



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI (A6)	2009 - 2014	All	All	All	All
Golf/GTI (A7)	2015-2017	All	All	All	All
Golf R	2015-2017	All	All	All	All
Jetta (A6)	2011 – 2017	All	All	All	All
Passat NMS	2012 – 2017	All	All	All	All
Tiguan	2010 – 2017	All	All	All	All

Condition

57 17 01 February 8, 2017 2042955 Supersedes Technical Bulletin V571601 dated January 22, 2016 to include model year 2016 and 2017 applicability.

Front Door(s) May Be Difficult to Close at Temperatures Below Freezing

Customer may state:

Front door lock will not unlock or lock, or the door is difficult to close during low ambient temperatures (freezing conditions, usually below 32°F /0°C)

Workshop findings:

The customer concern can be reproduced under similar conditions.



Note:

There is a worksheet attachment to this Technical Service Bulletin. The worksheet must be completed and filed with the repair order for all cases that the door lock is replaced under the New Vehicle Limited Warranty (NVLW). In the case of a warranty part return, a printed copy of the completed document must accompany the part. If the worksheet is not completed and submitted as required the claim will be subjected to labor cost adjustments.

Technical Background

Component-related deviation on the front door lock(s).



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Production Solution

Final production counter measure pending.

Service

Procedure:

Replace the affected door lock & cap and seal the cap to the lock with Butyl sealing cord.

- Remove the affected door lock and cap. See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.
- Replace the door lock and the cap with new parts (See ETKA for the latest parts information).
- Assemble the new door lock and the new cap (Figure 1). See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.



Figure 1) door lock and cap assembled



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- Using shop rags or suitable material, protect the lower section of the door against damage as shown in Figure 2.



Figure 2) example of protected lower door area

- Cut off a piece of Butyl sealing cord (part number AKL-450-005-05) to a length of about 160 mm (6 inches).



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- Carefully route the butyl sealing cord, starting from position 1 (Figure 3, red arrow), along the cap (Figure 4, position 1 to 5) and press it down firmly.



Figure 3) starting position for routing Butyl sealing cord



Figure 4) area where Butyl sealing cord has to be routed



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Tip:

On the driver door lock the Butyl sealing cord must be pressed down in the area of the follower with a suitable tool, for example a wedge (Figure 5, red arrow).



Figure 5: pressing down Butyl sealing cord with suitable tool



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- Press down again on the Butyl sealing cord (spread the Butyl) to ensure proper sealing between the cap and the door lock (Figure 6).



Figure 6 (example: butyl sealing cord pressed down/spread out by hand)

- Complete the installation of the door lock to the door. See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
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Golf/GTI	2009 - 2014	All	All	All	All
Golf/GTI	2015-2017	All	All	All	All
Golf R	2015-2017	All	All	All	All
Jetta	2011 – 2017	All	All	All	All
Passat	2012 – 2017	All	All	All	All
Tiguan	2010 – 2017	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5717	0010	--		Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer	Golf/GTI, Golf R, Jetta, Passat, Tiguan		YRE ²⁾ OR ZCX ²⁾		
(refer to original part for applicable vendor code)					
Jetta, Passat					
Labor Operation ³⁾ : Replace Front door lock			57175550 = 10 TU		
Labor Operation ³⁾ : Remove and Install Front door lock			57171950 = 30 TU		
Labor Operation ³⁾ : Remove and Install Front door trim panel			70591900 = 40 TU		



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Labor Operation ³⁾ : <u>Includes</u>	57173499 = 20 TU
<ul style="list-style-type: none"> • Attach Butyl sealing cord to door lock and cap. • Complete worksheet. 	
2009-2014 Golf/GTI	
Labor Operation ³⁾ : Replace Front door lock	57175550 = 10 TU
Labor Operation ³⁾ : Remove and Install Front door lock	57171950 = 20 TU (4-door) OR 57171960 = 20 TU (2-door)
Labor Operation ³⁾ : Remove and Install Door Carrier Assemble (4 door only)	57301950 = 40 TU (Expanding rivet) OR 57301960 = 70 TU (Pop rivet)
Labor Operation ³⁾ : Remove and Install Front Door Trim Panel	70591900 = 40 TU
Labor Operation ³⁾ : <u>Includes</u>	57173499 = 20 TU
<ul style="list-style-type: none"> • Attach Butyl sealing cord to door lock and cap. • Complete worksheet. 	
2015-2017 Golf/GTI,Golf R	
Labor Operation ³⁾ : Replace Front door lock	57175550 = 10 TU
Labor Operation ³⁾ : Remove and Install Front door lock	57171950 = 20 TU
Labor Operation ³⁾ : Remove and Install Front door trim panel	70591900 = 40 TU
Labor Operation ³⁾ : <u>Includes</u>	57173499 = 20 TU
<ul style="list-style-type: none"> • Attach Butyl sealing cord to door lock and cap. • Complete worksheet. 	
Tiguan	
Labor Operation ³⁾ : Replace Front door lock	57175550 = 10 TU
Labor Operation ³⁾ : Remove and Install Front door lock	57171950 = 10 TU



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Labor Operation ³⁾ : Remove and Install Door Assembly Carrier		57301950 = 70 TU
Labor Operation ³⁾ : Remove and Install Front door trim panel		70591900 = 40 TU
Labor Operation ³⁾ : <u>Includes</u>		57173499 = 20 TU
<ul style="list-style-type: none"> • Attach Butyl sealing cord to door lock and cap. • Complete worksheet. 		
Causal Part: Front Door Lock		5K1 837 01*
Outside Material: Description	Part No: AKL 450 005 05	\$0.55/ Repair
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2042955" in comment section of Warranty Claim.		
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policy Procedures Manual.		



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Required Parts and Tools

Part Description	Part No:	Quantity
Front Door Lock (Left/ Right)	5K1-837-015* Or 5K1-837-016*	1
Front Door Lock (Left/ Right)	5N1-837-015* Or 5N1-837-016*	1
Front Door Cap (Left/Right)	5K0-837-349* Or 5K0-837-350*	1
Butyl Sealing Cord	AKL 450 005 05	160 mm (6 inches)

No Special Tools required.

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2042955/3	2/8/17	V571701	Include MY2016-2017 applicability.
2042955/1	1/22/16	V571601	Original publication.

Door Lock Worksheet

The completed document must be filed with the repair order and a copy sent with the warranty part if returned to VWGoA

VEHICLE INFORMATION

Model	VIN	Model Year
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Service Representative Section 1	Customer Concern	Important: In some cases it is possible to choose more than one option.			
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 2px;">Applicable</td> <td style="width: 33%; padding: 2px;">Not applicable</td> <td style="width: 33%; padding: 2px;">No information available</td> </tr> </table>	Applicable	Not applicable	No information available
Applicable	Not applicable	No information available			

1	Failure - description CUSTOMER	The outer door handle does not open the door			
	The door is not able to be closed AFTER the vehicle was opened from the OUTSIDE				
	The door is not able to be closed AFTER the vehicle was opened from the INSIDE				
	The door doesn't lock or unlock with the key remote or with the key in the driver's door lock cylinder				
	Door AJAR indicator on/ interior lights stay on with all doors closed				
	No locking confirmation when the vehicle is locked with the remote				
	Door locks keep actuating while driving.				
	Other failure(s) described by the customer.				

Affected door	Front Left Door			
	Front Right Door			
	Rear Left Door			
	Rear Right Door			

Climate, weather or other conditions at the time of the failure	Ambient Temperature when failure occur (in °C/°F). If temperature is unknow provide one of the following descriptions: Extremely Cold / Cold / Warm / Hot / Extremely Hot	Text Field		
	Rain			
	Snowfall			
	Cold (no precipitation)			
	Hot (vehicle parked in direct sunlight)			
	After the vehicle was washed or went through the carwash			

Handover to Technician with Repair Order

Service Technician Sections 2 - 5	Workshop Findings The function test must be carried out under the same conditions when the customer complaint is present (May require testing outside the workshop or at temperatures under 0°C / 32°F).	Applicable Not Applicable Occurs Intermittently
2 Outside door handle	The outer door handle does not open the door	
	The door handle cannot be pulled / no movement of the door handle possible	
	The door handle can be pulled, but with a lot of effort/force (hard to open).	
	The door handle can be pulled to the fully open / end position.	
	a) Door handle returns to the start position	
	b) Door handle does not return completely to the start position / remains in the open position c) Reduced operating force * reference operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference)	
3 Inside door handle	Door can not be opened from the inside door handle	
	ONLY applicable for rear doors: In the case that the door does not open from the inside, was the "child protection lock" activated?	
	Door handle can not be pulled / no movement of the door handle is possible	
	The door handle can be pulled, but with a lot of effort/force.	
	The operating force remains the same after the second attempt	
	* referenc operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference) the operating force is reduced after the second attempt * referenc operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference)	
4 Door handle outside	After successfully opening the door using the inner door handle, the door CANNOT be opened using the outer door handle.	
5 Check the rotary latch	Open the door and manually close the rotary latch. The switch cam (white or black) is visible in the upper area when the rotary latch is in the closed position (See photos). The switch cam should follow the rotary latch function. <div style="display: flex; justify-content: space-around; align-items: center;">   </div> Did the switch cam follow the rotary latch? Applicable or Not Applicable? Important for the completion of the check: Before the door is closed, the rotary latch must be released by using the outer or inner door handle. Otherwise it will be damaged!!!	

Service Technician Sections 6 - 7		Repair		Applicable	Not Applicable	Other
6	BEFORE Repair	<p>Customer complaint could not be duplicated inside the workshop (After the vehicle is brought to the ambient temperature of the workshop). Meaning the complaint only occurs outside when it is cold/hot, not when the vehicle is brought into the warm workshop.</p> <p>If other is selected, please explain:</p>				
7	AFTER Repair	Was the plastic cover/cap (5K0 837 349 B/ 350 B) installed on the door lock.				
		Position of the cover/cap?	Installed, ok			
			Installed, not ok (poor fitment_loose_etc.) Please take picture and submit with the worksheet			
Bowden cable (inner and outer)	Defective/visible damage present. If visible damage present, take picture(s) and submit with worksheet.					

If a Volkswagen Technical Assistance (VTA) case was created for the repair, attach a copy of the completed document to the VTA ticket.