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|--|-------------------------------|----------------|------------------------|
|  | <h1>TSB-Local</h1> | Model | Carens/Rondo [UN](all) |
| | | Group | Fuel System(14) |
| | | TSB No. | KCE11-14-P070-UN;C21VA |
| Subject Preventive Service Against Corrosion of Rear Cross Member | Published | 11/28/2011 | |
| | TSB Type | Service Action | |
| | Area & Distributor | U.K (C21VA) | |

1. Description

This bulletin is issued to provide the service procedure for applying cavity wax to the rear cross member.

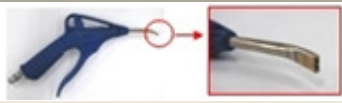
2. Applicable Vehicles

- **Model:** Carens (UN)
- **Applicable vehicle production date range :** From June 19, 2006 to Oct. 14, 2010
- **Applicable VIN range :** See attached VIN list
- **Area:** U.K, Europe.

NOTE: Some vehicles affected by this campaign may also require additional Service Actions. These should be carried out whilst the vehicle is on site.

3. Parts Information

Tools required

| NAME | NUMBER | FIGURE | REMARK |
|------------------|------------|--|---|
| Air gun | 311WX1D005 |  | Locally source correct airline coupling if required |
| Drill bit (5 mm) | - | | Dealer Workshop equipment |

Parts required

| NAME | PART NUMBER | FIGURE | Quantity per car |
|---------------------------------|--------------|--|--|
| Tape KIT (LH, CTR, RH) | 311WX1D00TQK |  | 1 EA |
| Main muffler gasket | 287642802QK | | 1 EA |
| Cavity wax (500 ml) | 311WX1D001QK |  | 3 EA |
| Undercoat (Black colour wax) | WS0920892071 |  | Note, one tin per 5 vehicles (Approx) |

NOTE: An initial quantity of parts to complete 2 vehicles will be automatically issued via Mobis during January 2012.

4. Operation Code and Time

Campaign Claims and Operation Codes

To recover all of the associated costs for completing this campaign, three separate campaign claims must be submitted. The image below shows the three campaigns that must be completed.

| Campaign List | | | | |
|---------------|-------------|----------------|---|-------------------------|
| Status | Campaign No | Tech. Bulletin | Campaign Description | Due Date |
| Open | 110088 | | PREVENTIVE SERVICE AGAINST CORROSION OF REAR CROSS MEMBER | 23/11/2011 ~ 22/05/2014 |
| Open | 110130 | | UN Incentive (for Customer) | 23/11/2011 ~ 22/05/2014 |
| Open | 110131 | | UN Incentive (for Dealer) | 23/11/2011 ~ 22/05/2014 |

Campaign 110088 - Preventative service against corrosion of the rear cross member.

There are two operations available for this campaign.

| OP Code | Description | Sublet Value | Hours |
|----------|--|--------------|-------|
| 110088R0 | Preventative service action against corrosion of rear cross member (without air gun) | £2.00 | 1.5hr |

| | | | |
|----------|---|-------|-------|
| 110088R1 | Preventative service action against corrosion of rear cross member (with air gun) one time only submission. | £2.00 | 1.5hr |
|----------|---|-------|-------|

OP 110088R1 can only be used ONCE on the first claim submitted for this campaign as it covers the cost of the tool (air gun) required to complete the repair, the tool is then reused on all subsequent campaigns.

A sublet value of £2.00 must be entered on **EVERY** claim to cover the cost of the black underseal spray (approx 5 repairs per can, part no. WS0920892071)

Campaign 110130 - UN Incentive (For Customer)

This campaign must be completed to recover the cost of the Winter Travel Kit that has been offered to each customer as an incentive to visit the dealer and the valet cost for every retail campaign vehicle.

| OP Code | Description | Sublet Value | Hours |
|----------|--|--------------|-------|
| 110130R0 | Sublet cost to cover the Winter Travel Kit and Valet | £70.00 | 0 |

Campaign 110131 - UN Incentive (For Dealer)

This campaign must be completed to recover the 0.5hr required to complete the Vehicle Health Check offered to the customer as an incentive to visit the dealer.

| OP Code | Description | Sublet Value | Hours |
|----------|--|--------------|-------|
| 110131R0 | Additional 0.5hr to cover the cost of the Vehicle Health Check | 0 | 0.5hr |

All of these campaign claims must be submitted via GWMS immediately after the repair is completed.

NOTE: The associated costs for the valet, Health Check and Winter Travel Kits can only be claimed for customer vehicles. Dealer owned units are not eligible for this additional incentive.

5. Service Procedure

Note

- 1) For further information refer to the applicable Workshop Manual.
- 2) Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

Read ALL of the instructions below carefully and ensure that they are fully understood before starting the repair.

Warning

- 1) Protect yourself by wearing goggles, respirator and gloves.
- 2) Ensure proper ventilation of your working area.

Caution

- 1) This procedure should not be carried out at an ambient temperature below zero degrees
- 2) To ensure correct adhesion of the wax, the areas being treated **MUST** be completely dry. If the vehicle is presented for repair and moisture is evident in the Cross member then this should be removed using an air gun as detailed under the 'Preparation' section of this TSB.

Preparation

1. Remove the spare tyre assembly.
2. Lift up the vehicle.
3. Remove the rear exhaust section (A).

Caution

If the rear exhaust section fixing nuts are heavily corroded, lubrication and / or heat may be required to aid removing them. DO NOT BREAK OFF THE EXHAUST FIXING NUTS

When reinstalling the rear exhaust section use the new gasket.



4. Remove the fuel tank heat protector (B).

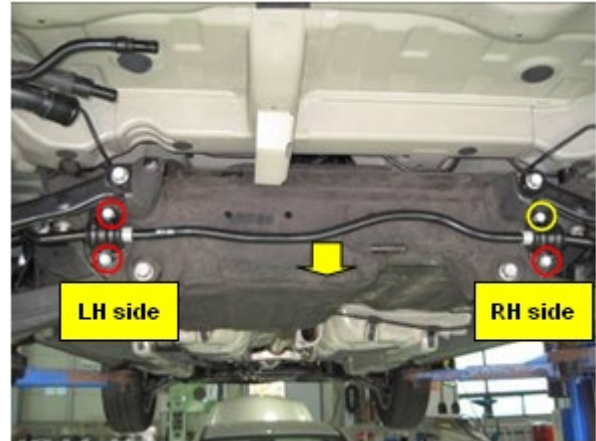


Caution

When reinstalling the heat shield make sure the pipe is re-secured correctly



5. Remove the four rear stabilizer bar mounting bolts and then let the rear stabilizer bar hang down.

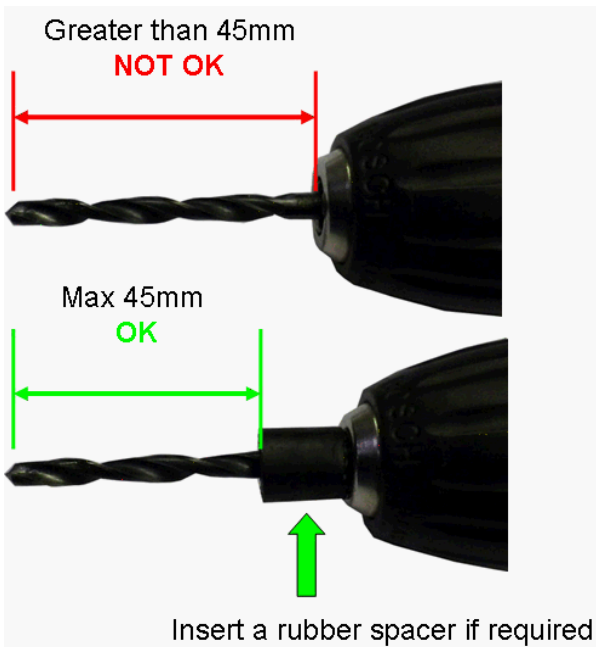


6. Using a 5mm drill bit drill a hole in the rear cross member through the stabilizer bar mounting upper hole on the right side.



Caution

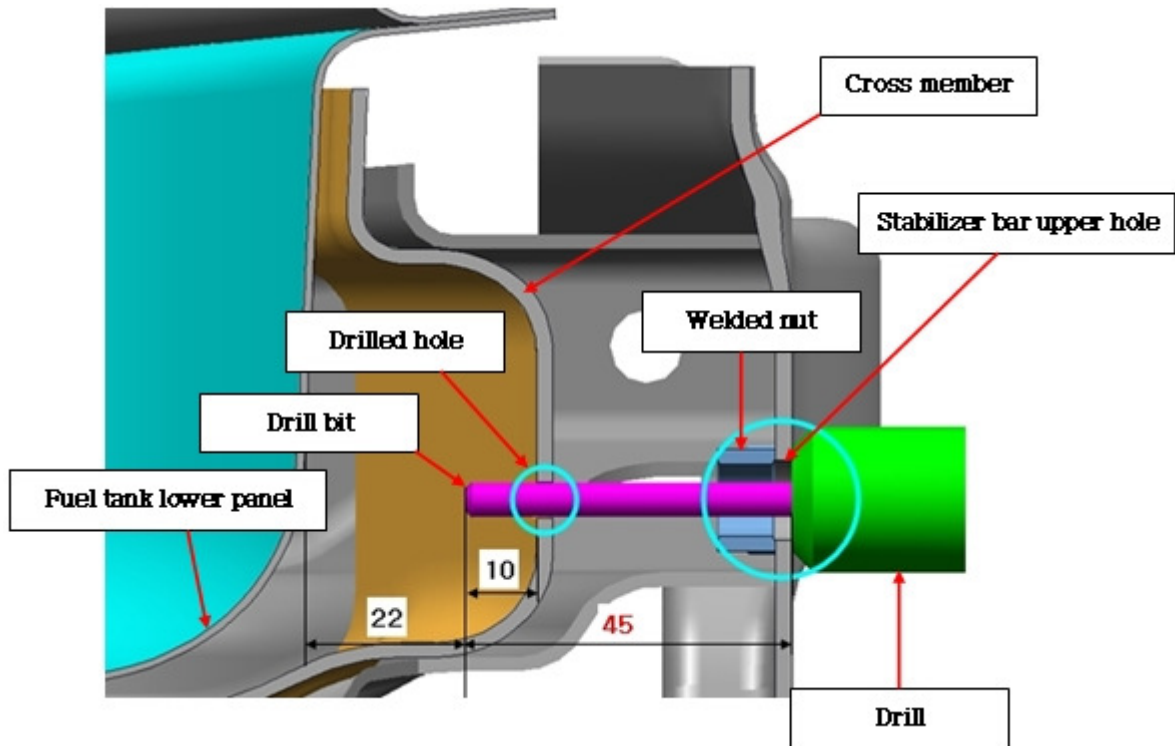
Adjust the length of the exposed drill bit to be about 45mm. If over 45mm, it can cause the fuel tank to be damaged which would NOT be covered under warranty.



Insert the 5mm drill bit in through the stabilizer bar mounting right upper hole, then when it reaches the rear cross member behind the hole, drill a hole. See image below

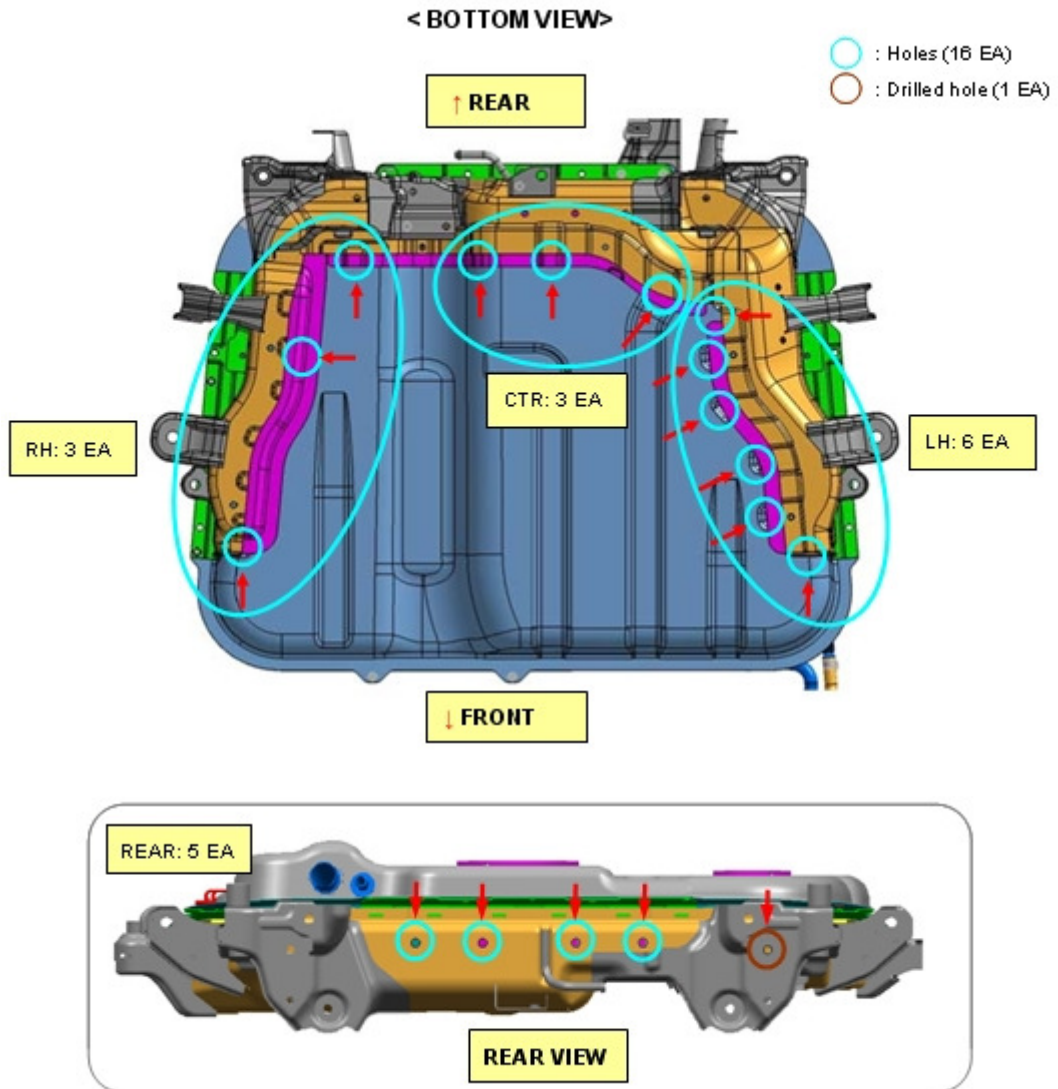
Caution

While drilling a hole, be careful not to damage the stabilizer bar mounting bolt threads on the welded nut.



7. Remove any foreign materials / water in the space between the rear cross member and the fuel tank through the rear cross member drain holes and the newly drilled hole as per image below.

- Location of drain holes and drilled hole



Using the air gun (C) supplied blow out any foreign materials and remaining water through the drain holes and the newly drilled hole. Using all drain holes and drilled hole apply compressed air for a min of 20 seconds at each hole.

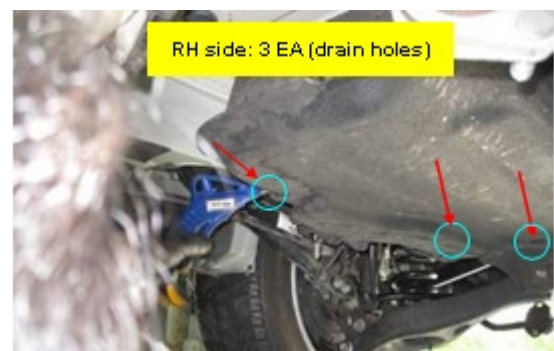
NOTE

The front part of the cross member is coated with PVC on vehicles produced from July 2 2009 .

It may be necessary to un-block any drain holes covered with PVC coating

CAUTION

- 1. Turning the air gun nozzle in all directions, apply shop air into the holes to completely remove foreign materials.**
- 2. If water flows from any of the holes while you are working, make sure to completely eliminate the remaining water in the cross member by using the air gun.**
- 3. DO NOT conduct this repair at temperatures below zero.**





CAVITY WAX APPLICATION

8. Before spraying the cavity wax, block the drain holes using the tape supplied, see images below (These are the same holes used to blow out foreign materials in the former procedure)
This is to avoid wax from flowing down through the holes while spraying in the cavity wax.

Note

It is not necessary to block the drain holes and drilled hole on the rear side of the sub frame.

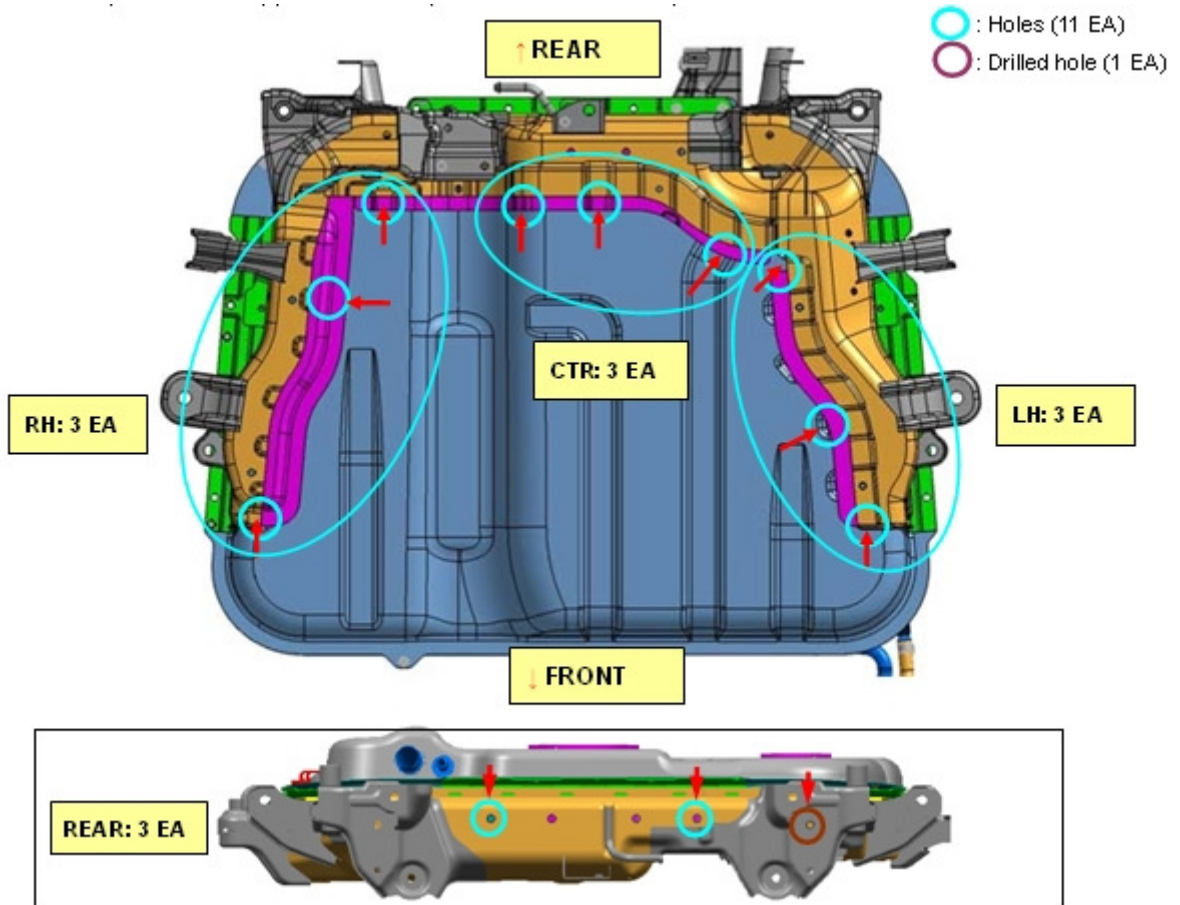


To highlight the procedure green colour tape has been used instead of the transparent one supplied in the kit.

9. As some cavity wax will leak out of the subframe take precaution to protect the workshop floor.

10. Spray cavity wax through the holes indicated in the image below.

All 3 cavity wax cans supplied in the kit will be required to be used.



Caution

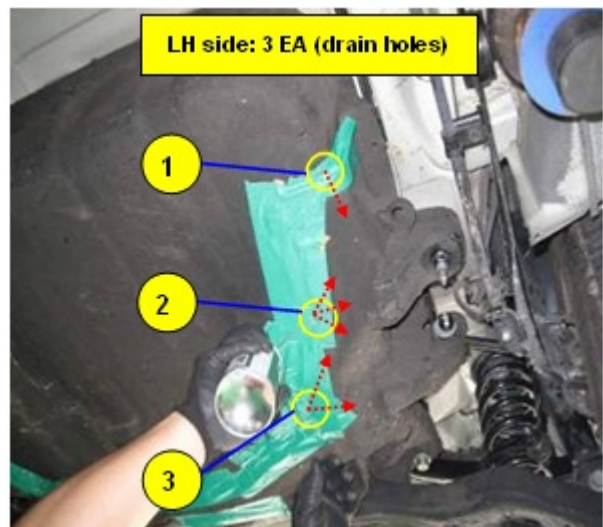
Be sure to use one bottle of cavity wax per four holes.

Shake the cavity wax can for over 20 seconds and then spray wax through the 3 holes on the LH side in the order as mentioned in the table below.

Note: 25% of the can should be used on each hole

Spraying quantity (LH side)

| Order (Hole) | Spraying quantity |
|--------------|-------------------|
| 1 | Appx. 1 min. |
| 2 | Appx. 1 min. |
| 3 | Appx. 1 min. |



Caution

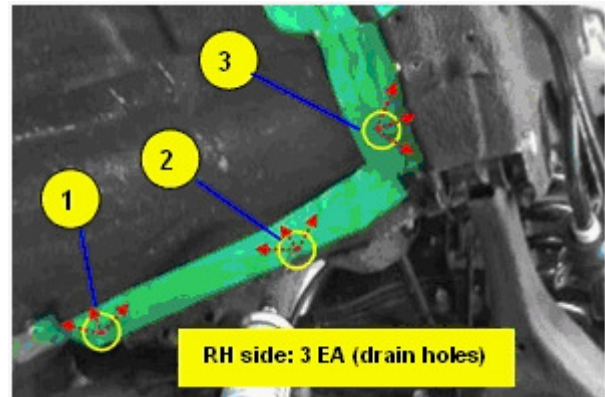
To evenly apply cavity wax, turn the

nozzle in all directions while spraying.

Spraying quantity (RH side)

Note: 25% of the can should be used on each hole

| Order (Hole) | Spraying quantity |
|--------------|-------------------|
| 1 | Appx. 1 min. |
| 2 | Appx. 1 min. |
| 3 | Appx. 1 min. |



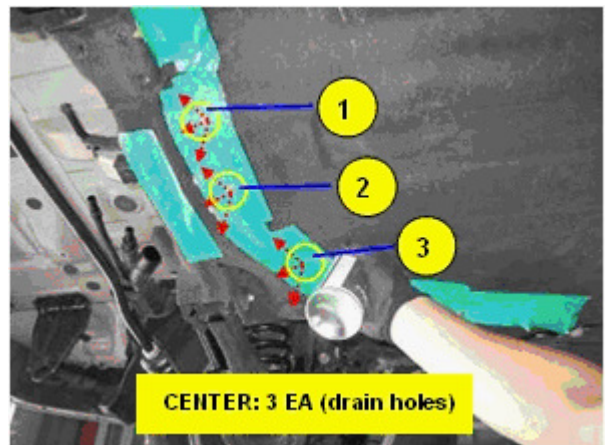
Caution

To evenly apply cavity wax, turn the nozzle in all directions while spraying.

Spraying quantity (CENTER)

Note: 25% of the can should be used on each hole

| Order (Hole) | Spraying quantity |
|--------------|-------------------|
| 1 | Appx. 1 min. |
| 2 | Appx. 1 min. |
| 3 | Appx. 1 min. |



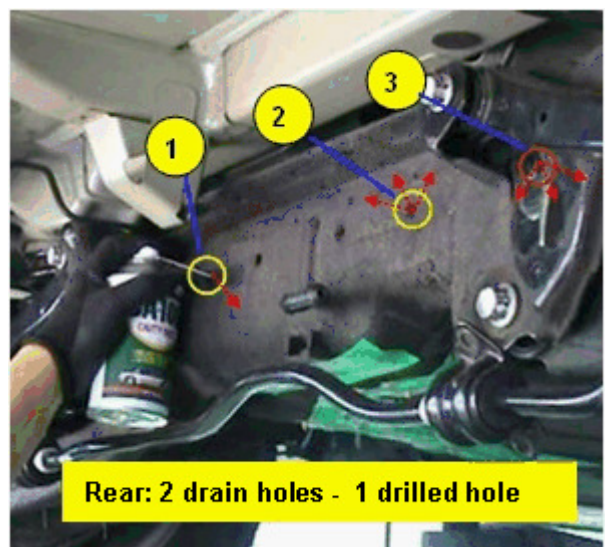
Caution

To evenly apply cavity wax, turn the nozzle in all directions while spraying.

Spraying quantity (REAR)

Note: 25% of the can should be used on each hole

| Order (Hole) | Spraying quantity |
|--------------|-------------------|
| 1 | Appx. 1 min. |
| 2 | Appx. 1 min. |
| 3 | Appx. 1 min. |



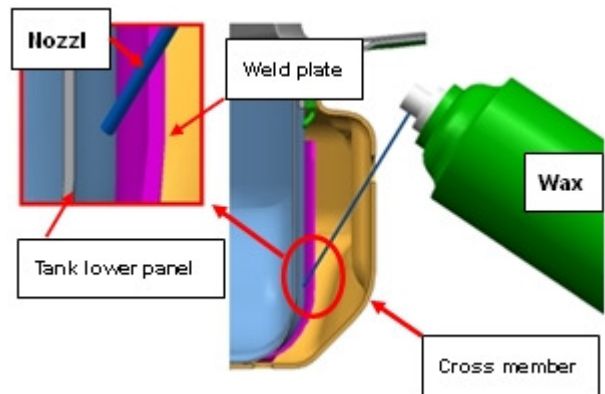
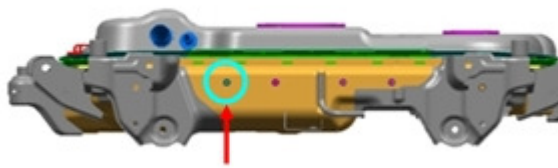
Caution

To evenly apply cavity wax, turn the nozzle in all directions while spraying.

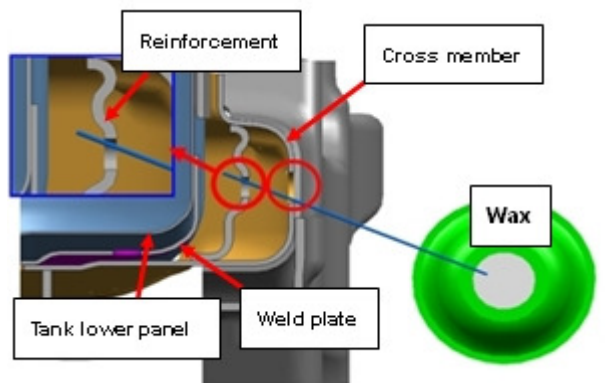
When spraying wax into the holes in the rear

section, follow the directions below to ensure correct cavity wax application.

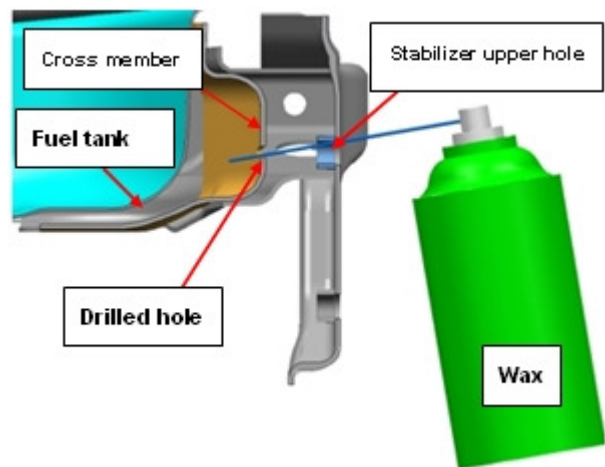
1)



2)



3)



11. After completion of the cavity wax application leave the tape in place for 10 minutes then detach it from the fuel tank.



12. Some cavity wax will now drain from the holes, this may continue for up to 20 minutes.

Once the cavity wax has stopped draining then carry on with step 13



13. Spray black undercoating around the drain holes in the bottom of the fuel tank.

Undercoating (Black colour wax)



14. Reinstall all removed parts in reverse order of removal.

For correct torque settings refer to workshop manual.

