

UPDATE Technical Bulletin



August 08, 2017

60C7 UPDATE – Panoramic Sunroof Frame (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 Code & Description

Model(s)	Year	Engine Code	Trans. Code
Golf, GTI	2015-2017	All	All

REVISION HISTORY

Revision	Date	Purpose
1	August 08, 2017	Original publication

Condition

This update has been proactively released to prevent water leaks to the interior of the vehicle that could be caused by cracks in the sunroof frame

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 60C7 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.



Technical Background

A difference in the expansion rate between the plastic water channel and steel reinforcement plates may cause stress cracks to occur at the edges of the reinforcement plates.

Remedy

This issue is fixed by installing several adhesive foil patches on the sunroof frame, in the areas in which cracks have appeared or may appear in the future. These patches will prevent any water leaks to the interior of the vehicle that could be caused by cracks in the sunroof frame.

Production Solution

Updated parts in production as of VIN AU_HM012965.



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

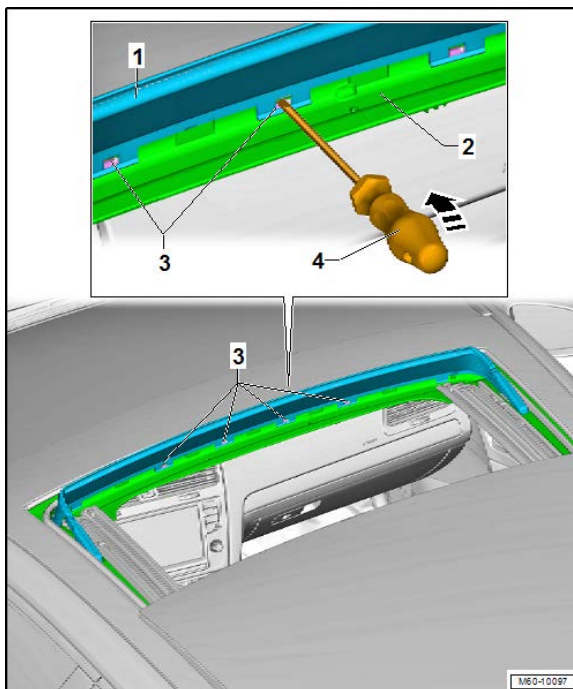


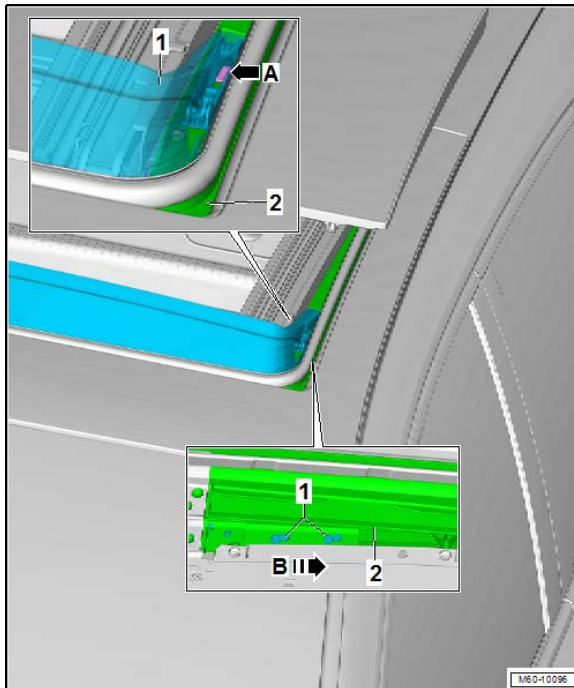
NOTE

- This proactive repair differs from the previously published Technical Service Bulletin. The drying time for the isopropyl alcohol has changed and there is no longer a need to allow the sealant (if necessary) to dry.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

Section B – Install Sunroof Water Channel Repair Kit and Repair Cracks if Necessary

- Open the sunroof glass panel all the way.
- In the lower section of the wind deflector screen frame <1>, release the mounting tabs <3> using a flat-head screwdriver <arrow>.
- Loosen the wind deflector screen frame <1> from the sunroof frame <2>.





- Loosen the mounting tabs <A> for the wind deflector <1> on both sides using a flat-head screwdriver.
- Release the wind deflector <1> towards the vehicle rear -B-.
- Remove the wind deflector upward from the sunroof frame <2>.



- Move the front seats forward and tilt the seat backs forward to allow room to work on the roof by standing through the sunroof opening from the rear of the vehicle.

NOTE

Care must be taken not to damage center console by kneeling or leaning against it during repair process.



- Remove the inner sunroof seal from around the front of the sunroof opening and lay it back over the sunroof glass.

TIP

Masking tape can be used to hold the seal in place on top of the sunroof glass for the duration of the repair.

CAUTION

Risk of Consequential Damage

- Use extreme care when working around the sunroof frame so that the exterior part of the frame is not scratched, cracked or otherwise damaged.
- Damage to the sunroof frame during this repair will not be covered by this action.

- The patch foils in the kit will be applied in the front corners of the sunroof frame.

NOTE

Frame shown removed for clarity. Do not remove the sunroof frame.



TIP

Use non-marking masking tape to lift and compress the outer sunroof seal to provide additional access to the water channel underneath the sunroof trim panel.

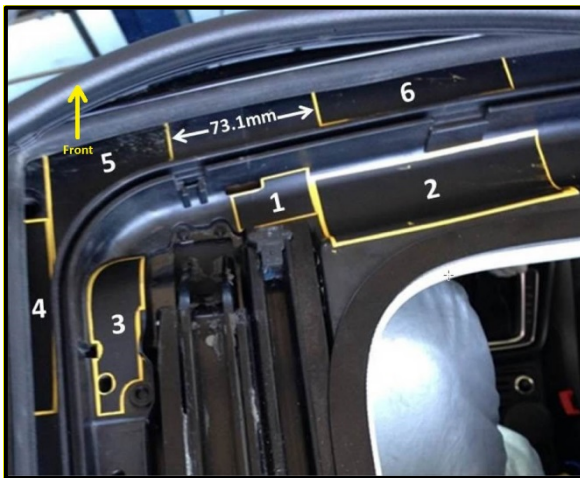
CAUTION

Risk of Consequential Damage

- Use extreme care when working around the sunroof frame so that the exterior part of the frame is not scratched, cracked or otherwise damaged.
 - Damage to the sunroof frame during this repair will not be covered by this action.
-
- Thoroughly clean the water channel with isopropyl alcohol, a microfiber cloth and compressed air. Use a bone tool or the squeegee supplied with the repair kit to clean the area underneath the sunroof trim panel by pushing the cloth underneath the trim.
 - Wait at least 2 minutes after cleaning the water channel before proceeding to allow alcohol to evaporate.



- Inspect the sunroof water channels for stress cracks



- There are a total of 12 areas to inspect for cracks.

NOTE

- Left side is shown. Inspect the same six areas on the passenger side.
- More than one crack may be found. All cracks will need to be repaired.
- In most cases there will be stress cracks in multiple locations of the water channel. Care must be taken to ensure all cracks are identified, sealed and that all 12 foil patches are installed correctly. Failure to seal all cracks and install all 12 foil patches will result in a repeat failure.



- For all cracks, put a 1 mm bead of sealant (Teroson MS-930, part number D 172090A2) over any existing cracks, 1 at a time. Start the sealant bead as far under the sunroof trim as possible and pull the bead to the end of the crack.

! NOTE

- The nozzle supplied with the sealant is already cut to a 1 mm opening.
- Only work on 1 crack at a time due to the short cure time of the sealant.



- Using the squeegee supplied with the repair kit, spread the sealant pushing it underneath the trim panel from the inside edge of the roof opening to completely cover the crack.
- Remove all excess sealant from the water channel. There must not be any excess sealant that may prevent the foils from being applied completely flat to the water channel. The crack should be filled with sealant with no excess sealant around the crack.

TIP

Cleaning solution (part number D 00940104) can be used to remove any sealant smears in the surrounding areas.

- Spread sealant working from sunroof opening to underneath the trim panel. Sealant should fill crack and there should be no excess sealant on the water channel.
- Repeat process for all cracks in frame.

NOTE

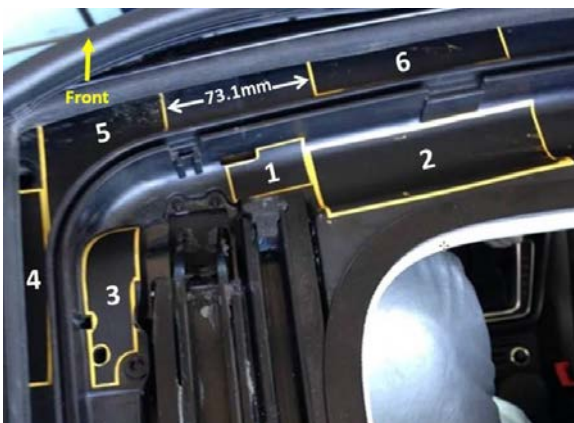
The sealant must not be allowed to dry before installing the foil patches.

- Apply the foil patches one at a time according to the sequence shown.

NOTE

Foil tapes must be applied in all 12 positions regardless if there is a crack or not.

- For foil positions 4 and 6, it is more important to apply the foil as far underneath the trim panel as possible then attempting to align the foil with the seal channel.
- Foil positions 4 and 5 should not overlap each other.





- DO NOT cover the water drain hole or the witness line around the water drain with the foil in positions 4 or 5.



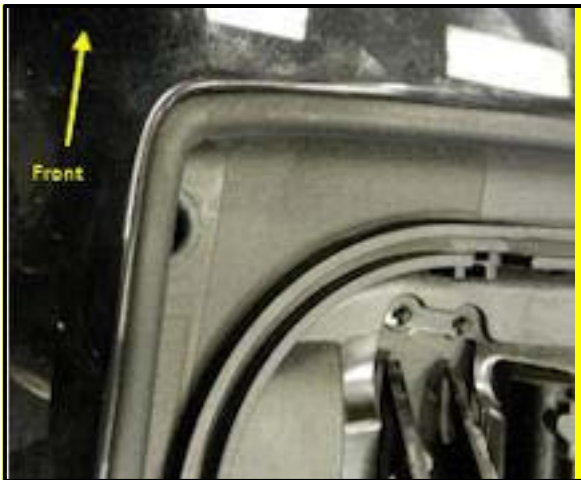
- Peel half of the backing tape off the foil and fold it over to use to hold the foil during application.
- Align the foil with the edge of the water channel and apply the foil, working it forward using the included squeegee to ensure there are no air bubbles, wrinkles and that there are no gaps under the foil.
- Peel backing tape off as you work forward.
- Use the squeegee to work the tape down as smooth as possible.



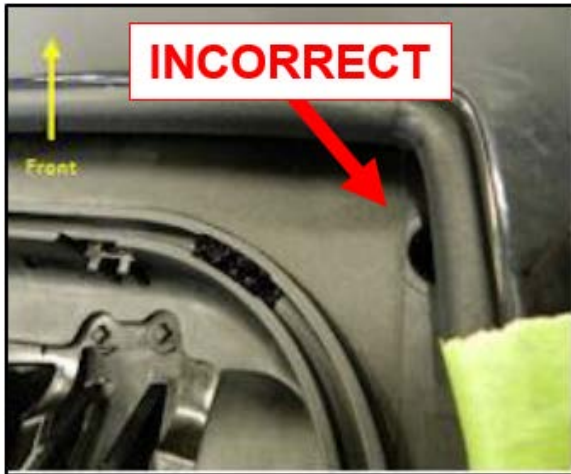
i TIP
<ul style="list-style-type: none">• There may be a burr on the water channel in this location that appears to be an air bubble. This is normal and an acceptable condition after applying the foil.• The foil positions are designed to cover witness lines in the water channel. It is normal to see a line in the foil after it is applied.



- In position 6, peel half of the backing tape off the section of foil to be placed underneath the trim panel and fold it over to use to hold the foil during application. Ensure the tape is as far underneath the trim panel as possible before beginning to adhere it to the water channel. Apply the foil working it toward the rear using the included squeegee to ensure there are no air bubbles or wrinkles and that there are no gaps under the foil. Peel backing tape off as you work. Use the squeegee to work the tape down smooth and as far underneath the trim panel as possible

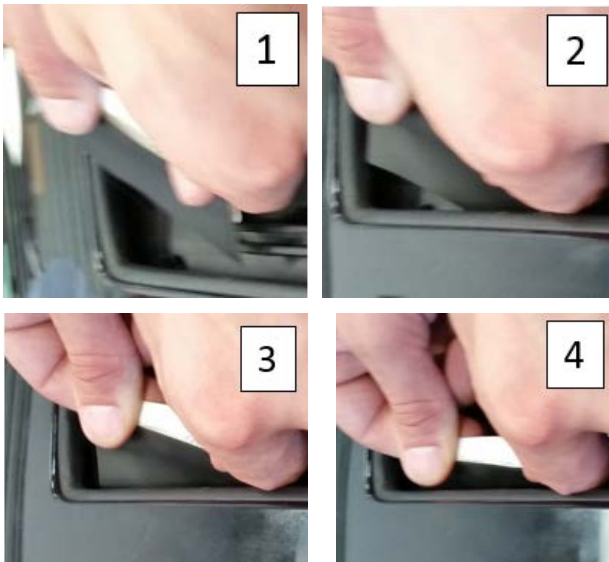


- In position 5, peel half of the backing tape off starting at the pointed edge in the radius and fold it over to use to hold the foil during application. Carefully align the radius of the foil to the radius of the seal channel and ensure the drain hole and witness mark around the drain will not be covered. Apply the foil working it forward using the included squeegee to ensure there are no air bubbles or wrinkles and that there are no gaps under the foil. Peel backing tape off as you work. Use the squeegee to work the tape down smooth and as far underneath the trim panel as possible.

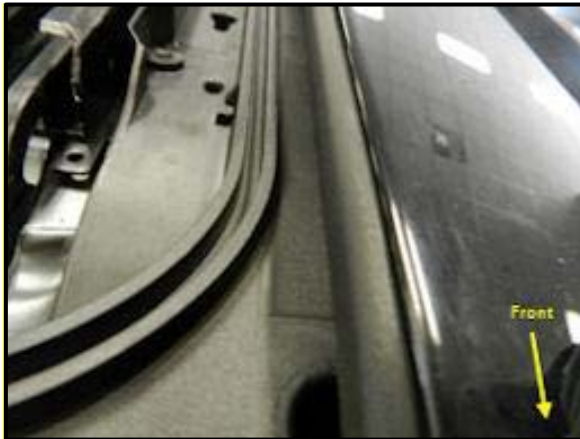


NOTE

Foil position 5 incorrectly applied covering witness line around drain shown.



- In position 4, peel half of the backing tape off the section of foil to be placed underneath the trim panel and fold it over to use to hold the foil during application. Use a pivoting motion to swing the foil underneath the trim. Ensure the tape is as far underneath the trim panel as possible before beginning to adhere it to the water channel. Apply the foil working it from underneath the trim toward the sunroof opening. Use the included squeegee to ensure there are no air bubbles or wrinkles and that there are no gaps under the foil. Peel backing tape off as you work. Use the squeegee to work the tape down smooth and as far underneath the trim panel as possible.
- Use a pivoting motion to work foil underneath trim panel in position 4.



- Foil position 4 fully applied.

NOTE

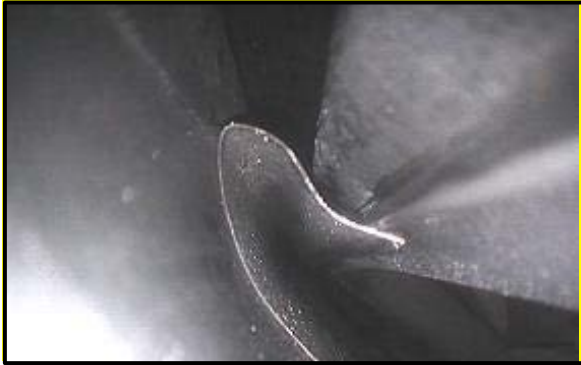
It is more important that the foil in position 4 be applied as far underneath the trim panel as possible versus attempting to align it to the edge of the seal channel.



- After all six foils have been applied to one side of the water channel, repeat steps on the opposite corner of the water channel.
- Once all 12 foils have been applied to the water channel, inspect the foils to ensure they are completely flat to the water channel and that there are no air bubbles or gaps underneath the foil. Use the squeegee to help push out any defects



- Use a flashlight at different angles to help identify any air bubbles. If any foil needs to be removed and reinstalled, discard the foil and use a new piece



- The foil must be fully applied underneath the trim panel. If the foil is folded over, it should be removed and a new piece applied. Use the squeegee to work the foil down on to the water channel as far underneath the trim panel as possible.

! NOTE

Photo shows foil folded and not adhered underneath trim panel.



- Install wind deflector.
- Install the sunroof frame seal.
- Close the sunroof.

Repair is 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	60C7										
Damage Code	0099										
Parts Vendor Code	3YK										
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90										
Causal Indicator	Mark Repair Kit as causal part										
Vehicle Wash/Loaner	Do not claim wash/loaner under this action										
Criteria I.D.	01										
	Install Sunroof Water Channel Repair Kit Labor operation: 6028 41 99 70 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5GM898041A</td> <td>Repair Kit</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1	5GM898041A	Repair Kit			
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	-OR- Repair Cracks (if necessary) and/or Install Sunroof Water Channel Repair Kit Labor operation: 6028 42 99 90 T.U.										
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Required Parts

Part Description	Part No:	Quantity
Repair Kit	5GM898041A	1
-And if required (cracks are found)-		
Sealant	D 172090A2	1

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.

UPDATE Technical Bulletin



UPDATE FACT SHEET – UPDATE Code 60C7

Dear Volkswagen Customer,

Today we performed UPDATE code 60C7 on your vehicle. This UPDATE will prevent any water leaks to the interior of the vehicle that could be caused by cracks in the sunroof frame, 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!