

UPDATE Technical Bulletin



December 8, 2015

91N8 UPDATE – Radio Antenna Wiring (NLVW)

NOTE:

- Perform this UPDATE on all applicable vehicles within the 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):

91N8 UPDATE – CC Radio Antenna Wiring (NVLW)

Model(s)	Year	Engine Code	Trans. Code
CC	2016	All	All

REVISION HISTORY		
Revision	Date	Purpose
1	December 08, 2015	Original publication

Condition

This update has been proactively released to prevent customer complaints concerning AM radio reception. Affected vehicles will exhibit poor AM radio reception.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91N8 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 window.
- 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

During production, the coaxial cable antenna connections were switched in the connector at the radio by the antenna cable supplier. Reversing these antenna cables in the connector will correct the AM reception concern.

Production Solution

Antenna cables are being correctly assembled by the supplier.



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

Section A – Check for Previous Repair

- 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.

Proceed to Section B

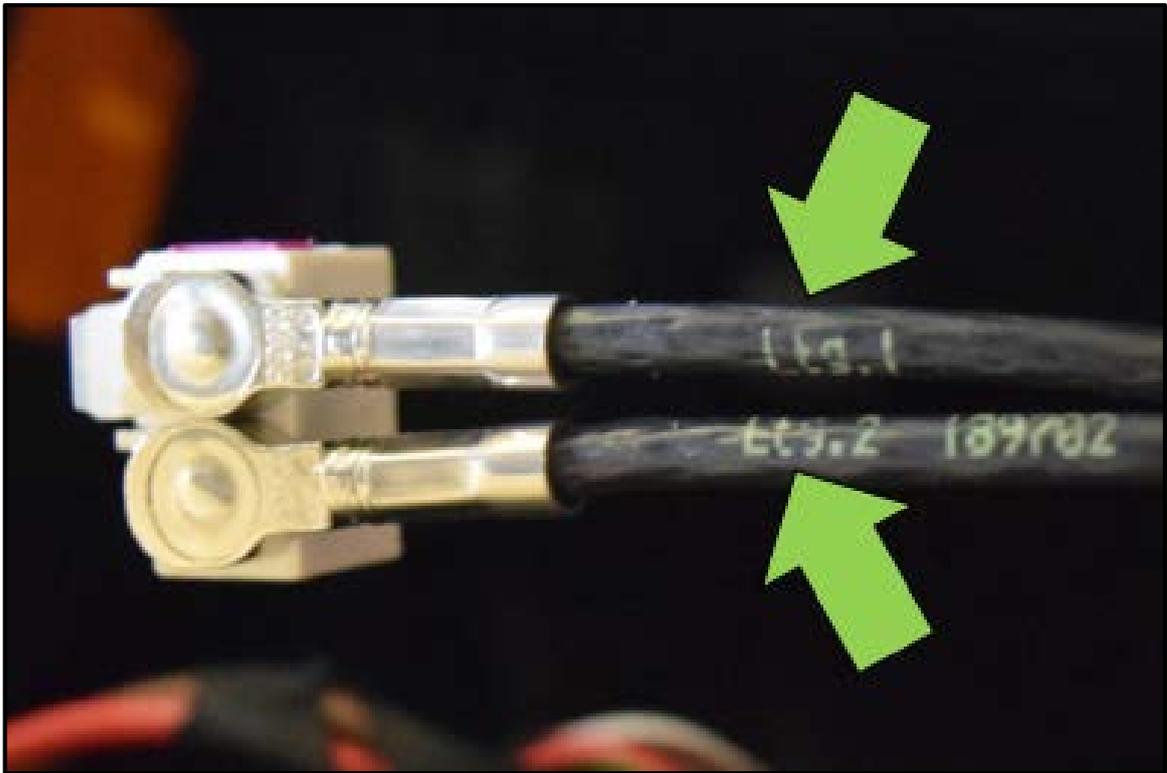


Section B – Rework Radio Antenna Wiring

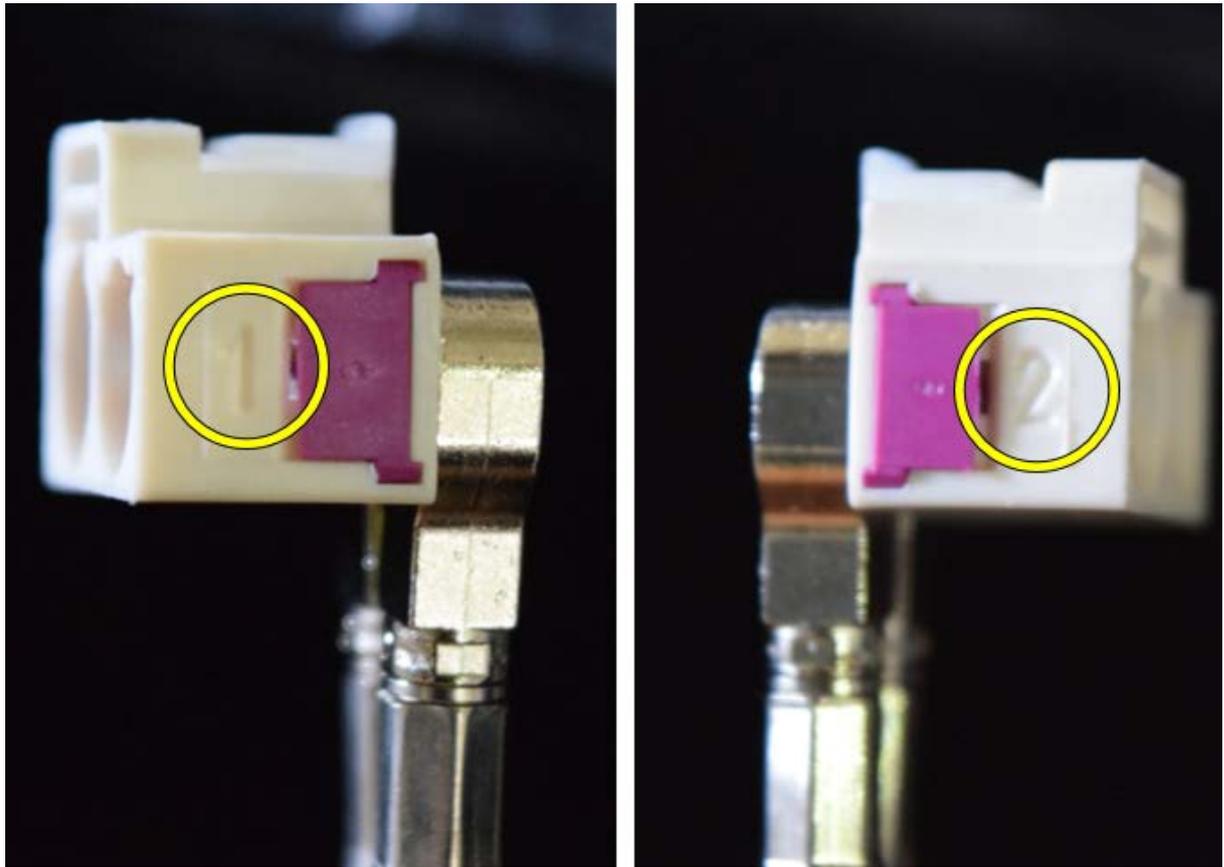
- Turn the radio ON and test AM radio reception on several known-good local channels.
- If the AM radio band is working properly, **no repairs are necessary**.
- If the AM radio band has no reception, **proceed with the following steps**.



- Carefully remove the radio trim bezel.
- Remove the radio.



- Inspect the coaxial cable markings as shown <arrows>.
- With the connector positioned as pictured, the cable labeled “Ltg.1” should be in the top position, and the cable labeled “Ltg. 2” should be in the bottom position.
- If necessary, remove and reverse the coaxial cables in the radio connector.



NOTE

The pin locations marked on the coaxial cable connector DO NOT correspond to the labels on the cables themselves. The cable labeled "Ltg.1" is inserted into slot "2" and vice versa.

- Reinstall the radio.
- Test AM radio operation to ensure the repair was successful.
- Reinstall the radio trim bezel.
- Clear all DTCs.

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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Claim Entry Instructions

After UPDATE has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	91N8
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	<p>Test AM radio operation. AM radio works normally. No repairs performed.</p> <p>Labor operation: 0183 00 99 10 T.U.</p> <p>-OR-</p> <p>Rework radio antenna cables.</p> <p>Labor operation: 9128 05 99 30 T.U.</p>

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Required Parts and Tools

No parts needed for this Update.

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 91N8

Dear Volkswagen Customer,

Today we performed UPDATE code 91N8 on your vehicle. This UPDATE is to rework the radio antenna cables, 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!