



27-19-02 - Generator Replacement

Release date: 4/21/2020

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan, Touareg Hybrid, Jetta Hybrid, eGolf)	2012-2021	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2033978/8	4/21/20	27-19-02	Updated to include additional models and model year applicability.
2033978/7	3/18/19	V271902	Include additional model year applicability.
2033978/6	3/29/18	V271802	Include additional model year applicability.
2033978/5	4/12/17	V271701	Include additional model year applicability.
2033978/1	6/13/13	V271301	Original publication.

Charging System inoperative/malfunctions, noise from engine compartment, accessory drive belt damaged or missing.



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Technical Background

One or more of the following symptoms are possible:

- Discharged Battery
- No Start
- Battery Indicator illuminated in Instrument Cluster
- “Low Voltage” DTCs in Various Control Modules
- Engine Noise
- Accessory Drive Belt Damaged or Missing

Production Solution

Not applicable.

Service



Tip:

Refer to Elsa for other technical bulletins that may apply to specific vehicles with discharged batteries. These technical bulletins provide important information about intermittent faults and correct battery testing/charging procedures.

If charging system diagnosis for a fault/condition that is electrical in nature leads to the generator as the suspected cause of the concern, it will be necessary to verify the failure of the generator by utilizing the applicable Guided Fault Finding (GFF) Test Plan.

Only replace the generator if the GFF Test plan fails for this component. The completed failed GFF Test plan must be uploaded to Volkswagen via GFF paperless or retained by the dealer (electronically or otherwise), as it may be subject to request.



Note:

If the generator has failed in a manner that does not benefit scan tool diagnosis (such as a bearing failure), ensure that the reason for the replacement of the part is *thoroughly* documented in the repair order and warranty claim comments.

Warranty

If a generator is replaced, there **must be** a confirmed failed GFF Test Plan available, or in the event of a mechanical failure of the component, complete and detailed documentation of the reason for the replacement, which must be submitted into the warranty claim comments.

If the generator is requested to be returned to the Warranty Parts Return Center (WPRC) all documentation must be included with the part return.



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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with: ODIS Service and: current online updates

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.