

# Service Action

## Code: 60E2



# REVISION

**Subject** Front Sunroof Drain Cleaning & Modification

**Release Date** December 04, 2019

**REVISION SUMMARY** Updated Criteria I.D. in claiming instructions

**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 only 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 was 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 before 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.vwvhub.com](http://www.vwvhub.com).

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

<b>Service Number</b>	60E2
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	WWO
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action <b>U.S.A.:</b> 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. <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.
<b>Criteria I.D.</b>	03
	Remove front sunroof drain flaps and clean front sunroof drains  Labor operation:      6048 49 99                                  30 T.U.

## 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.

<b>What is the issue?</b>	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.
<b>What will we do?</b>	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.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .  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.
<b>Service Action Expiration Date</b>	This service action will be available for you <b><u>free of charge only until December 31, 2021</u></b> . If you wish to have this service performed after that date, your dealer's normal labor cost associated with this repair will apply.
<b>Lease vehicles and address changes</b>	If you are the lessor and registered owner of the vehicle identified in this action, please 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.
<b>Can we assist you further?</b>	If your authorized Volkswagen dealer fails or is unable to complete this work free of 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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> and enter your Vehicle 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.

<b>What is the issue?</b>	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.
<b>What will we do?</b>	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.
<b>What should you do?</b>	<p>Please contact your authorized Volkswagen dealer as soon as possible to schedule this service.</p> <p>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.</p>
<b>Service Action Expiration Date</b>	This service action will be available for you <u>free of charge only until December 31, 2021</u> . If you wish to have this service performed after that date, your dealer's normal labor cost associated with this repair will apply.
<b>Lease vehicles and address changes</b>	If you are the lessor and registered owner of the vehicle identified in this action, please 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.
<b>Can we assist you further?</b>	If your authorized Volkswagen dealer fails or is unable to complete this work free of 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 <a href="http://www.vw.ca">www.vw.ca</a> .

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

## 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

#### TIP

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

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.

- 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**

## 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.

#### ! NOTE

Left side shown. Procedure for right side is similar.



### Removing sunroof drain flap:

#### ! NOTE

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.



**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).

**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.

**TIP**

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



**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.





#### 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.