

# UPDATE Technical Bulletin



November 14, 2012

## UPDATE – 24U5 Emissions Label (FED\_EMS)

### NOTE:

- Perform this UPDATE on all applicable vehicles within **FEDERAL EMISSIONS WARRANTY**.
- It is **MANDATORY** to perform UPDATES on all applicable vehicles in dealer inventory **PRIOR TO RETAIL SALE**.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

### NOTE:

**Required DMS Wording/Text: (line item, customer concern description on repair order):**

UPDATE – 24U5 Emissions Label (FED\_EMS)

Model(s)	Year	Engine Code	Trans. Code	From	To
Touareg	2011	ALL	ALL	WVG_K9BP_BD001469	WVG_K9BP_BD003452

### REVISION HISTORY

Revision	Date	Purpose
1	April 5, 2011	Original publication
2	November 14, 2012	Warranty Parameters Updated

## Condition

This update has been proactively released to replace the emissions label on the vehicle.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24U5 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.



## Technical Background

Affected vehicles have an incorrect vehicle emissions control information label installed.

## Production Solution

Correct label installed as of VIN 003453.

## Service

### NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an ElsaWeb printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

- Open hood
- Locate and clean surface of old Vehicle Emission Control Information label.



### Note:

Surface of old label must be clean, dry and free from oil residue.

- Carefully affix new label (059 010 533 HRVU) on top of old label.
- Close hood



### Tip:

**Dealers needing additional labels and labels for customer vehicles can order them through the VW Hub online compliance label ordering portal.**

**Go to the Campaign/Recall/Update tab, use part number **059 010 533 HRVU** and state that you are ordering the label for the 24U5/X7 Update.**

# UPDATE Technical Bulletin



## Warranty

<b>Claim Entry Procedure</b>	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
<b>Claim Help</b>	<b>U.S. dealers</b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry. <b>Canadian dealers</b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
<b>Required Customer Notification</b>	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

# UPDATE Technical Bulletin



## SAGA Code 24U5 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

Service No.: 24U5

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

Repair operation: 2492 23 99                      10 TU

### Outside Material:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>	<u>Amount</u>
1	059 010 533 HRVU	Emissions Label	\$7:00

***There is NO reimbursement for wash or loaner vehicle!***

**If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR if customer refused repairs.**

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date



## Required Parts and Tools

Part Description	Part No:	Quantity
Emissions Label	059 010 533 HRVU	1

## 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.

# UPDATE Technical Bulletin



---

## UPDATE FACT SHEET – UPDATE Code 24U5

Dear Volkswagen Customer,

Today we performed UPDATE code 24U5 on your vehicle. This UPDATE is to replace the emissions label on your vehicle, and was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!