



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2014	All (except 2009- 2010 3.8L CGUA)	All	All	All

Condition

17 14 01 May 22, 2014 2020354 Supersedes T.B. V171301 dated March 27 2013 to insert note specific to 2013 and 2014 Carefree Maintenance program.

Engine Change Oil Indicator Message ON Prematurely (U.S. Only)

Technical Background

Based on engine operating conditions, some Routan vehicles may display the “change oil” indicator message more frequently than the every 6,000 miles (MY2009-2010), 8,000 miles (MY2011-2012) and 10,000 miles (MY2013-2014) scheduled maintenance intervals. In some instances, the “change oil” indicator may illuminate as early as 2,500 miles (MY2009-2010) or 3,500 miles (MY 2011-2014) from the vehicle in-service date or from the last oil change.

Note:

MY 2009-2010 with the 3.8L CGUA engine are not applicable. These vehicles have corrected software (Update 17D4/Y7) that prevents oil change indicator illumination before 5500 miles.

Note:

MY 2013-2014 Routan are excluded from the Carefree Maintenance program.

Production Solution

Not applicable.



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Service

Procedure

- Verify that the “change oil” indicator is illuminated.
- Perform interim oil and filter change service and reset the engine oil indicator system.
- **DO NOT** stamp the customer’s maintenance booklet for the interim oil and filter change service.

Warranty

Note:

MY 2013-2014 Routan are excluded from the Carefree Maintenance program.

The \$10.50 claim administrative fee will not be charged to the dealership for these oil and filter change services.

For additional information or questions please call or email the Volkswagen Warranty Helpline 1-866-306-8447, warranty.helpline@vw.com.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2009-2014	All (except 2009-2010 3.8L CGUA)	All	All	All
Claim Type:			1MA ¹⁾		
SAGA Coding					
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)	
0303	0055	N/A	Use applicable when indicated in ElsaPRO (L/R)	USM ²⁾	
Labor Operation ³⁾:			03030000 = 30 TU		
Diagnostic Time ⁴⁾					
GFF Time expenditure		01500000 = 00 TU max.		NO	



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Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2020354" in comment section of Warranty Claim.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only. 2) Code per warranty vendor code policy. 3) Labor Time Units (TUs) are subject to change with Elsa updates. 4) Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

Part Description	Part No:	Quantity
Oil filter	See ETKA	See ETKA
Engine Oil	See ETKA	See ETKA

No Special Tools required.

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.