

Service Action Code: 60E2

Subject

Front Sunroof Drain Cleaning & Modification

Release Date

December 03, 2019

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2018	2019	ATLAS
CAN	2018	2019	ATLAS

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

In some sunroof-equipped vehicles, the front sunroof drains can become blocked with moist debris. If this happens, water could leak into the passenger compartment.

Corrective Action

Dealers will inspect, clean and modify the front sunroof drains.

Parts Information

No parts needed.

Code Visibility

On or about December 03, 2019, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in December 2019. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration
Date

This campaign expires on **December 31, 2021.** Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

December 2019

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign 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:

- ✓ <u>U.S. dealers:</u> Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ <u>Canada dealers:</u> Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	60E2		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action <u>U.S.A.:</u> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. <u>Canada:</u> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	Remove front sunroof drain flaps and clean front sunroof drains Labor operation: 6048 49 99 30 T.U.		

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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Service Action 60E2 - Front Sunroof Drain Cleaning & Modification

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018-2019 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In some sunroof-equipped vehicles, the front sunroof drains can become blocked

with moist debris. If this happens, water could leak into the passenger compartment.

What will we do? Your authorized Volkswagen dealer will inspect, clean and modify the front sunroof

> drains. This work will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop

schedule.

What should you do? Please contact your authorized Volkswagen dealer as soon as possible to schedule

this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Please also ensure that you routinely inspect and maintain the sunroof. Refer to your vehicle owner's manual or your authorized Volkswagen dealer for additional

information.

Service Action This service action will be available for you free of charge only until December 31, **Expiration Date**

2021. If you wish to have this service performed after that date, your dealer's normal

labor cost associated with this repair will apply.

Lease vehicles and If you are the lessor and registered owner of the vehicle identified in this action, please address changes

forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the

enclosed prepaid Owner Reply card and mail it to us so we can update our records.

If your authorized Volkswagen dealer fails or is unable to complete this work free of Can we assist you further?

charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of

communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle To check your vehicle's eligibility for repair under this or any other recall/service for open Recalls and campaign, please visit www.vw.com/owners/recalls and enter your Vehicle **Service Campaigns** Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME> <CUSTOMER ADDRESS> <CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN> Subject: Service Action 60E2 - Front Sunroof Drain Cleaning & Modification

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018-2019 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In some sunroof-equipped vehicles, the front sunroof drains can become blocked

with moist debris. If this happens, water could leak into the passenger compartment.

What will we do? Your authorized Volkswagen dealer will inspect, clean and modify the front sunroof drains. This work will take less than one hour to complete and will be performed for

you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop

schedule.

What should you do? Please contact your authorized Volkswagen dealer as soon as possible to schedule

this service.

Please also ensure that you routinely inspect and maintain the sunroof. Refer to your vehicle owner's manual or your authorized Volkswagen dealer for additional

information.

Service Action This service action will be available for you free of charge only until December 31, **Expiration Date**

2021. If you wish to have this service performed after that date, your dealer's normal

labor cost associated with this repair will apply.

Lease vehicles and If you are the lessor and registered owner of the vehicle identified in this action, please address changes

forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the

enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you If your authorized Volkswagen dealer fails or is unable to complete this work free of further? charge within a reasonable time, please contact Customer Relations, Monday through

Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us"

page at www.vw.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

U 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.

Repair Overview



 Remove flaps from left front and right front sunroof drains.

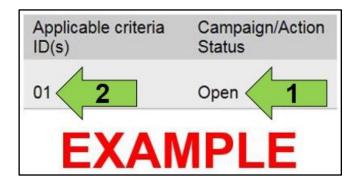
- Section A Check for Previous Repair
- Section B Repair Procedure
- Section C Campaign Completion Label
- Section D Parts Return/Disposal

Repair Instruction

Section A - Check for Previous Repair

i TIP

If Campaign Completion label is present, no further work is required.



• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

i TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>.
 If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- All Safety Recalls MUST be completed before starting this Campaign.

Proceed to Section B

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Section B - Repair Procedure



Remove plenum chamber cover clips:

 Remove the outer most plenum chamber cover clip <arrow> on the left and right plenum chamber covers.



Left side shown. Procedure for right side is similar.



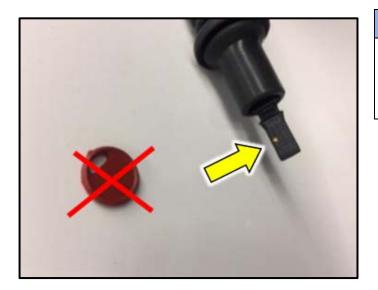
Removing sunroof drain flap:



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. Damage to plenum chamber covers will not be covered under this action.

- Carefully lift the plenum chamber cover approximately 15 cm.
- Reach in along the outer edge of the plenum chamber (between the wiper transmission and the plenum chamber on the left side).
- Carefully remove the red sunroof drain flap <arrow> downward off the sunroof drain.
- · Repeat on the opposite side.

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• NOTE

DO NOT remove the sunroof drain from the vehicle. The tab <arrow> on the sunroof drain remains on the sunroof drain.

The red flap can be discarded.



Clean the sunroof drains:

 Clean both front sunroof drains using the -VAS6620- (or equivalent).

U NOTE

DO NOT use extra force if resistance is encountered when using the -VAS6620-. Doing so could result in damaging the sunroof drain or disengaging the sunroof drain from the sunroof. Damage to the sunroof drain or time to reattach the sunroof drains to the sunroof will not be covered under this action.

i TIP

The -VAS6620- will exit the sunroof drain tube in the plenum chamber after approximately 120 cm.

i TIP

If the -VAS6620- cannot be removed out of the sunroof drain, the end of the tool <1> can be unscrewed and the tool can then be easily removed.



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Reinstall the plenum chamber covers:

- Installation is the reverse order of removal.
- Ensure all seals are in place.

Proceed to Section C.

Section C – Campaign Completion Label

Install Campaign Completion Label

 Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

i TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D.

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

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