

Service Action

Code: 60E5



REVISION

Subject	Front Sunroof Drain Cleaning & Modification – USA ONLY																
Release Date	August 22, 2023																
REVISION SUMMARY	<ul style="list-style-type: none"> • Reopening this service action for unrepaired vehicles in order to support a class action settlement. • Updated expiration date for this service action to 02/22/2024 																
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2017</td> <td>2019</td> <td>GOLF ALLTRACK</td> </tr> <tr> <td>USA</td> <td>2015</td> <td>2019</td> <td>GOLF SPORTWAGEN</td> </tr> <tr> <td>USA</td> <td>2018</td> <td>2019</td> <td>TIGUAN</td> </tr> </tbody> </table> <p>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.</p> <ul style="list-style-type: none"> ✓ 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. 	Country	Beginning Model Year	Ending Model Year	Vehicle	USA	2017	2019	GOLF ALLTRACK	USA	2015	2019	GOLF SPORTWAGEN	USA	2018	2019	TIGUAN
Country	Beginning Model Year	Ending Model Year	Vehicle														
USA	2017	2019	GOLF ALLTRACK														
USA	2015	2019	GOLF SPORTWAGEN														
USA	2018	2019	TIGUAN														
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 August 22, 2023, the campaign code will be applied to affected vehicles.																
Owner Notification	Owner notification will take place in August 2023 via the claims administrator as part of a class action settlement.																
Campaign Expiration Date	This campaign expires on February 22, 2024 . Work 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 costs associated with this work will apply.																
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p> <p>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.</p>																

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. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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.

Service Number	60E5
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.S.A.: 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.
Criteria I.D.	01
	Remove front sunroof drain flaps and clean front sunroof drains Labor operation: 6048 49 99 30 T.U.
Criteria I.D.	02
	Remove wiper cowl, wiper linkage and cover. Remove front sunroof drain flaps and clean front sunroof drains Labor operation: 6048 50 99 80 T.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.

Required Tools (Criteria 02 Vehicles Only)

	<p>Puller - Wiper Arm Kit - Puller 1 -T10369/1-</p>
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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 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

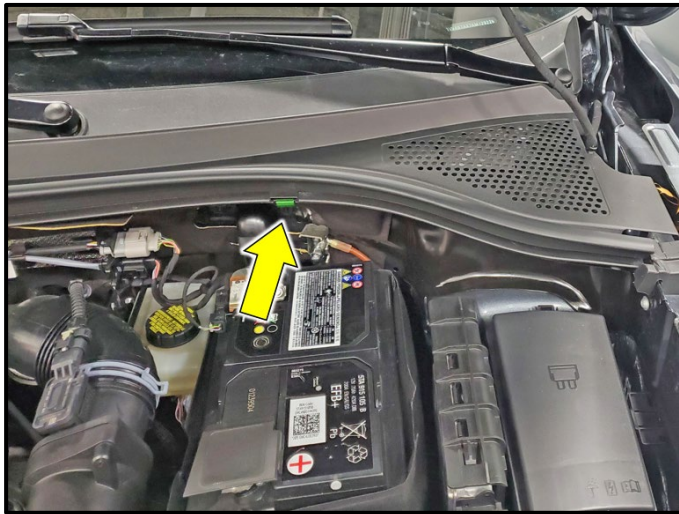
On the date of repair, print this screen and keep a copy with the repair order.

- 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.**

Vehicles with Criteria 01 - Proceed to Section B

Vehicles with Criteria 02 - Proceed to Section C

Section B – Repair Procedure (Vehicles with Criteria 01)



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:

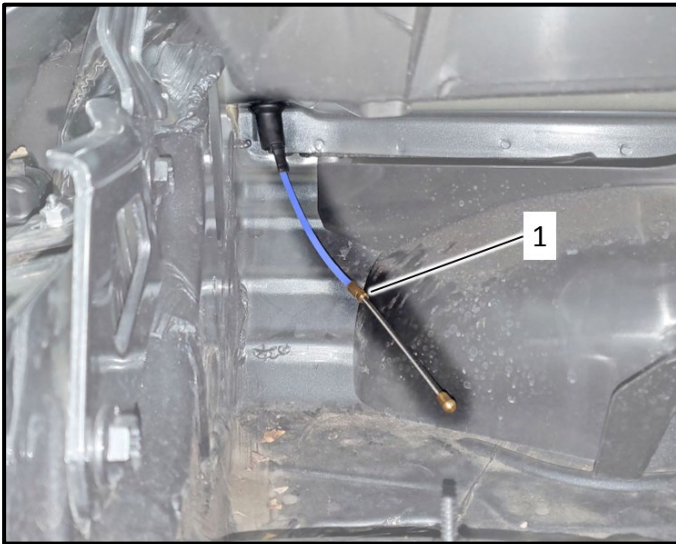
- Clean both front sunroof drains using the -VAS6620- (or equivalent).

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.

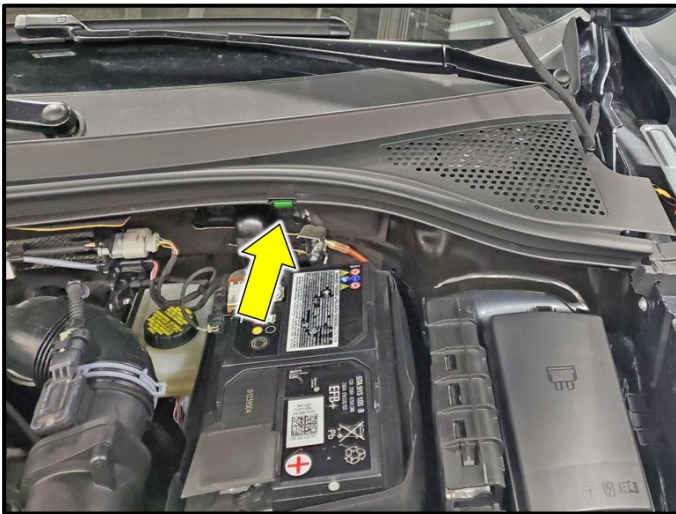
TIP

- The -VAS6620- will exit the sunroof drain tube in the plenum chamber after approximately 120 cm.
- If the -VAS6620- cannot be started from the top, start the tool from the bottom (from inside the plenum chamber).



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.

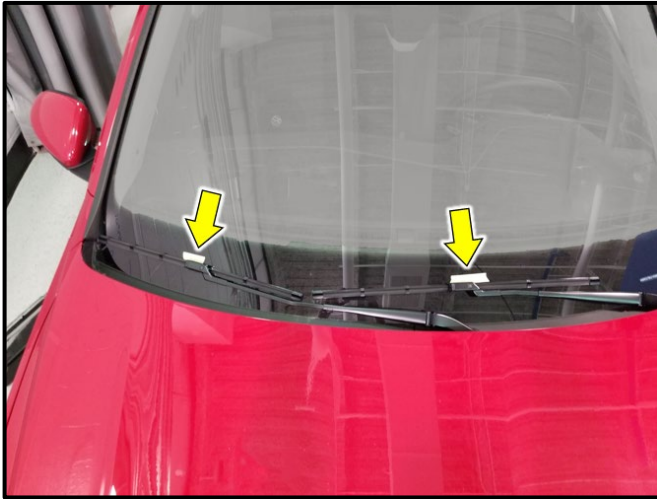


Reinstall the plenum chamber covers:

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

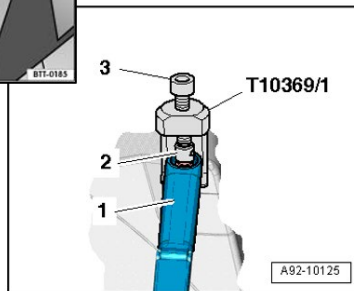
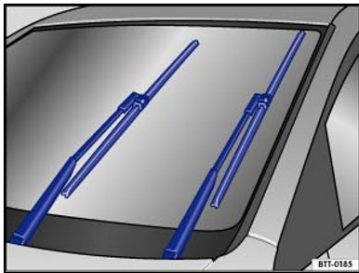
Proceed to Section D.

Section C – Repair Procedure (Vehicles with Criteria 02)



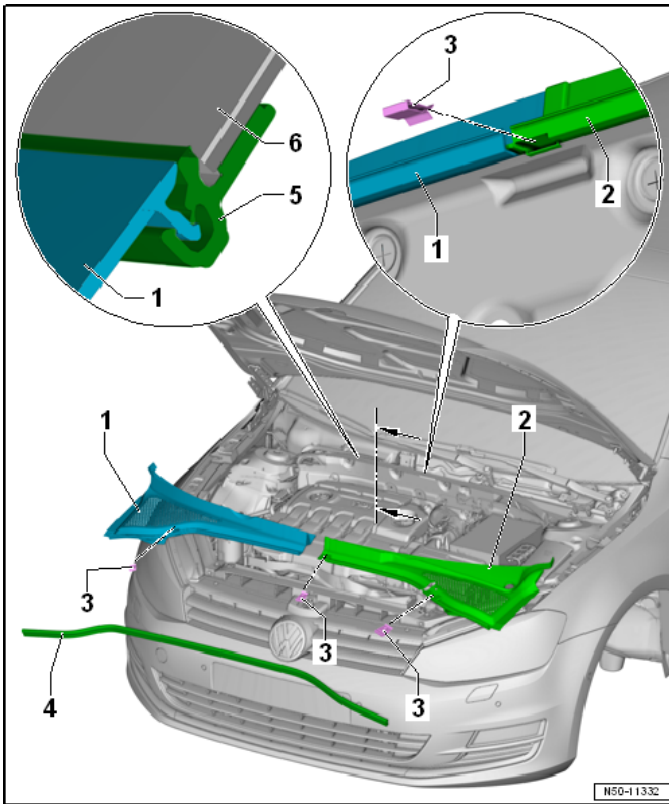
Mark wiper park position.

- Mark the wiper park position with tape <arrows> or other means.



Bring windshield wipers into service position and remove wiper arms:

- See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 92 Windshield Wiper/Washer System > Windshield Wiper System > Windshield Wiper, Bringing into Service Position*
- See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 92 Windshield Wiper/Washer System > Windshield Wiper System > Windshield Wiper Arms, Removing and Installing*

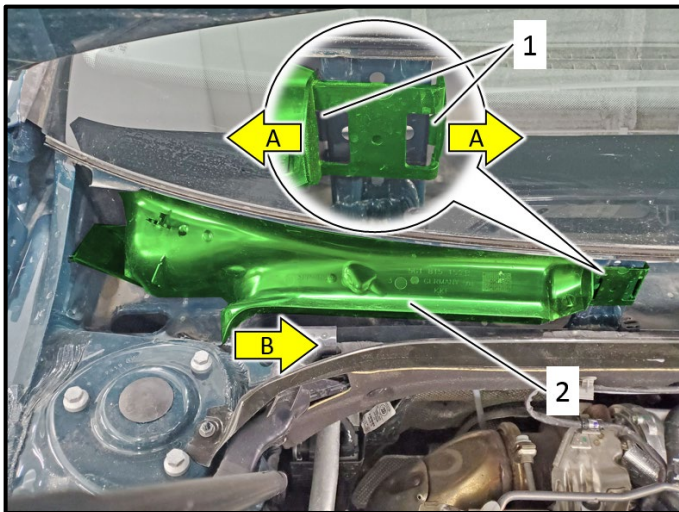


Remove left and right plenum chamber covers:

NOTE

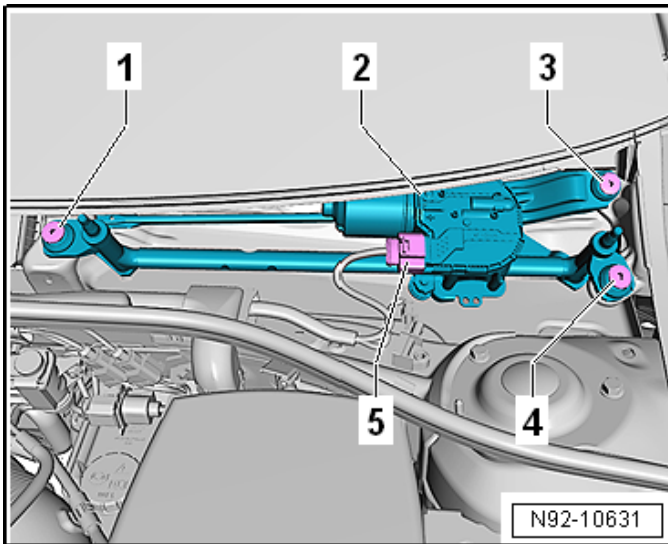
When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage. Damage to plenum chamber covers will not be covered under this action.

- See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 50 Body Front > Bulkhead > Plenum Chamber Cover, Removing and Installing*



Remove right side cover:

- Release locking tabs <1> in direction of <arrows A>.
- Remove cover <2> from plenum chamber in direction of <arrow B>.



Remove wiper linkage:

- Reference ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 92 Windshield Wiper/Washer System > Windshield Wiper System > Windshield Wiper Motor V, Removing and Installing*



Removing sunroof drain flaps:

- Carefully remove the red sunroof drain flap <circle> downward off both front sunroof drains.



! 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

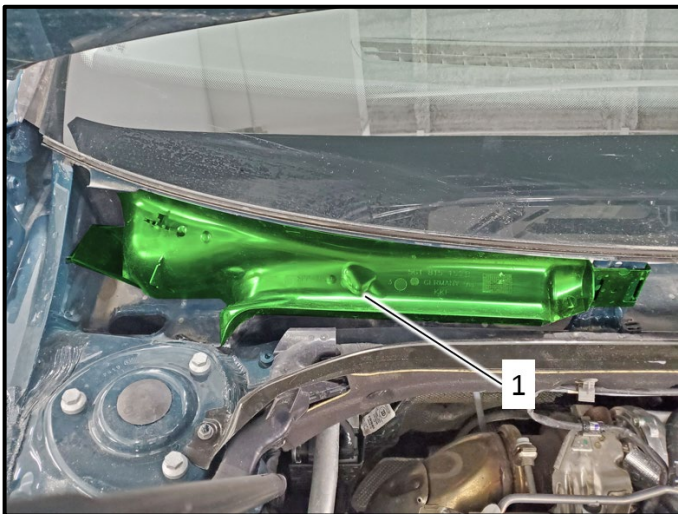
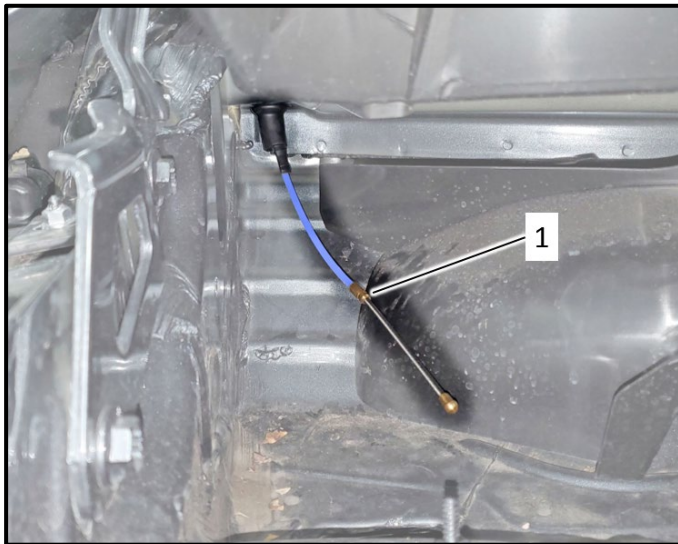
DO NOT use extra force if resistance is encountered when using the -VAS6620-. Doing so could result in damaging the sunroof drain or disengaging the sunroof drain from the sunroof. Damage to the sunroof drain or time to reattach the sunroof drains to the sunroof will not be covered under this action.

TIP

If the -VAS6620- cannot be started from the top, start the tool from the bottom (from inside the plenum chamber).

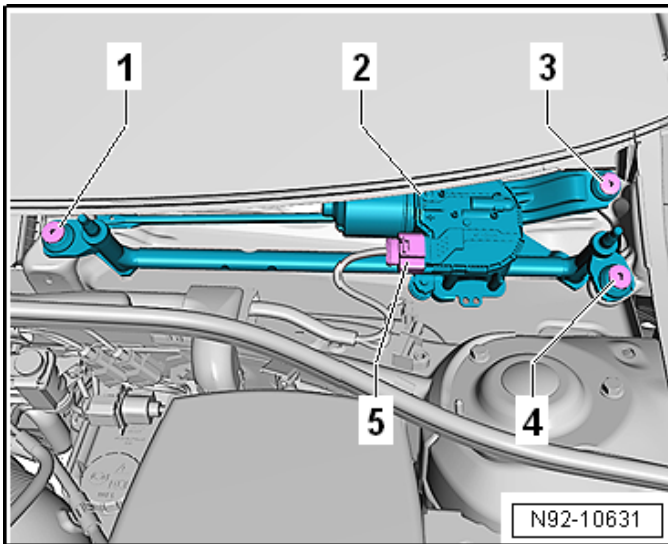
TIP

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.

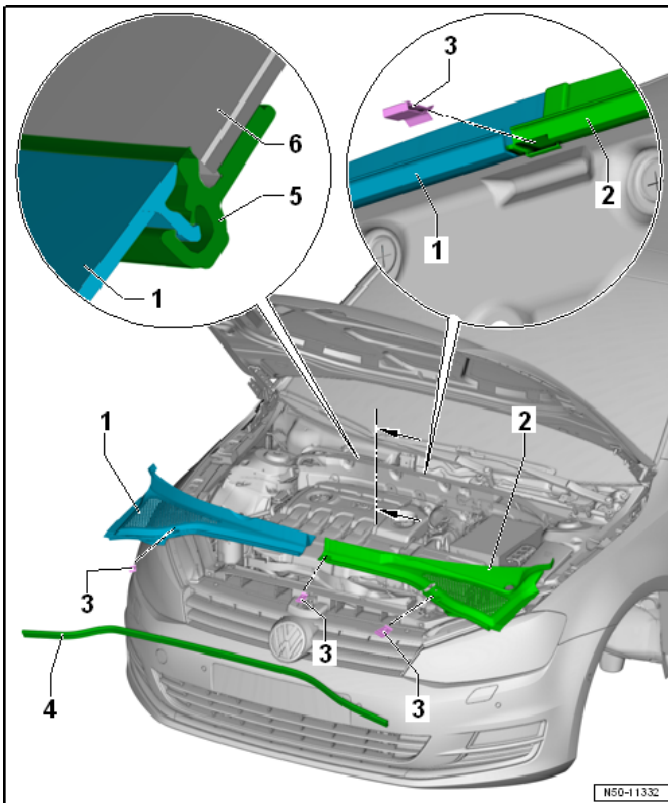


Vehicle reassembly:

- Reinstall cover <1> in the reverse order of removal.

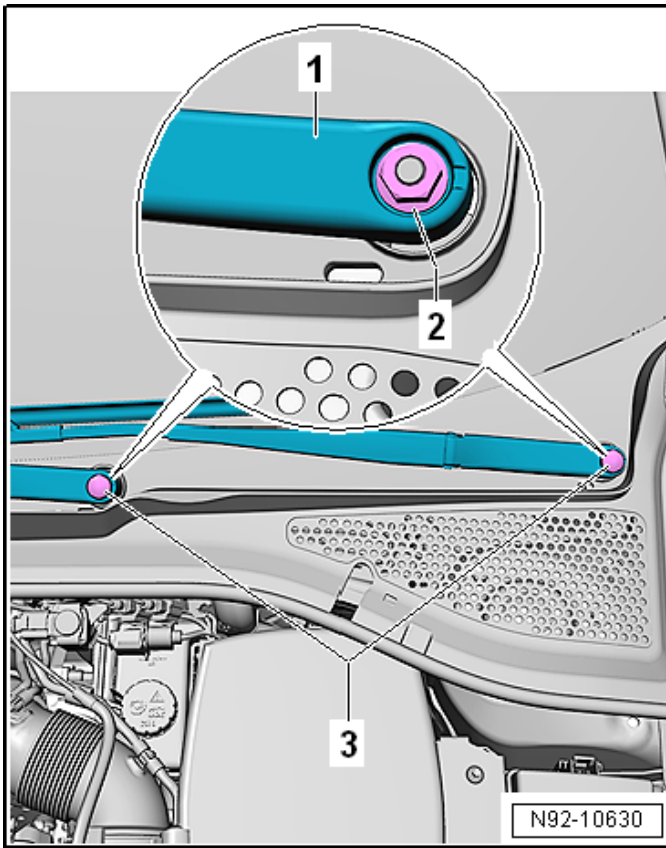


- Reinstall wiper linkage in the reverse order of removal according to the ELSA Repair Manual.



- Reinstall plenum chamber cover in the reverse order of removal according to the ELSA Repair Manual.

NOTE
Striking the plenum chamber cover into the windshield retainer may cause the windshield to crack. Damage to the windshield or plenum chamber covers will not be covered under this action.



Take wipers out of service position.

- Close the hood.
- Turn ignition on.
- Operate wipers and then turn wipers to the off position.
- Turn ignition off.

Install left and right wiper arms.

- Open the hood.
- Reference previously made marks and install wiper arms on wiper linkage studs.
- Install nuts <2> and torque to 20 Nm.
- Install caps <1>.
- Close the hood.
- Turn ignition on and verify wiper operation.

Proceed to Section D.

Section D – 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.



TIP

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

Proceed to Section E.

Section E - 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.