



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2013-2014	3.0L TDI (CNRB)	All	All	All

Condition

00 17 16 November 28, 2017 **2049353**

Extended Inspection for New, Unused, Unsold Model Year 2013-2014 Volkswagen Touareg 3.0L TDI Gen 2.1 Vehicles in Dealer Stock with Less than 1,000 Miles (U.S. Only)

Technical Background

New, unused, unsold Model Year 2013-2014 Volkswagen Touareg 3.0L TDI Gen 2.1 vehicles in dealer stock with less than 1,000 miles may require additional attention prior to retail sale.

To support dealers in preparing these vehicles for sale, and to help ensure a positive customer delivery experience, Volkswagen is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

Certain services will be mandated for all new, unsold Model Year 2013-2014 Volkswagen Touareg 3.0L TDI Gen 2.1 dealer stock vehicles with less than 1,000 miles in order to bring these vehicles in line with maintenance cycles and proper detailing. Some vehicles may require additional services in order to mitigate any extreme or environmental effects.

Production Solution

Information only.



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Service



Note:

The information in this communication can also be found in General Communication # VWC-17-12 **Sales Preparation Program for New, Unused, Unsold Model Year 2013-2014 Volkswagen Touareg 3.0L TDI Gen 2.1 vehicles in Dealer Stock with Less than 1,000 Miles.**

Step 1:

- Perform the work procedure found in the 23V6 Emissions Recall Circular. The SAGA claim must be approved prior to resale of the vehicle.
- Ensure the IN-FORM tool is properly utilized for the approved emissions modification. The IN-FORM tool can be accessed here: <https://tdi-inform.track360.com/>.
- Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Step 2:

Review/perform the mandatory sales preparation services listed below:



Note:

Repair authorization is not required for these items, however, documentation is required per the *Volkswagen Warranty Policies and Procedures Manual*.

- Check Elsa for any other open recall campaigns aside from 23V7. If any are found, perform/close the campaigns and claim separately from this communication.
- Test battery using Midtronics tester, charge or replace battery as necessary.
- Ensure that transport mode has been deactivated.
- Perform vehicle detail.
- Check tire pressures. Adjust to specification, if necessary.
- Check torque of all wheel bolts. Adjust to specification, if necessary.
- Check and replace (if necessary) wiper blades.
- Perform engine oil change with filter.
- Replace cabin air filter.
- Perform complete brake fluid flush.
- Replace fuel filter.
- Add diesel fuel (maximum \$12.00).



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- Check and adjust all other fluid levels (engine coolant, washer solvent, etc.).
- Road test vehicle for 10 miles.
- Ensure that Inventory Vehicle Extended Inspection/Maintenance Form (attached) is completed for all required inspection items. The form must be completed and signed for each vehicle, and must be retained as part of required documentation, along with a valid repair order.

Step 3:

Review/perform the services listed below based on the result of a road test. Note that repair authorization is required for these items before proceeding with sales preparation services. If brake components or tires are in need of replacement, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.



Note:

Dealers should be prepared to provide documentation of 30-day inventory maintenance services, if requested.

- Brakes

If brake vibration/noise is present after road test, replace brake pads/rotors on affected axle(s). Retain replaced parts, if any, for QTM inspection. **Review ElsaPro for any mandatory replacement Torque-To-Yield hardware/fasteners.**

- Tires

If tire vibration is present after road test, extend road test additional 10 miles (as noted on *Inventory Vehicle Extended Inspection/Maintenance Form*) and recheck for vibration. If still present, replace affected tire(s). Retain replaced parts, if any, for QTM inspection.

Step 4:

Perform other services needed for vehicle to be saleable as new. Note that if other services are needed, create a Warranty Repair Acceptance Request in WISE > Operations using *VW-Owned TDI Request* for authorization. If authorized, perform repairs and retain replaced parts, if any, for QTM inspection.



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Authorization and Documentation Reference:

Item	Document per Warranty Policy	WISE Warranty Repair Acceptance	Parts Retention for QTM Inspection
Wiper blades	X		
Cabin air filter	X		
Fuel filter	X		
Fluids	X		
Battery	X		X
Brakes	X	X	X
Tires	X	X	X
Other items	X	X	X



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Warranty

For Step 1: Refer to Emissions recall 23V6 for procedure and claim coding.

For Step 2: All labor required is contained in a single labor operation.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

SAGA Coding			
Claim Type:		9SP	
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
X130	0010	--	Use applicable when indicated in Elsa (L/R)
Part Manufacturer Code:		444	
Labor Operation ³⁾ : Review / perform step 2 items <u>without</u> battery replacement		01010099 = 460 TU	
OR			
Labor Operation ³⁾ : Review / perform step 2 items <u>with</u> battery replacement		01010099 = 550 TU	
Causal Part: Select Labor Operation		01010099	
Outside Material: Fuel	Part No: Fuel	Up to \$12.00	
Vehicle Detail	Part No: A0000000	Up to \$175	
Claim Comment: Input "As per Technical Bulletin 2049353" in comment section of Warranty Claim.			
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and Procedures Manual.			



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For Step 3:

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

SAGA Coding

Claim Type:		9SP	
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
X132	0010	--	Use applicable when indicated in Elsa (L/R)
Part Manufacturer Code:		444	
Labor Operation ³⁾:		See Elsa Pro	
Outside Material: Tire(s)		At cost, no mark-up	
Causal Part:		Select Labor	
Diagnostic Time ⁴⁾			
GFF Time expenditure	01500000 = 00 TU	NO	
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO	
Technical Diagnosis	01320000 = 00 TU max.	NO	
Claim Comment: Input "As per Technical Bulletin 2049353" in comment section of Warranty Claim.			
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and Procedures Manual.			



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For Step 4:

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

SAGA Coding

Claim Type:		9SP	
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
X133	0010	--	Use applicable when indicated in Elsa (L/R)
Part Manufacturer Code		444	
Labor Operation ³⁾:		See Elsa Pro	

Diagnostic Time ⁴⁾

GFF Time expenditure	01500000 = Actual GFF print out	As Required ⁴⁾
Road Test	01210002 = 10 TU 01210004 = 10 TU	As Required ⁴⁾
Technical Diagnosis	01320000 =	As Required ⁴⁾

Claim Comment: Input "As per Technical Bulletin 2049353" in comment section of Warranty Claim.

¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only

²⁾ Code per warranty vendor code policy.

³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.

⁴⁾ Documentation required per Warranty Policies and Procedures Manual.



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Required Parts and Tools

For Step 2:

Part No:	Part Description	Quantity
See ETKA	Wiper Blade	As required
	Engine Oil	
	Engine Oil Filter	
	Cabin Air Filter	
	Brake Fluid	
	Fuel Filter	
	Battery	

For Step 3:



Note:

Tires **MUST** be identical to original equipment.

Part No:	Part Description	Quantity
See ETKA	Tire	As required
	Brake Disc	
	Brake Pads	

For Step 4:

Part No:	Part Description	Quantity
See ETKA	As required	As required



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Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2049353/1	11/28/17	V001716	Original publication.

Inventory Vehicle Extended Inspection/Maintenance Form

Stock Number:

Dealer Number:

R.O. Number:

VIN:

Mileage In:

Mileage Out:

Technical Inspection – Pre-Road Test

- Transport mode deactivated
- Perform battery test with Midtronics test equipment. Charge or replace battery if indicated by test result
- Check vehicle interior condition
- Visual inspection of vehicle body
- Check and adjust tire pressure to specification
- Check engine oil level
- Check fluid level (brakes, engine coolant, washer solvent, etc.)
- Check and adjust wheel bolt torque, if needed

Road Test – 10 Mile Minimum

- During road test, add diesel fuel (up to \$12.00)
- Apply brakes several times to remove surface corrosion (in a safe and appropriate area)
- Observe proper driving characteristics of vehicle (noise, vibration, flat spots on tires)
- When vehicle is up to operating temperature, perform 10 moderate accelerations in 3rd gear from approximately 1100 RPM to 2500 RPM coasting back down (in gear) to 110 RPM to ensure the cylinder pressure sensor is adapted
- With an ODIS scan tool, check that IDE03577 (0001 Engine Control Module) has a non-zero value. If a non-zero value is stored, the cylinder pressure sensor is fully adapted
- If a zero value is stored in IDE03577, perform 10 more accelerations and coast down as listed above.
- If, after 10 miles, abnormal driving characteristics are still present, extend road test for additional 10 miles

Technical Inspection – Post-Road Test

- Visually inspect vehicle undercarriage (brake lines, exhaust, steering, bushings)
- Check for debris and clean plenum area, under hood, and sunroof drains
- Perform all outstanding campaigns/updates, if any
- Perform other items listed under STEP 2
 - Replace wiper blades, if necessary
 - Change engine oil and filter
 - Replace cabin air filter
 - Perform brake fluid flush
 - Replace fuel filter

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Volkswagen procedures and quality standards. (Attach this checklist to the repair order)

- All product updates have been checked

Technician Signature:

Date: