishing machine

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**

Checking painted surface of rear door sills

- 1 Open both rear doors and clean the entire wheel arch and side panel area. Use a non-lubricating cleaning product.
- 2 Check the marked area of the painted surface for chafing marks or paint abrasion and evaluate it in accordance with the deviation sample catalog ⇒ *Checking and evaluating paint surface*.



Checking and evaluating paint surface

Cat.	Assessment	Action required
1	No chafing marks or paint abrasion	Stick on protective film ⇒ Continue with Step 5 [Invoicing: Scope 1]
2	Light chafing marks (hairline scratches)	Polish door sill and stick on protective film ⇒ Continue with Step 4 [Invoicing: Scope 2]
3	Deep chafing marks (primer visible)	Spot-paint door sill and stick on protective film ⇒ Continue with Step 3 [Invoicing: Invoice spot-painting using a separate warranty claim . Stick on protective film: Scope 1]

Reworking rear door sill

- 3 Spot-paint door sill (Category 3).
Spot-paint door sill (without disassembling it) in accordance with the specifications in the "Paint Manual" (see PIWIS information system ⇒ Information media: 'Paint Manual').

**Information**

The working time and spare parts required for spot-painting the door sill must be invoiced using a **separate warranty claim**.

- The additional warranty claim must be processed by specifying ⇒ **Damage code 5355 017 000 1**.
- Please document the **Customer Statement** and **Technical Evaluation** as 53550 "Location" and 1024 "Symptom".
- The **Cause** section will be booked to **5355** as the "Location" and **1714** as the "Symptom". Please attach photos of the area that required spot painting.
- Specify that the repairs were carried out due to campaign WE49 under "Further Information" on the PQIS job.

General data	Job documentation	Vehicle analysis protocol	Vehicle history	Checklist (1)
Quality lines				
1	Customer statement	Technical evaluation [PIRS]	Cause	Correction
Location	53550 Side section	53550 Side section	53550 Side section	
Symptom	1024 In contact	1024 In contact	1714 Brushes again	

Screen Shot

- Polish door sill (Category 2).
Polish chafing marks (hairline cracks) in the door sill area using the relevant paint polish.

Affixing protective film on rear door sill**Information**

The procedure described here must be carried out **on both door sills**.

The figures show the work to be carried out on the **left** side of the vehicle in direction of travel. The work on the right side of the vehicle must be carried out in the same way.

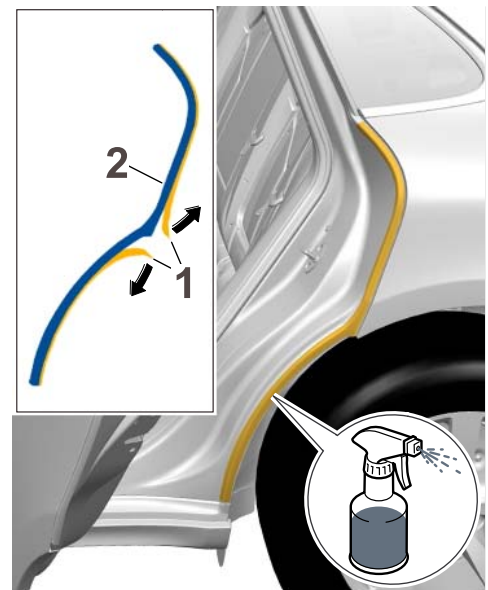
- Clean the areas of the wheel arch and side panel to which you want to affix protective film using isopropanol so that all traces of silicone, grease and oil are completely removed.



Information

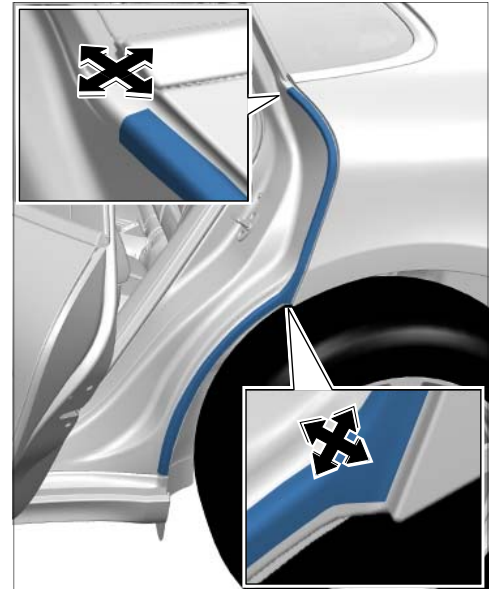
General information on affixing the protective film

- Affix the protective film at an ambient temperature of at least 64° F/18° C (max. 77° F/25° C).
 - The self-adhesive film will not stick at temperatures below 64° F (18° C). The minimum temperature limit of 64° F (18° C) must be observed.
 - Park the vehicle in the workshop beforehand as required so that the vehicle is at the ambient temperature.
 - If the ambient temperature is at the minimum temperature limit, the affixed protective film must be heated well using a hot-air gun immediately after sticking it on.
 - Tests have shown that protective films are best applied "wet".
 - A film of water prevents uncontrolled adhesion.
 - The following fluid mixture makes an ideal soapy solution: 3 drops of commercially available dish washing liquid mixed in 1 quart of tap water.
 - The protective film must be affixed immediately after pulling off the backing sheet.
 - Do not touch the adhesive side of the protective film with your fingers after pulling off the backing sheet. There must not be any visible finger prints on the protective film.
- 6 Lay the protective film ⇒ *Preparing protective film for bonding -2-* with backing sheet ⇒ *Preparing protective film for bonding -1-* facing up on a flat surface.
 - 7 Pull backing sheet straight off the protective film at an angle of 180° and generously coat adhesive side of protective film with the water emulsion.
 - 8 Coat the entire surface of the wheel arch and side panel, on which you want to affix the protective film, with the water emulsion.



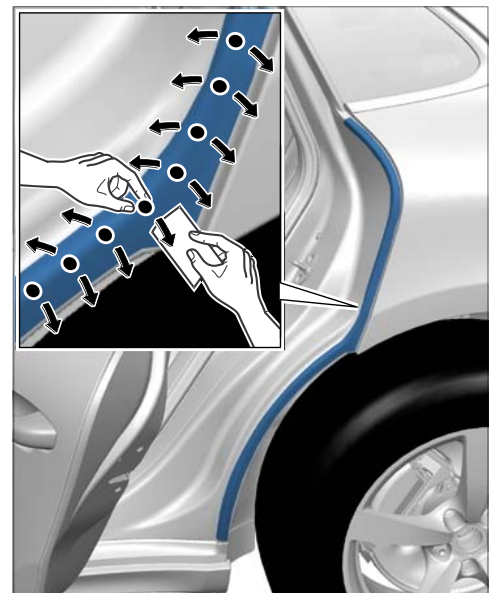
Preparing protective film for bonding

- 9 Position protective film on the cushion of water along the edge of the wheel arch so that it is parallel to the wheel housing and edge of the side panel.



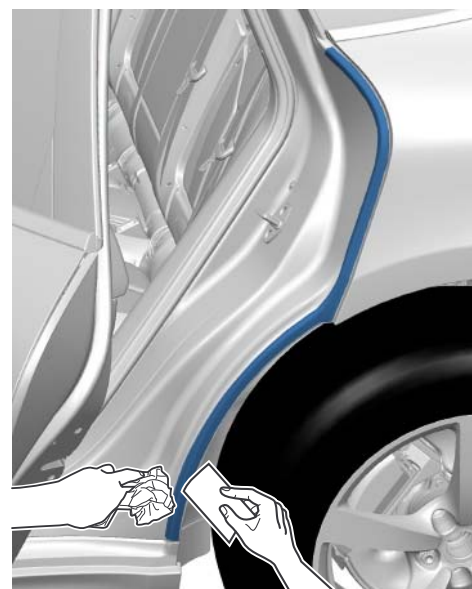
Positioning protective film

- 10 Press on the protective film in overlapping strokes using a plastic spatula (see Figure) so that there is no water left between the protective film and the door sill. Make sure not to stretch the anti-chafing film when pressing it on.



Affixing protective film using wet adhesion procedure

- 11 Dry off the entire surface using absorbent cloths.
- 12 Press on the protective film again using strong, overlapping strokes.
- 13 Check the affixed protective film for bubbles and creases. Press the air or water out of any bubbles you find using the plastic spatula.
- 14 Enter the workshop campaign in the Warranty and Maintenance booklet.



Drying off bonding surface

Attachment "B": **Claim Submission** - Workshop Campaign WE49
 Warranty claims should be submitted via WWS/PQIS.
 Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.
 Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS. If necessary, the required part numbers will need to be manually entered into warranty system by the dealer administrator.

Scope 1:

Working time:		
Affixing protective film on the rear door sills		Labor time: 30 TU
Parts required:		
000.043.110.51	Rear protective film, set	1 ea.
WE490000001	Expendable items	1 ea. * (for warranty invoicing only)
* The WWS Warranty system will automatically add into the "Miscellaneous item" section (sublet) of the claim after the claim has been submitted.		
⇒ Damage code WE49 066 000 1		

Scope 2:

Working time:

Polishing rear door sills and affixing protective film on the rear door sills

Labor time: **52 TU**

Parts required:

000.043.110.51	Rear protective film, set	1 ea.
WE490000002	Expendable items	1 ea. ** (for warranty invoicing only)

** The WWS Warranty system will automatically add into the "Miscellaneous item" section (sublet) of the claim after the claim has been submitted.

⇒ **Damage code WE49 066 000 1**

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