

# Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Wagon	2008-2009	All	All	All	All
Tiguan	2008-2013	All	All	All	All
Jetta SportWagen, Golf Wagon	2010-2013	All	All	All	All
Jetta	2011-2013	All	All	All	All
Touareg	2011-2013	All	All	All	All
Passat	2012-2013	All	All	All	All
Beetle	2012-2013	All	All	All	All

## Condition

60 12 03 October 24, 2012 2019568 Supersedes T.B. V601202 dated May 23, 2012 to include additional model year applicability.

**Sunroof / Sunshade, Will Not Open**



**Note:**

**This bulletin is not applicable to Golf/GTI/Golf R, Eos or Routan.**

**DO NOT** replace component(s) for this condition. Component(s) that are replaced for this condition will be debited.

The panoramic sunroof, regular sunroof or sunshade cannot be opened. The following fault codes will set in fault memory of control module **4F Panorama roof (Vehicle Electrical System 2)**:

Fault Code	Description
01512 005	No or incorrect basic setting / adaptation
02907 005	No or incorrect basic setting / adaptation



## Technical Background

The sunroof's "**Basic Setting**" has been unintentionally initiated by the customer.

### Explanation

When the sunroof is closed and the rotary switch is pressed down in the closed direction for longer than 10 seconds (Figure 1, "E"), the basic setting program of the sunroof motor is initiated, and previous sunroof travel limits are lost.

If the basic setting is not fully restored (by continuing to hold the rotary switch in the down position until the sunroof has completed its full open/closed travel), fault codes (panoramic sunroof only) will set and the sunroof can no longer be opened.



### Tip:

**On non-panoramic systems, no fault codes will store, but the results of not completing basic settings are the same**

### Panoramic Sunroof

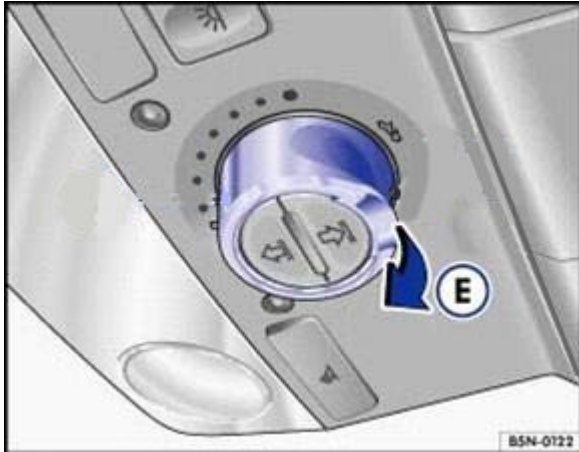


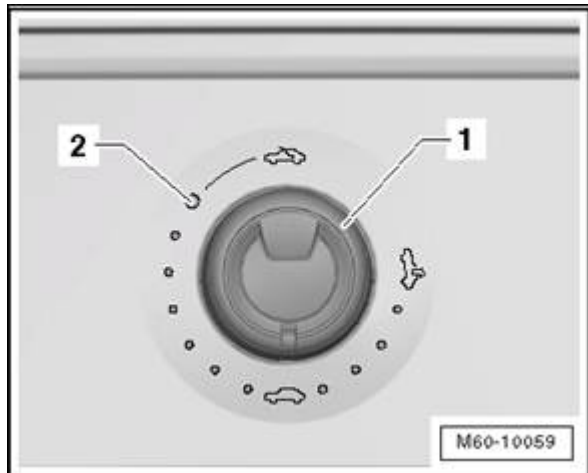
Figure 1



Figure 2



## Jetta Sedan, Passat, Beetle



**Figure 3**

The sunroof only works when the ignition is switched ON.

The dial (Figure 3,-1-) opens the glass panel.

After the ignition is switched OFF, these functions are available until either the drivers or passenger door is opened.

Opening the glass sunroof in the “comfort” position (Figure 3, -2-) prevents most driving noise, which may occur when the glass is opened completely. The glass sunroof may be tilted and closed by pulling or pushing the rotary switch.

The sunroof is equipped with a closing force limiter in area of the window. When an obstruction is met during closing sequence, the roof opens again by itself.

There is also an emergency close function. If there are problems with closing the sunroof, it can be forced close by pulling on the back end of the dial. The rotary switch must be in the “sunroof close” roof position.

**For the emergency close function the closing force limit is deactivated.**

The motor for the sunroof has overheat protection, which activates under different conditions. After the sunroof motor has cooled down, it can be operated again.

If there is a malfunction in the sunroof electrical system, the sunroof can be moved manually by a hex wrench.

## **Production Solution**

Not applicable.



## Service

### Performing Basic Settings for Non- Panoramic Sun Roof

For vehicles that have not lost battery power, the customer can be instructed to perform "Basic Settings" manually:

1. Ignition ON.
2. The rotary switch must be placed in the sunroof closed position.
3. Pull the rotary switch down (Figure 1"E") and hold for approximately 20 seconds. Do not release the switch until the sunroof returns to closed position.



#### Tip:

During the adaptation process the glass sunroof will first close and then retract approximately 200mm. After the sunroof closes again, the adaptation process is complete.

### Panoramic Only

1. Using Guided Fault Finding, perform basic settings on the sunroof and sunshade motor.

Guided Fault Finding	Volkswagen V17.02.00 25/02/2010
Function / Component Selection	5N - Tiguan 2008 > only USA/Canada 2010 (A)
Select function or component	Sedan CCTA 2.0 L Motronic/147kW
+ Chassis	
+ Electrical System (Repair Group 01; 27; 90 to 97)	
+ 01 - Systems capable of self-diagnosis	
+ Vehicle Electrical System Control Module 2	
+ Electrical components - panorama sunroof	
Power Sunroof Control Module -J245-	
Roof Blind Control Module -J394	
Vehicle Electrical System Control Module 2 -J520	
Operating mode	Go to
03.06.2010	10:02

2. Instruct the customer on how to operate the sunshade.



#### Tip:

Always open sunshade before opening sunroof.

#### How to open sunshade blind

- Press button 1 **briefly** (Figure 2) and the blind will open **automatically**. By pressing buttons 1 or 2 briefly again, the opening process can be stopped in any position.
- For manual opening, hold down button 1 until the desired position is reached, and release.

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## How to close sunshade blind

- Press button 2 briefly (see Figure 2), and the blind will close **automatically**. By pressing button 1 or 2 briefly again, the closing process can be stopped in any position.
- For **manual** closing, hold down button 2 until the desired position is reached, and release.

## Warranty

### Panoramic Sun Roof Only

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta Wagon	2008-2009	All	All	All	All
Tiguan	2008-2013	All	All	All	All
Jetta SportWagen, Golf Wagon	2010-2013	All	All	All	All
Touareg	2011-2013	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type <sup>1)</sup>		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
6012	0040	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer	Touareg, Tiguan		WVO <sup>2)</sup>		
	Jetta Wagon, Jetta SportWagen, Golf Wagon,		3ME <sup>2)</sup>		
Causal Part: Select labor operation		01500000			
Diagnostic Time <sup>4)</sup>					
GFF Time expenditure	01500000 = 40 TU max.		YES		
Road Test	01210002 01210004		NO		

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Technical Diagnosis	01320000 = 20 TU	YES
Claim Comment: Input "As per Technical Bulletin 2019568" in comment section of Warranty Claim.		
<p>1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policy Procedures Manual.</p>		

## Non-Panoramic Sun Roof Only

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta Sedan	2011-2013	All	All	All	All
Passat, Beetle	2012-2013	All	All	All	All
<b>SAGA Coding</b>					
Claim Type:			Use applicable Claim Type <sup>1)</sup>		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
6012	0040	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Passat		WVO <sup>2)</sup>	
		Jetta Sedan, Beetle		3ME <sup>2)</sup>	
Labor Operation: Set Basic Settings		60122599 = 20 TU			
Causal Part: Select labor operation		60122599			
<b>Diagnostic Time <sup>4)</sup></b>					
GFF Time expenditure	01500000 = Diagnostic Report			NO	
Road Test	01210002 01210004			NO	
Technical Diagnosis	01320000 = 20 TU			YES	
Claim Comment: Input "As per Technical Bulletin 2019568" in comment section of Warranty Claim.					

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|---|
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## Required Parts and Tools

No Special Parts required.

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.**