



**Important!**

Please give copies to all  
your VW Technicians

# Technical Bulletin

Subject: **Rear Hatch Glass, Open Warning Displayed In  
Multi-Function Display (BC)**

Group: **55**

Number: **04-01**

Model(s): **Touareg**

2004 ► VIN 4D009400 Date: **June 7, 2004**

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

**ATTENTION!**

This Technical Bulletin is in effect for 15 months from date of publication as listed above. After that date, this Technical Bulletin will expire and no longer be in effect.

## Condition

Instrument cluster multi-function display may flash a "Rear Hatch Glass Open" warning.

This warning may be continuous or intermittently displayed.

## Production

Revised rear hatch glass latch assembly as of VIN: 4D009400.

## Service

**CAUTION!**

*Part numbers listed in this bulletin are for reference only. Always check with your Parts Dept. for the latest parts information.*

## Requirements:

Vehicle must meet ALL of the following criteria.

- 1 - Procedure is valid only for vehicles that show the BC code in the OTIS View Campaign inquiry screen on the day of repair (see Page 3).



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- 2 - Vehicle must be within the Limited New Vehicle Warranty.
- 3 - Procedure must be performed within the allotted time frame stated in this Technical Bulletin.

### Note:

*Procedure must also be performed on applicable vehicles in Dealer inventory.*

### Procedure:

On all vehicles built prior to VIN: 4D009400:

- Open rear window.
- Remove rear wiper motor trim cover.
- ◀ - Check Part No. -white arrow- on side of rear hatch glass latch -A-.

If rear hatch glass latch Part No. is 7L0 827 506D:

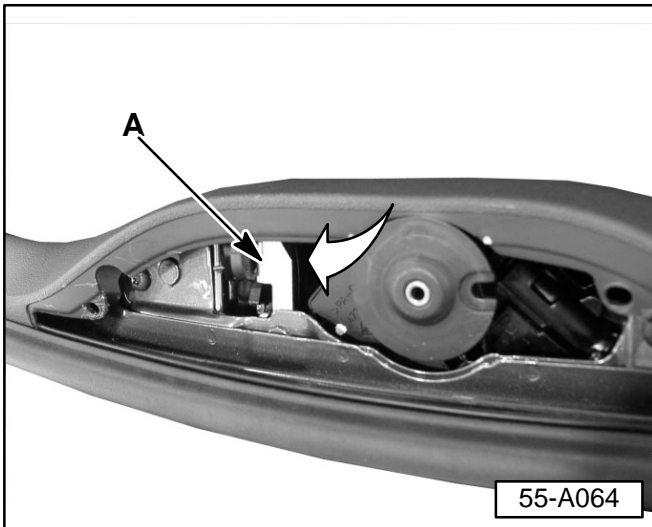
- No Service Action Required. Do Not complete this Technical Bulletin.

If rear hatch glass latch Part No. is 7L0 827 506C:

- Replace rear hatch glass latch. See Repair Manual, *Repair Group 55, Hinged Window Lock, Removing and Installing.*

### Ordering Parts

- ◆ Order Part No. **7L6 827 501A** to receive correct part.





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## 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 BC code in the OTIS View Campaign inquiry screen on the day of repair.

### BC Data Entry Procedure Use Claim Type RC

Repair Code (Damage Code Field)	Time Units	Work Scope
BC 11	20 T.U.	Inspect rear hatch glass latch part number
BC 12	80 T.U.	Replace rear hatch glass latch
<b>There is <u>NO</u> Reimbursement for Vehicle Wash or Loaner Vehicle</b>		

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:

- BC 20 Customer Refused Repairs
- BC 30 Total Loss
- BC 40 Vehicle Stolen
- BC 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 OTIS View Campaign inquiry screen so that any additional required work can be done simultaneously.

## Required Vehicle Update Technical Bulletin Verification

For verification, **always** check the OTIS View Campaign inquiry screen. The OTIS 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 your appropriate Warranty Claim Adjuster.**

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.**