



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Wagon	1998 – 2010	All	All	All	All

## Condition

55 16 11 June 9, 2016 2038993 Supersedes Technical Bulletin V551601 dated January 19, 2016 to update Claim Processing statement.

### Corrosion on Rear Lid at Rear Window Area



Figure 1



#### Note:

To determine if this procedure is covered under Warranty, always refer to the *Warranty Policies and Procedures Manual*.

Documentation required per *Warranty Policies and Procedures Manual*.

For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

## Technical Background

When the rear window heater is switched ON, power is transmitted to the outer sealing lip of the rear window. In some places the window sealer makes contact with the bus bar of the rear window heater.



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## Production Solution

Not applicable.

## Service

**1a. Repair rear lid and replace rear window** Only perform this operation if the total repair cost is 80% or less of the total replacement cost.

Or

**1b. replace rear lid and replace rear window**



**Note:**

If the rear lid is rusted through, do not repair, replace with a new part.

Install a new rear glass in every case, since the complete removal of the sealer from the bus bar cannot be guaranteed. Use sealer part number DH 009 100 03 or DA 004 600 A2 - for sealing the window.

To avoid repeat cases make sure that no sealer gets on the bus bar of the rear window. Cover the bus bar with masking tape during installation and remove the tape after sealing.

**1a. Repair the rear lid, replace rear window:**

- Remove the rear window according to the repair manual. See repair group 64 in Elsa
- Remove the corrosion on the outer rear lid with the pneumatic brush grinder.



**Note:**

If through-corrosion (perforation) is not present, rear lid replacement will only be accepted if it qualifies per the *Reimbursement Policy* section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “80% rule”).

- Apply a VOC compliant epoxy primer as an anti-corrosion treatment and primer (locally sourced).
- Re-paint the rear lid according to Volkswagen guidelines.
- Install the new rear window glass according to the repair manual. See repair group 64 in Elsa.



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## 1b. Rear lid and rear window replacement:

- Remove all necessary parts / trim pieces of the original rear lid. See Repair Group 70 and Repair Group 55 in Elsa.
- Paint the new rear lid according to the Volkswagen guidelines.
- Remove the original rear lid. See Repair Group 55 in Elsa.
- Install the new rear lid. See Repair Group 55 in Elsa.
- Install the new rear window glass according to the repair manual. See repair group 64 in Elsa.
- Install all remaining parts / trim pieces previously removed. See Repair Group 70 and Repair Group 55 in Elsa.
- Adjust the rear lid fit according to the repair manual. See Repair Group 55 in Elsa.

## Warranty



### Note:

- Dealers may complete the repair as described without prior authorization (through a WISE Warranty Repair Acceptance request).
- Documentation required: Clear pictures, completed estimate and body shop invoice must be saved and kept on file at the Dealership for audit purposes.
- Labor time units (TU), Material units (MU), and Material unit rate are correct at the time of publication. The time units and/or material units may differ if the repair catalogue is updated. The information in the repair catalogue applies, except for the open time items (labor operations ending in 99) which are calculated at actual time multiplied by the body shop labor rate. The material allowance (Paint material price per unit) is subject to change. Refer to **WISE > Resource Center > Forms > Paint/Corrosion for the most current forms.**
- This section is applicable for vehicles within the terms of Volkswagen's Limited Warranty Against Corrosion Perforation. For vehicles outside the terms of the Limited Warranty Against Corrosion Perforation this section is for information only.
- This bulletin may be provided to outside shops to ensure the proper repair is completed.



### Note:

#### Claim Processing

Utilize the attached form examples and pre-populated forms on WISE to assist with calculating the reimbursement amounts. **This will expedite the claim review process and reduce the time to pay the claim.**

Note that miscalculations are subject to claim adjustment. You can email completed excel forms (in the excel format) to [paintcamp@vw.com](mailto:paintcamp@vw.com). The Paint and Corrosion Team will review your completed form(s) and adjust for overlap on behalf of the dealer.

For the complete set of pre-populated Paint/Corrosion Claim Form templates associated with this Technical Bulletin, refer to WISE > Resource Center > Forms > Paint/Corrosion.



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<b>To determine if this procedure is covered under Warranty, always refer to the <i>Warranty Policies and Procedures Manual</i> <sup>1)</sup></b>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat Wagon	1998 – 2010	All	All	All	All
<b>SAGA Coding</b>					
Claim Type:	160 <sup>1)</sup>				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5559	0003	--		030	
Parts Manufacturer	Passat Wagon (3B5,3B6,3C5)		030 <sup>2)</sup>		
<b>Repair</b>					
Please use the following part number in “Outside Materials” <sup>4)</sup>					
LACKMATF: Paint and Materials			MU @ \$12 per unit		
Epoxy Primer (Locally Sourced)			Claim Dollar Amount (MAX: \$40)		
Please use the following Labor Operation in “Outside Labor” <sup>4)</sup>					
<b>Select the appropriate Labor Operation below:</b> - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color			Claim Dollar Amount		
<b>Use this for all body repair in this bulletin:</b> - A0041000: Body Shop repair no paint - A0061000: Glass Replacement			Claim Dollar Amount		
<b>Replace</b>					
Please use the following part number in “Outside Materials” <sup>4)</sup>					
LACKMATF: Paint and Materials			MU @ \$12 per unit		



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<b>Please use the following Labor Operation in “Outside Labor” 4)</b>		
<b>Select the appropriate Labor Operation below:</b> - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color	<b>Claim Dollar Amount</b>	
<b>Use this for all body repair in this bulletin:</b> - A0041000: Body Shop repair no paint - A0061000: Glass Replacement	<b>Claim Dollar Amount</b>	
<b>Causal Part:</b>	<b>L00#0000</b>	
<b>Diagnostic Time 4)</b>		
<b>GFF Time expenditure</b>	01500000 = 00 TU max.	<b>NO</b>
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU	<b>NO</b>
<b>Technical Diagnosis</b>	01320000 = 00 TU	<b>NO</b>
<b>Claim Comment: Input “As per Technical Bulletin 2038993” in comment section of Warranty Claim.</b>		
<sup>1)</sup> For Vehicles outside the Limited Warranty Against Corrosion Perforation this bulletin is information only <sup>2)</sup> Corrosion claim vendor code will be the damage location. <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates. <sup>4)</sup> Documentation required per <i>Warranty Policies and Procedures Manual</i> . <sup>5)</sup> See attachment “srt_reference_table.pdf” for labor time reference.		



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## Required Parts and Tools

Lift Gate Repair and Rear Windshield Replacement (Only one of the Rear Window Parts Below) See ETKA for proper application.		
Part number	Part Description	Quantity
3B9 845 051 E	Rear Window Glass Heating (B5)	1
3C9 845 051 P	Rear Window Glass Heating (B6)	1
D 004 660 M2	2K Glass Glue Application Set	1
Lift Gate Repair and Rear Windshield Replacement (Use parts above plus one of the following) See ETKA for proper application.		
3B9 827 025 AR	Lift Gate (rear trunk lid) (B5)	1
3C9 827 025 D/M/K	Lift Gate (rear trunk lid) (B6)	1

For Special Tools see Repair Manual.

## 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
2038993/6	6/9/16	V551611	To update Claim Processing statement.
2038993/5	1/19/16	V551601	To update model year applicability.
2038993/2	12/19/14	V551413	To update attachments.
2038993/1	12/16/14	V551407	Original publication

Paint/Corrosion Claim Form



Dealer No.  
Repair Order No.

400000  
910000

**Example - Repair**  
If repeat repair, provide explanation in box below:  
**B5 Passat Wagon**

VIN (17-Digits)	WVWPD63BX4E000000		
Color No. (4-digit ElsaPro Paint No.)	LA7W		
Dealer Labor Rate	100.00		
Paint material price per unit	12.00		
Dealer-owned paint shop?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No
Original paint material?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5559	0003	030	030	Paint lift gate	55597963	160	9
				Verify <b>ALL</b> Labor Operation Time Units and Material Units			

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair

Body Painting Prep Time	51017173	160
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The vehicle history must be checked for any previous damage. Digital photographs must be included with the repair order per VWoA instructions. If there is a sublet invoice for painting, the invoice amount must be split between outside (sublet) labor and outside (sublet) material.

Paint Subtotal	320	9
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Part Number	Part Description	Part Qty	Part Price per Unit	Total Part Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units
EPOXY	Epoxy Primer	1	\$ 40.00		Replace the rear window	64865510	190
					Remove and install lift gate	55591910	90
					Remove and install rear lock mechanism	55571960	10
					Remove and install rear logo	66511900	20
					Remove and install rear letterings	66501900	20
					Remove corrosion on rear lid	55596300	60
					Wax body	51017500	30

Example Part Qty and Part Price per Unit only  
All other parts should be claimed separately in the SAGA claim

Full pre-populated forms can be found in the following location:  
WISE > Resource Center > Forms > Paint/Corrosion > TB# - Form specific to the vehicle and the repair.

Example Time Units

Outside Material	Part Amount Subtotal	\$	40.00	Body Labor Subtotal	420	9
LACKMATF	Total Paint Material Amount	\$	108.00	Total TU/MU	740	9
	Total Parts Amount	\$	148.00			

VW Representative Authorization No. TB 2038993

Authorization Date \_\_\_\_\_

Authorization valid until: \_\_\_\_\_

L00#0000	\$	320.00
A0041000 & A006100	\$	420.00
Parts and Materials:	\$	148.00
<b>Total:</b>	<b>\$</b>	<b>888.00</b>

Warranty

\_\_\_\_\_  
VW Representative Name (printed)

\_\_\_\_\_  
VW Representative Signature

Paint/Corrosion Claim Form



Dealer No. **400000**  
 Repair Order No. **910000**

**Example - Replace B5 Passat Wagon**

VIN (17-Digits)	WVWPD63BX4E000000		
Color No. (4-digit ElsaPro Paint No.)	LA7W		
Dealer Labor Rate	100.00		
Paint material price per unit	12.00		
Dealer-owned paint shop?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No
Original paint material?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No

If repeat repair, provide explanation in box below:

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5559	0003	030	030	Paint lift gate	55596160	130	10
				Verify <b>ALL</b> Labor Operation Time Units and Material Units			

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair

Body Painting Prep Time	51017153	160
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The vehicle history must be checked for any previous damage. Digital photographs must be included with the repair order per VWoA instructions. If there is a sublet invoice for painting, the invoice amount must be split between outside (sublet) labor and outside (sublet) material.

Paint Subtotal	290	10
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Part Number	Part Description	Part Qty	Part Price per Unit	Total Part Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units
					Remove and install lift gate	55591910	90
					Replace lift gate	55595560	250
					Wax body	51017500	30

Full pre-populated forms can be found in the following location:  
**WISE > Resource Center > Forms > Paint/Corrosion > TB# - Form specific to the vehicle and the repair.**

Outside Material	Part Amount Subtotal	\$	-
LACKMATF	Total Paint Material Amount	\$	120.00
	Total Parts Amount	\$	120.00

Body Labor Subtotal	370
Total TU/MU	660

VW Representative Authorization No. **TB 2038993**

Authorization Date \_\_\_\_\_  
 Authorization valid until: \_\_\_\_\_

L00#0000	\$	290.00
A0041000 & A006100	\$	370.00
Parts and Materials:	\$	120.00
<b>Total:</b>	<b>\$</b>	<b>780.00</b>

Warranty  
 VW Representative Name (printed) \_\_\_\_\_

Warranty  
 VW Representative Signature \_\_\_\_\_



## SRT Reference Table for TPI# 2038993

Repair (B5 Passat Wagen) – Model(3B5) 1998-2001		
Body Labor		
Labor Operation : Replace the rear window	64 86 55 10 = 190 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0061000
Labor Operation : Remove and install lift gate	55 59 19 10= 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation : Remove and install rear lock mechanism	55 57 19 60 = 10 TU	
Labor Operation : Remove and install rear logo	66 51 19 00 = 20 TU	
Labor Operation : Remove and install rear lettering	66 50 19 00 = 20 TU	
Labor Operation : Remove corrosion on lift gate	55 59 63 00 = * TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	
Refinish Labor		
Labor Operation: Prepare painting	51 01 71 73 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint lift gate	55 59 79 63 = 160 TU	
Outside Materials		
Labor Operation: Paint boot lid	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF

\* Lift gate replacement should be considered if the total repair cost will exceed 80% of the total replacement cost. Refer to the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the " 80% rule" ).

## Replace (B5 Passat Wagen) – Model(3B5) 1998-2001

### Body Labor

Labor Operation : Remove and install lift gate	55 59 19 10 = 90 TU	<p>Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000</p> <p>Glass replacement: Subtract total glass replacement cost from total above. Enter in SAGA under Outside Labor Operation: A0061000</p>
Labor Operation : Replace lift gate	55 59 55 60 = 250 TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	

### Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	<p>Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000* *Please see warranty table for proper labor operation</p>
Labor Operation: Paint lift gate	55 59 61 60 = 130 TU	

### Outside Materials

Labor Operation: Paint lift gate	10 MU	<p>Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF</p>
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## Repair (B6 Passat Wagen) – Model(3C5) 2006-2010

### Body Labor

Labor Operation : Replace the rear window	64 86 55 10 = 190 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0061000
Labor Operation : Remove and install lift gate	55 59 19 00= 130 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation : Remove and install rear lock mechanism	55 57 19 60 = 10 TU	
Labor Operation : Remove and install rear logo	66 51 19 00 = 20 TU	
Labor Operation : Remove and install rear lettering	66 50 19 00 = 20 TU	
Labor Operation : Remove corrosion on lift gate	55 59 63 00 = * TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	

### Refinish Labor

Labor Operation: Prepare painting	51 01 71 73 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint lift gate	55 59 79 53 = 130 TU	

### Outside Materials

Labor Operation: Paint boot lid	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF
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\* Lift gate replacement should be considered if the total repair cost will exceed 80% of the total replacement cost. Refer to the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “ 80% rule” ).

## Replace (B6 Passat Wagen) – Model(3C5) 2006-2010

### Body Labor

Labor Operation : Remove and install lift gate	55 59 19 00 = 130 TU	<p>Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000</p> <p>Glass replacement: Subtract total glass replacement cost from total above. Enter in SAGA under Outside Labor Operation: A0061000</p>
Labor Operation : Replace lift gate	55 59 55 50 = 220 TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	

### Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	<p>Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000*</p> <p>*Please see warranty table for proper labor operation</p>
Labor Operation: Paint lift gate	55 59 61 50 = 130 TU	

### Outside Materials

Labor Operation: Paint lift gate	13 MU	<p>Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF</p>
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## SRT Reference Table for TPI# 2038993

Repair (Passat Wagon) – Model (3B6) 2001-2006		
<u>Body Labor</u>		
Labor Operation : Replace the rear window	64 86 55 10 = 190 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0061000
Labor Operation : Remove and install lift gate	55 59 19 10 = 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation : Remove and install rear lock mechanism	55 57 19 60 = 10 TU	
Labor Operation : Remove and install rear logo	66511900 = 20 TU	
Labor Operation : Remove and install rear lettering	66 50 19 00 = 20 TU	
Labor Operation : Remove corrosion on lift gate	55596300 = * TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	
<u>Refinish Labor</u>		
Labor Operation: Prepare painting	51 01 71 73 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint lift gate	55 59 79 63 = 160 TU	
<u>Outside Materials</u>		
Labor Operation: Paint boot lid	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF

\* Lift gate replacement should be considered if the total repair cost will exceed 80% of the total replacement cost. Refer to the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “ 80% rule” ).

## Replace (Passat Wagon) – Model(3B6) 2001-2006

### Body Labor

Labor Operation : Remove and install lift gate	55 59 19 10 = 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000  Glass replacement: Subtract total glass replacement cost from total above. Enter in SAGA under Outside Labor Operation: A0061000
Labor Operation : Replace lift gate	55 59 55 60 = 250 TU	
Labor Operation : Wax body	51 01 75 00 = 30 TU	

### Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation:  L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint lift gate	55596160 = 130 TU	

### Outside Materials

Labor Operation: Paint lift gate	10 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials:  LACKMATF
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