



UPDATE Technical Bulletin

September 12, 2019

UPDATE – 55K5 Emergency Release for Rear Lid (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within NVLW.
- 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 55K5 Emergency Release for Rear Lid (NVLW)

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Arteon	2019 - 2020	See Campaign/Action screen in Elsa	None

REVISION HISTORY		
Revision	Date	Purpose
1	August 22, 2019	Original publication
2	September 12, 2019	Updated emergency release removal work instructions

Condition

This update has been proactively released to apply lubricant to the emergency release for the rear lid.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **55K5** code in Elsa, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the NVLW.
- 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.



UPDATE Technical Bulletin

Technical Background

On Arteon vehicles within a limited production period, the emergency release of the rear lid may become stiff because of increased dust exposure.

Remedy

The sliding points of the emergency release unit will be lubricated on the affected vehicles.

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

- 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
- **All safety recalls must be completed prior to completing this Update.**

Proceed to Section B.

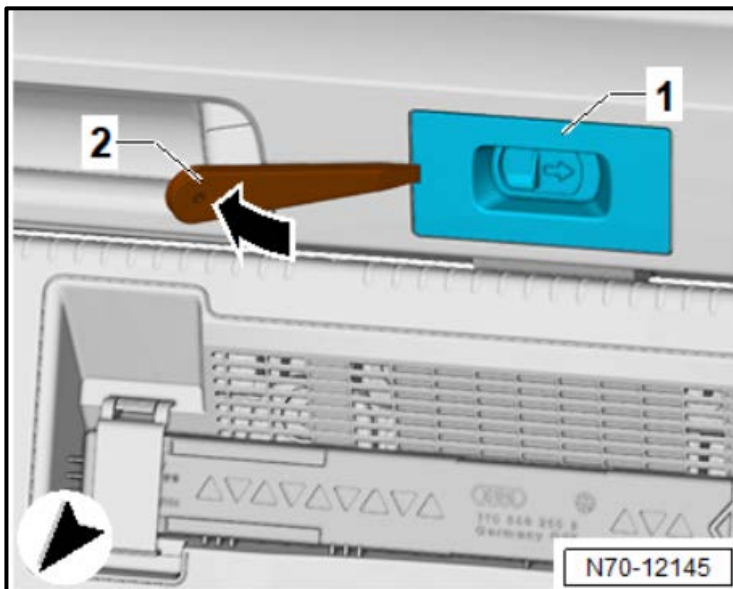


UPDATE Technical Bulletin

Section B – Repair Procedure

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

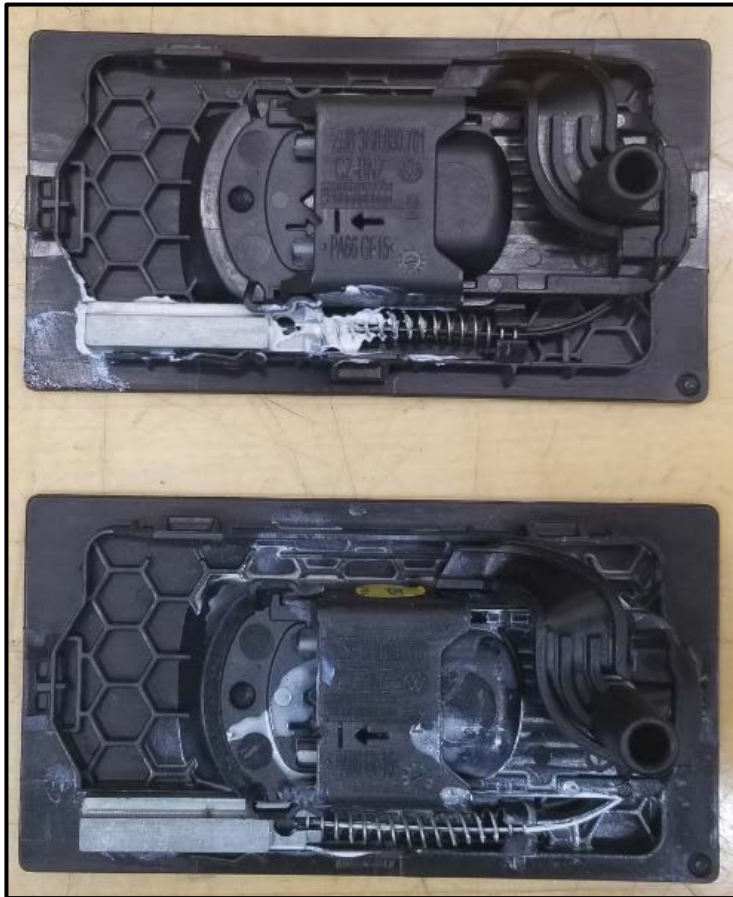


Remove emergency release for rear lid:

- Open the rear lid.
- Unclip the emergency release trim <1> with the Trim Removal Wedge -3409- <2> <arrow>.

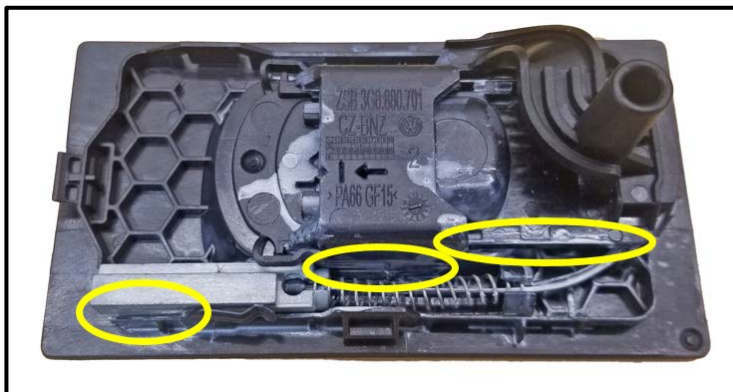


UPDATE Technical Bulletin



NOTE

The emergency release for rear lid may already have some white paste applied in varying areas as shown. The 55K5 repair should still be performed in its entirety even if any white paste is already present.

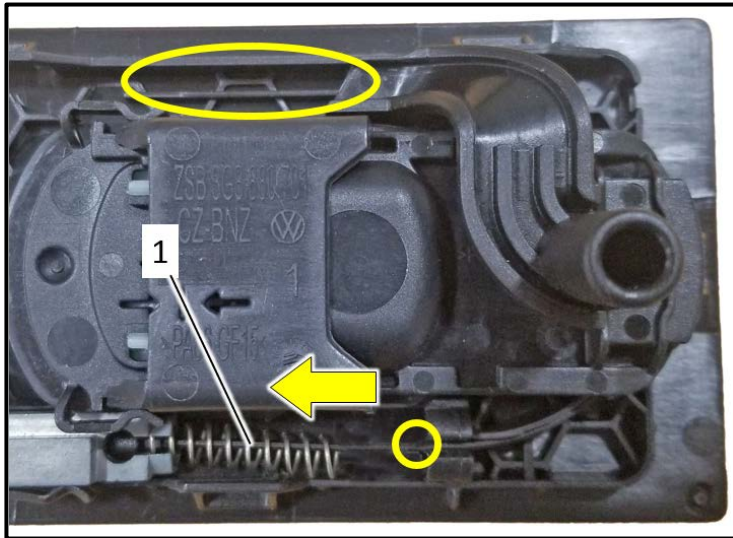


Apply lubricating paste:

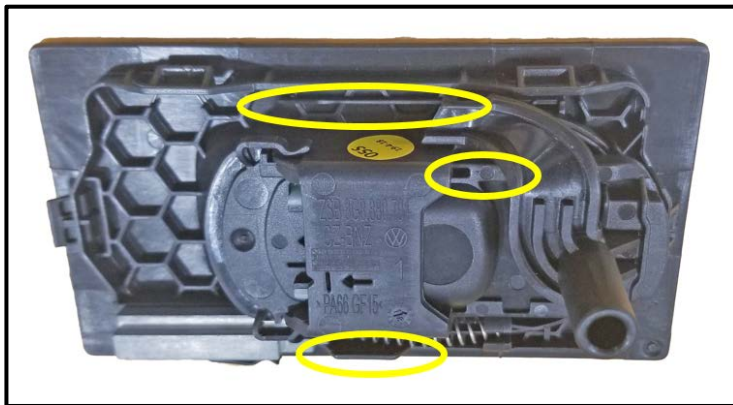
- Apply lubricating paste in the sliding points shown.
- Spread the paste using a commercially available brush.



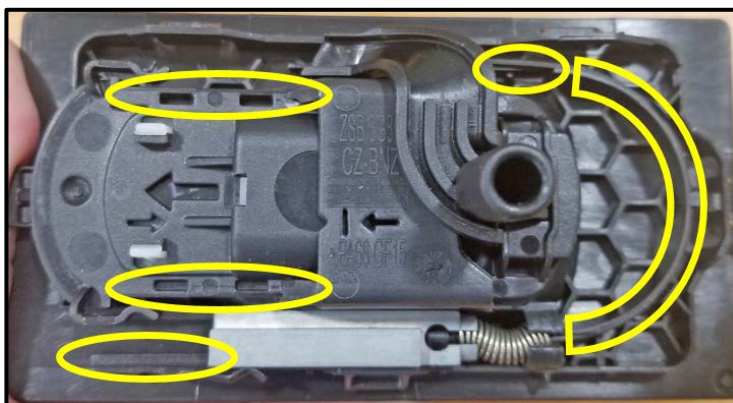
UPDATE Technical Bulletin



- Slide spring <1> in direction of <arrow>.
- Apply lubricating paste in the sliding points shown.
- Spread the paste using a commercially available brush.



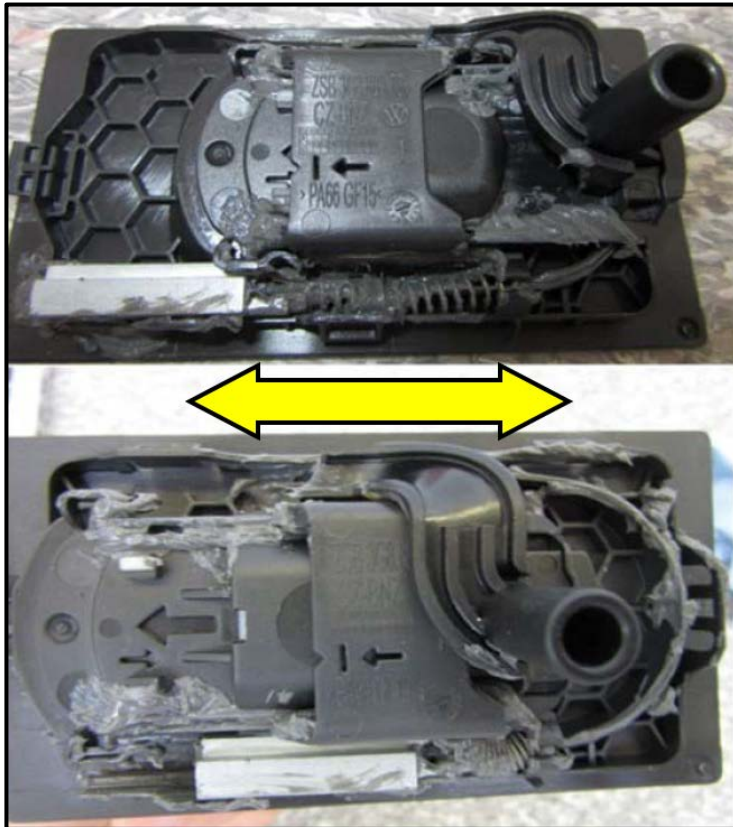
- Apply lubricating paste in the sliding points shown.
- Spread the paste using a commercially available brush.



- Actuate and hold the emergency release in the actuated position.
- Apply lubricating paste in the sliding points shown.
- Spread the paste using a commercially available brush.



UPDATE Technical Bulletin



- Actuate the emergency release several times (minimum of 10) so the lubricating paste can spread over all of the sliding points.
- Install the emergency release into the rear lid and verify the function of the emergency release.

Work is complete



UPDATE Technical Bulletin

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.



UPDATE Technical Bulletin

Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	G 060.751.A2	Lubricating paste (a quantity of 10 g per vehicle is sufficient)

! NOTE

The specified part numbers reflect the status at the start of this Update. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools

	Trim Removal Wedge -3409- (or equivalent)		Cartridge Gun -VAG1628- (or equivalent)
--	---	---	---

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 55K5

Dear Volkswagen Customer,

Today we performed UPDATE code 55K5 on your vehicle. This UPDATE will prevent the rear lid emergency release from becoming stiff, 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!