

Technical Bulletin



Condition

Instructions: Perform this procedure on all applicable vehicles within the Limited New Vehicle Warranty

RVU - Radio, Checking / Replacing (OX)

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg (US only)	2007	All	All	All	



Tip:

This Technical Bulletin is in effect for 12 months from date of publication as listed above. After that date, this Technical Bulletin will expire and no longer be in effect.

Procedures must be performed **ONLY** on applicable vehicles in Dealer inventory.

Requirements

Vehicle must meet ALL of the following criteria:

- Procedure is valid only for vehicles that show the (OX) code open on the ElsaWeb Campaign / Action Information inquiry screen on the day of repair.
- Vehicle must be within the Limited New Vehicle Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Bulletin.

Technical Background

CD Not Ejecting or Radio Face Plate Buttons Peeling

Production Solution

New Radios installed.

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Service

Input VIN into Elsa and check Campaign / Action Information inquiry screen for open Code (OX).

Radio, Checking / Replacing

Tool requirements

VAS 5051 or VAS 5052 (with Base CD V.10.01 and the Brand CD V.10.70.00 or higher).

Vehicle requirements

Battery MUST have a minimum no-load charge of 12.5V (failure to maintain voltage during update process can lead to ECM failure) (it is advised to use an approved battery charger to maintain battery voltage).

VAS 5051: connected to vehicle and to 110V AC Power supply at all times during procedure.

VAS 5052: connected to vehicle with battery requirements met.

Any appliances with high electromagnetic radiation (i.e. mobile phones), switched OFF.

DTCs linked to Guided Fault Finding function tests will be lost. Therefore, always address stored DTCs for Customer concerns unrelated to the update programming procedure first.



Note:

Non - observance of the following points may lead to ECM failure! VAS 5051 or 5052 must always be connected to the approved power supply at the approved voltages. Under no circumstances should the power supply be interrupted or the diagnostic connector unplugged during the update programming procedure. Any appliances with high electromagnetic radiation (i.e. mobile phones) must be switched OFF.

- Connect the VAS 5051 or VAS 5052 to the vehicle.
- Verify the radio part number using vehicle self-diagnosis.
- Select Radio and part number will be at the right top of the screen.

If radio part number is anything other than 7L6035180H*:

- Replace radio with Part No: 7L6035180H*

* When ordering radio please identify the VIN and indicate the radio is for the (OX) update. All other direct exchange policies and procedures are still in effect.

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Warranty

Required Vehicle Update Technical Bulletin Time Requirements / Reimbursement To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the (OX) code in the ElsaWeb Campaign Action Information screen on the day of repair.

OX Data Entry Procedure Use Claim Type RC

Repair Code (Damage Code Field)	Time Units	Work Scope
OX 11	10 T.U.	Check Radio, Part No.
OX 12	30 T.U	Check and Replace Radio Part No. 7L6035180H* (Reimbursement system automatically inputs DELPHI9999)
There is <u>NO</u> Reimbursement for Vehicle Wash or Loaner Vehicle		

The system automatically enters parts and labor applicable to the above listed code.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- OX 20 Customer Refused Repairs
- OX 30 Total Loss
- OX 40 Vehicle Stolen
- OX 50 Vehicle Exported

Additional Required Vehicle Update Technical Bulletins Some of the affected vehicles may be involved in additional Required Vehicle Update Technical Bulletins. Please check your ElsaWeb Campaign Action Information screen so that any additional required work can be done simultaneously.

Required Vehicle Update Technical Bulletin Verification For verification, always check the ElsaWeb Campaign Action Information screen. The ElsaWeb Campaign Action Information system is the only binding inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

Help for Claim Input For questions regarding claim input, contact the Warranty Helpline toll-free at 1-866-306-8447. Please do not contact the Campaign Helpline regarding claim input.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Technical Bulletin.

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Required Parts and Tools

Description	Part No:	Quantity
Radio	7L6035180H*	1

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No Special Tools required.

Additional Information

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