



Important!

Please give copies to all your VW Technicians

Technical Bulletin

Subject: Starter, Does Not Crank, Engine Does Not Start; Key Cannot be Removed from Ignition Switch

Group: 27

Number: 05-01

Model(s): Touareg

2004, 2005 ► (see VIN below)

Date: Jan. 20, 2005

Supersedes T.B. Group 27 No: 04-02 dated Nov. 19, 2004 due to Warranty information update

Condition

Vehicle will not crank, does not start, battery has low power condition. Key cannot be removed from ignition switch.

May be caused by low battery voltage due to poor contact at the battery chassis Ground (GND) strap as a result of black silicone like substance (sealant) on the Ground (GND) terminal and Battery Ground (GND) strap.

Production

Beginning with VIN: 7L_5D017391, a protective cap is installed to prevent sealant from reaching stud during the sealing process.

Service

Verify correct DIN values as per Technical Bulletin Group 27 No. 04-01.

Required tools:

- Midtronics MCR340V Tester & INC-940 Battery charger
- VAG 1331 Torque Wrench
- Brass wire brush

Procedure:

- Move driver seat to most rearward and highest position.
- Remove carpeted cover trim to access Ground (GND) stud.
- ◀ - Remove nut (arrow) for battery Ground (GND) strap from chassis Ground (GND) stud.



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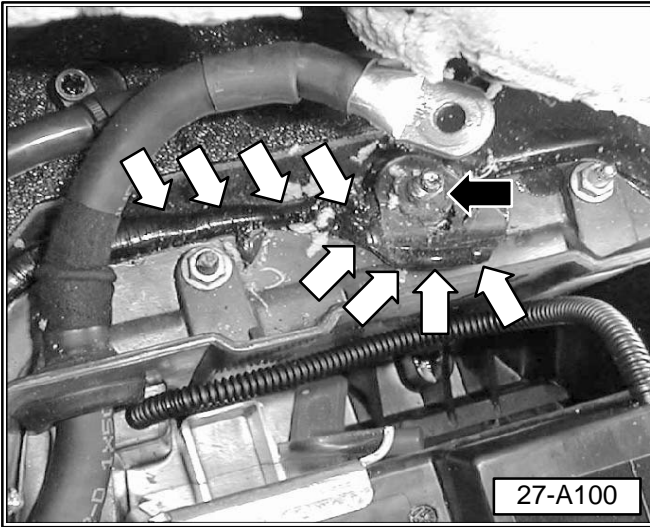
1 of 3



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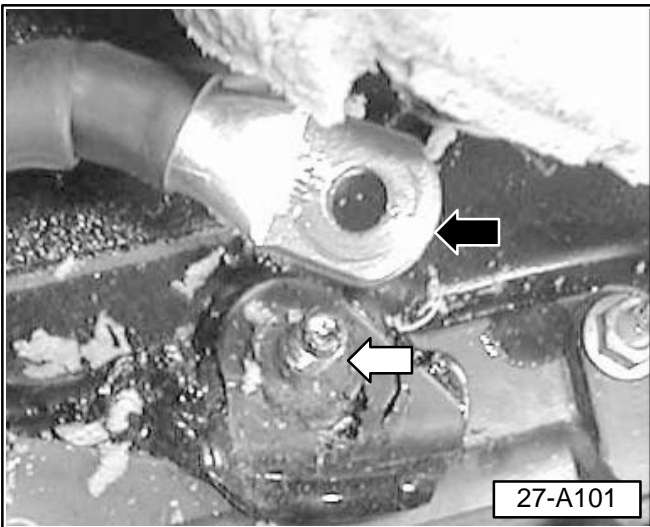
Technical Bulletin



- Inspect chassis Ground (GND) stud and strap for black silicone substance.

i Tip:

◀ The black silicone substance used to seal the battery box -white arrows- may have been over applied and reached the Ground (GND) stud -black arrow-.



If silicone substance is not found:

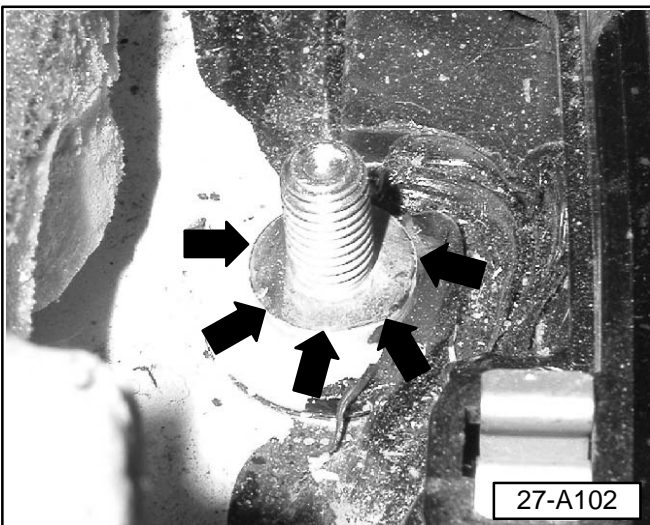
- ◆ Battery Ground (GND) stud threads and bottom shoulder -white arrow- should be clean and bright.

- **Do Not** complete this Technical Bulletin. Diagnose reason for low battery voltage.

◀ If silicone substance is found:

- ◆ Battery Ground stud threads or bottom shoulder -white arrow- are not clean and bright.

- Clean chassis ground stud and underside of Ground (GND) strap -black arrow- using a brass wire brush.



◀ ◆ Entire Ground (GND) stud including stud shoulder -arrows- should be clean and bright.

- Attach battery Ground (GND) strap to stud using nut (previously removed).

Nut Torque = 20 Nm ± 2 Nm

- Install carpeted cover trim.
- Return driver seat to original position.
- Test battery and charging system using the Midtronics Tester.



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- Charge Battery as necessary using the INC-940 charger as outlined in Technical Bulletin Group 27 No. 04-01.
- Check for DTCs.
- Clear all DTCs.

**Tip:**

- ◆ *Steering angle sensor will temporarily lose calibration (light will illuminate) and must relearn its position.*
- ◆ *Air suspension will temporarily lose communication with the steering wheel angle sensor (light will illuminate).*
- Perform basic setting in “Guided fault finding” using VAS 5051.

When procedure applies to vehicles within the New Vehicle Limited Warranty, use the following:	
Claim Type:	W2
Part Identifier:	9785
Labor Operation:	97852900 30TU