



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2016-2018	All	All	All	All

Condition

44 17 02 September 25, 2017 **2043620** Supersedes Technical Bulletin V441602 dated July 7, 2016 to include additional model year applicability.

Using Alignment Sheet Submission Form (U.S. Only)

Refer to "Wheel alignment and balance" as stated in Volkswagen's Warranty Policies and Procedures Manual for guide lines of submitting warranty claims for alignments.

Technical Background

This Technical Bulletin outlines the use of the Alignment Sheet Submission Form for warranty submission claim of alignment.

For all vehicles (except Touareg):

- During PDI the technician finds the alignment not correct after a road test.

For Touareg:

- Touareg, alignment sheet must be used between 1,000 and 6,000 miles.



NOTE:

Warranty only covers alignments at PDI for all vehicles except Touareg which is covered between 1,000 and 6,000 miles. Alignment claims submitted without an Alignment Sheet Submission Form will be debited.

Production Solution

Information only.



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Service

Go to VW Hub site, access the “Service” criteria, select the “Alignment Worksheet” link (Figure 1), fill out the form (Figure 2), “add the alignment sheet” and submit the alignment form.

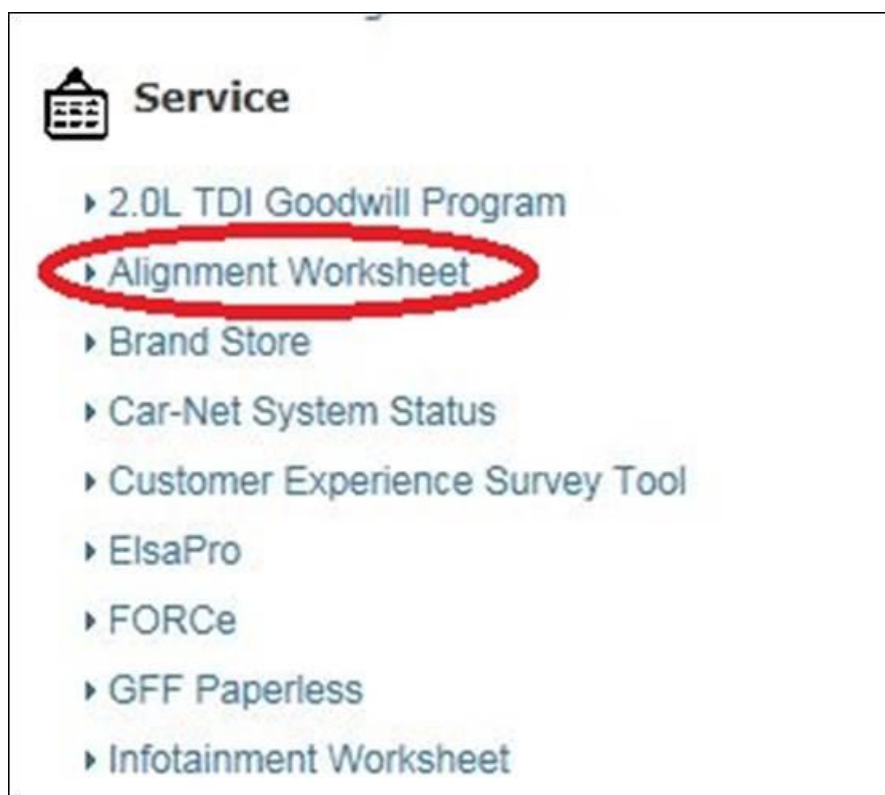


Figure 1



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Figure 2



NOTE:

In the comment section note: tire brand, tire PSI, ride height and fuel level to properly document vehicle conditions at the time of the alignment.

After the three sections have been filled out, upload a copy of the alignment measurements from your computer using the “Browse” tab within the “Alignment File Upload” section of the form. Once the alignment measurements have been uploaded click the “Submit Alignment” button.



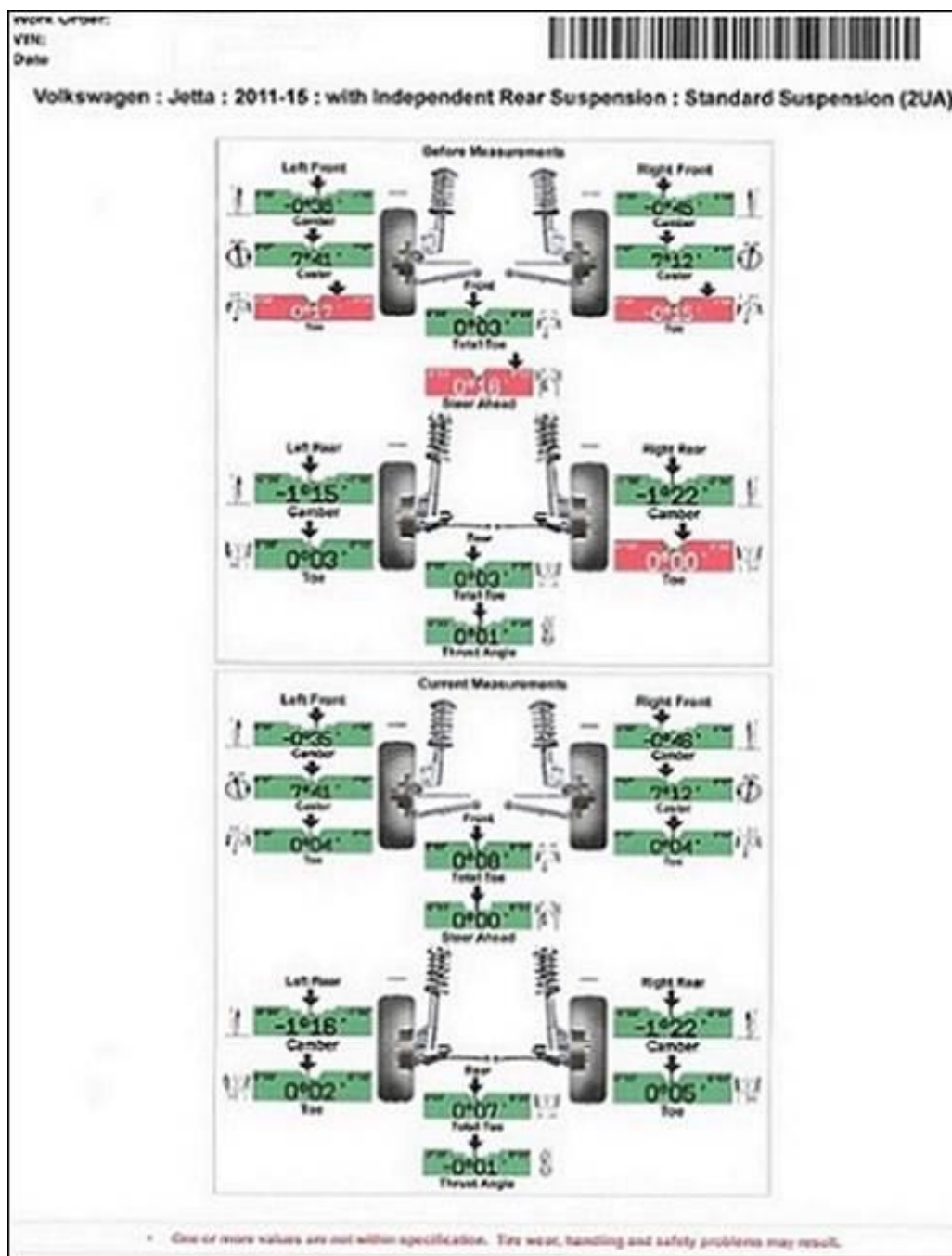
NOTE:

Hand written or scanned copies of alignment sheets will not be accepted as they may not contain all the correct information needed for warranty submission. Incomplete Alignment Sheet Submission Forms will cause warranty claims to be debited.

For example, on “unacceptable” form there is no VIN, Date, Model or alignment measurement information.



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Example of an acceptable alignment printout



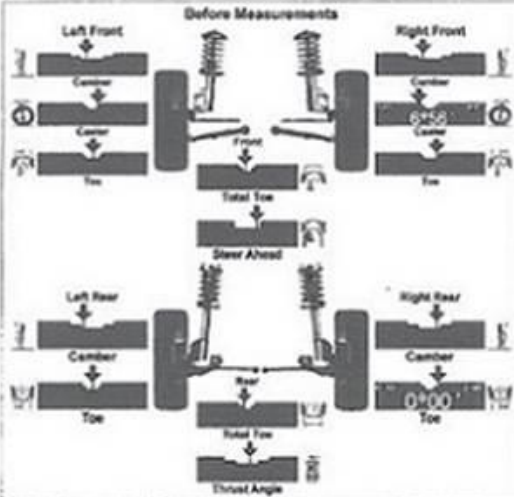
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Work Order: _____
Last Name: _____
First Name: _____
VIN: _____
Date: _____

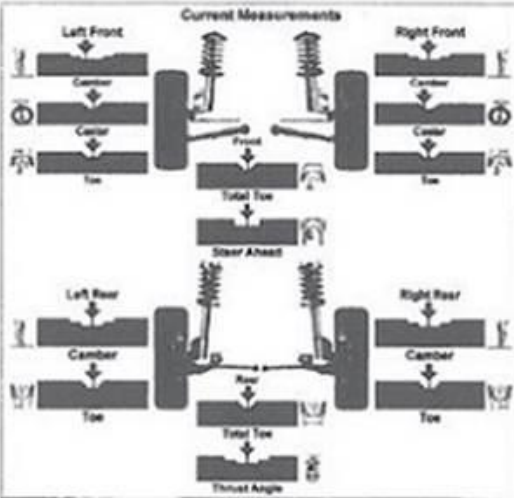


Volkswagen : Jetta : 2011-15 : with Independent Rear Suspension : Standard Suspension (2UA)

Before Measurements



Current Measurements



• One or more values are not within specification. Tire wear, handling and safety problems may result.

Example of an unacceptable alignment printout



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Warranty

Information only.

Required Parts and Tools

No special parts required.

No special tools required.

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
2043620/4	9/25/17	V441702	Updated to include additional model year applicability.
2043620/3	7/7/16	V441602	Include an additional model year applicability and update VW Hub opening page photo and location of alignment form.
2043620/2	3/7/16	V441601	Metadata adjustment.
2043620/1	3/7/16	V441601	Original publication.