

UPDATE Technical Bulletin



January 20, 2016

50C8 UPDATE – A-pillar Seal (NVLW)

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/Programming Text: (SAGA claim comments):

UPDATE Code 50C8 – A-pillar Seal (NVLW)

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

REVISION HISTORY		
Revision	Date	Purpose
1	January 20, 2016	Original publication

Condition

This update has been proactively released to prevent water ingress from the A-pillar area on one or both sides of the vehicle.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 50C8 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 period.
- 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, there was an error in sealant application on a portion of the A-pillar seam on one or both sides of the vehicle. Improperly applied sealant can result in customer complaint regarding water ingress.

Production Solution

Revised application process of the sealant onto the A-pillar seam.

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



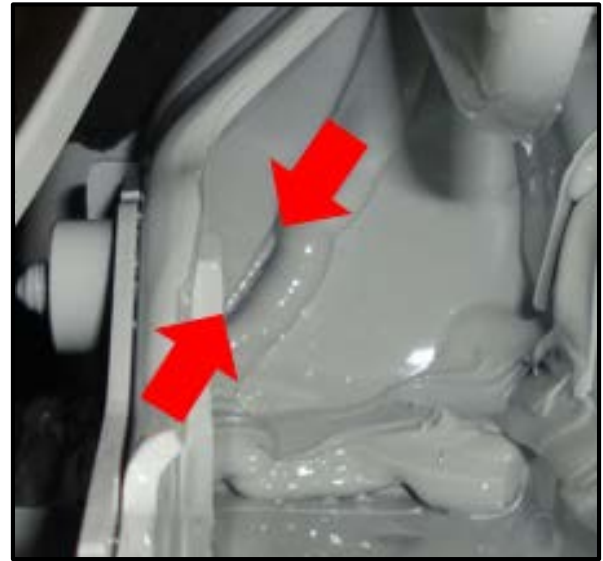
Section B – Inspect A-Pillar Sealant Application



- Open the hood.
- Locate the sealant bead on **both** A-pillars as shown above <circles>.



Correct application of the sealant.



Incorrect application of the sealant.

- Inspect the sealant bead on **BOTH** A-pillars.
- If the seam is completely covered by the factory installed sealant on **BOTH** A-pillars, the sealant is correctly applied. No further work is required.
- If the seam is visible <arrows> on **EITHER** A-pillar, **proceed to Section C**.

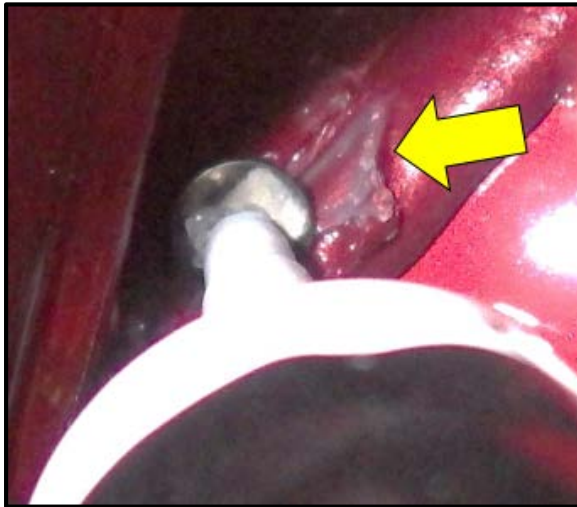
Section C – A-Pillar Sealant Application



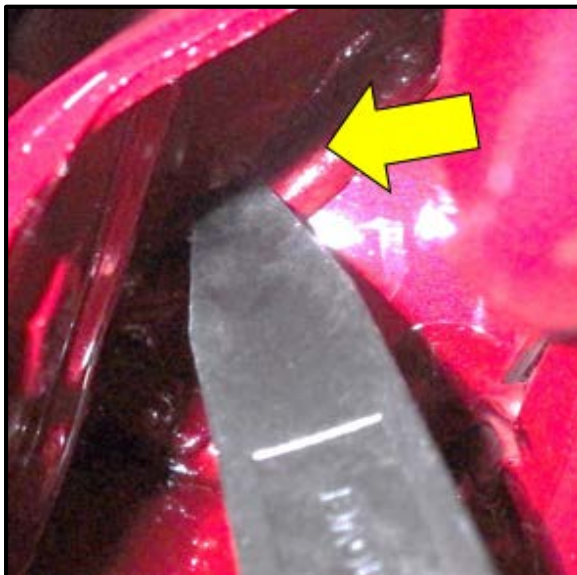
- Clean the area around the exposed seam <circle> with an alcohol wipe (or equivalent).

! NOTE

The surface **MUST** be allowed to dry prior to applying sealant.



- Apply sealant, P/N: 08661 to the exposed seam as shown <arrow>.
- If necessary, repeat the sealant application on the opposite A-pillar.



- Use a trim stick (or equivalent) to compress the silicone sealant into the body seam as shown <arrow>.
- Close the hood.

! NOTE

The sealant must be allowed to dry prior to exposing the vehicle rain, snow, or etc.

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	50C8		
Damage Code	0099		
Parts Vendor Code	WVO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Inspect A-pillar sealant, no further work required Labor Operation: 0183 00 99 10 T.U. -OR- Apply A-pillar sealant Labor Operation: 5002 52 99 20 T.U.		
	OUTSIDE MATERIAL		
	Quantity	Part Number	Description
	1	08661	3M Super Silicone Sealant* (1 tube services roughly 20 vehicles)
			Amount
			\$1.00
	Attention Parts Managers: This 3M sealant will not be available through Etko. It may be sourced locally from any available vendor.		

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Required Parts and Tools

Part Description	Part No:	Quantity
3M® Clear Super Silicone Sealant	08661	As needed (1 tube services roughly 20 vehicles).

Attention Parts Managers: This 3M sealant will not be available through Etk. It may be sourced locally from any available vendor.

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 50C8

Dear Volkswagen Customer,

Today we performed UPDATE code 50C8 on your vehicle. This UPDATE prevents water ingress 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!