



Volkswagen

Warranty Information

General Communication

Number: VWC-17-12

Subject: 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

Date: Nov. 27, 2017

This document conveys Volkswagen Warranty general information.

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.

Service Instructions

Note that the information in this communication can also be found in Technical Bulletin Instance Number 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*.

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 that 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 23V6. 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



Warranty Information

- ▶ 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)
- ▶ Check and adjust all other fluid levels (engine coolant, washer solvent, etc.)
- ▶ Test drive vehicle for 10 miles to check for other issues
- ▶ 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.



Volkswagen

Warranty Information

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

Claim Coding

For Step 1
Claim according to 23V6 Emissions Recall Circular

For Step 2			
Claim Type	9SP		
Service Number	X130		
Damage Code	0010		
Part Manufacturer Code	444		
Labor Operations	Review/perform Step 2 items <u>without</u> battery replacement	01010099	460 TU
	Review/perform Step 2 items <u>with</u> battery replacement	01010099	550 TU
Fuel	Outside material: FUEL	Up to \$12.00	



Volkswagen

Warranty Information

Vehicle Detail	Outside labor operation A0000000	Up to \$175
Parts (as needed)	Wiper blades, engine oil, engine oil filter, cabin air filter, brake fluid, fuel filter, battery	See ETKA for part numbers

For Step 3

Claim Type	9SP	
Service Number	X132	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations. Note: Diagnosis and/or test drive labor operations are NOT permitted.	
Parts (as needed)	Outside material: TIRES	Must be identical to original equipment
	Brake pads/rotors	See ETKA for part numbers

For Step 4

Claim Type	9SP	
Service Number	X133	
Damage Code	0010	
Part Manufacturer Code	444	
Labor Operations	See ElsaPro for labor operations	
Parts (as needed)	See ETKA for part numbers	

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

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: