

# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004 –2006	All	All	All	All

## Condition

57 14 07 December 18, 2014 2039003

### Corrosion on Front Doors (Multiple Locations)

Outer door areas (Figure 1-4):



Figure 1 – Upper window channel strip



Figure 1.1



Figure 2 – Central protective strip



Figure 2.1

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Figure 3 – Lower protective strip

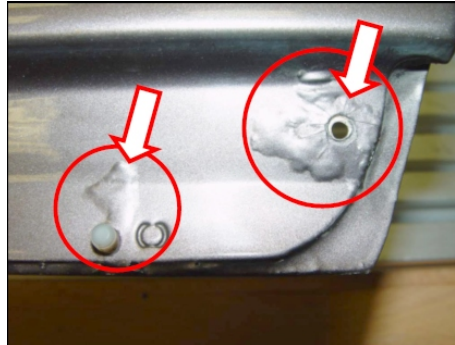


Figure 3.1

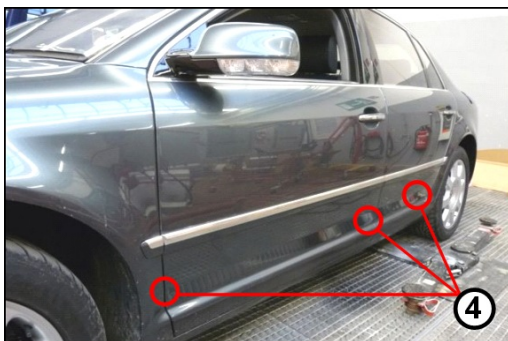


Figure 4 – Surface/edge corrosion



Figure 4.1

Inner door area (Figure 5 and 6).

Holes and edges in the flange area.



Figure 5

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Figure 6 (front door, lower left)

 **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

Alignments in production can lead to hairline cracks in the top coat and paint damage (edges on holes) on the already painted door. Humidity then penetrates paint and causes blistering and/or white corrosion.

## Production Solution

Corrections in the production process after discovering deviations.

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## Service

### Procedure:

**A. Repair front door** Only perform this operation if the total repair cost is 80% or less of the total replacement cost.

or

**B. Replace front door**

**Steps 1 and 2 should be completed regardless of repair or replacement of the door.**

**1. Central protective strip**

**2. Lower protective strip**



### Note

- In most cases the protective strips are damaged when they are removed. Order, and as necessary, paint the required parts before the repair.
- Inspect the outer and inner doors in the visible area for further paint bubbles. As necessary repair according to Volkswagen guidelines.
- Inspect the fine seam sealing in the inner edge area of the doors for cracks, and as necessary, repair according to Volkswagen guidelines.

### **A. Repair the front door as follows:**

- Disassemble the door according to the repair manual. See Repair Group 57 in Elsa

If the affected area is only lightly corroded (no through-corrosion), proceed as follows:

- Inspect the inner edge area of the doors for cracks, particularly the fine seam sealing.
- Completely remove the corrosion in the damaged area.
- Apply a VOC compliant epoxy primer as an anti-corrosion treatment and primer to both sides of the door (locally sourced).
- Seal the edges/metal sheathings with adhesive (part number: AKD 476 KD505) before painting.
- Repaint door according to Volkswagen guidelines

### **B. Replace the front door as follows:**

- Replace the door according to the repair manual. See Repair Group 57 in Elsa.
- Paint new door according to Volkswagen guidelines.

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Steps 1 and 2 should be completed regardless of repair or replacement of the door.

## 1. Central protective strip

- Before installing the side protective strip, attach from the outside, and only on the front and rear holes/elongated hole (Figure 7 and 8, red arrows), a trim protective foil (part number: AKL 448 030 05) or similar as additional anti-chafing protection.

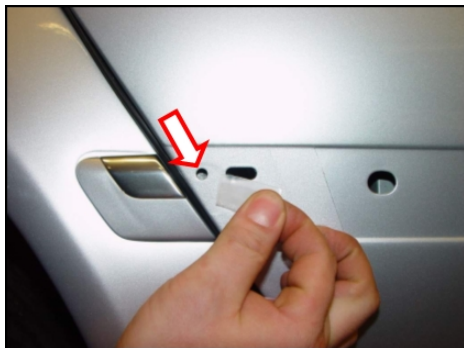


Figure 7



Figure 8: (example)

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- Before installing the side protective strip, adhere (press) the foil around the hole lightly (e.g. with a ball pen, (Figure 9).

 **Note**

**Make sure that the painted edges do not get damaged when attaching the foil.**



Figure 9 (example)

## 2. Lower protective strip

- Before installing the lower protective strip, attach on every front and rear hole (Figure 10, red arrows) from outside, a trim protective foil (part number: AKL 448 030 05) as additional anti-chafing protection.



Figure 10

- Before installing the protective strip, adhere (press) the foil around the hole lightly.

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- Attach new and loose plastic adjustment screws (Figure 11, red circle) with locking compound (part number: D 185 410 A2).



**Figure 11: (example)**

- Adjust the protective strip (according to the repair manual) within the hardening time of the locking compound (part number: D 185 410 A2).

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## 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.
- This bulletin applies for 1 door repair or replacement. If multiple doors exhibit the corrosion they should be evaluated individually and claimed on separate lines. Total Body Painting Prep Time for both doors should be claimed on the first line only.
- 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 Options

**Option 1:** Utilize the attached form examples and interactive 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.

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.

**Option 2:** Email repair estimates to [paintcamp@vw.com](mailto:paintcamp@vw.com). The Paint and Corrosion Team will calculate the warranty allowance and complete the required form(s) on behalf of the dealer.





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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>					
<b>Model(s)</b>	<b>Year(s)</b>	<b>Eng. Code(s)</b>	<b>Trans. Code(s)</b>	<b>VIN Range From</b>	<b>VIN Range To</b>
Phaeton	2004-2006	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>	160 <sup>1)</sup>				
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
5751	0003	--		060 or 062	
<b>Parts Manufacturer</b>		Phaeton (3D8)		060 or 062 <sup>2)</sup>	
<b>Repair</b>					
Please use the following part number in "Outside Materials" <sup>4)</sup>					
<b>LACKMATF: Paint and Materials</b>			MU @ \$12 per unit		
<b>Epoxy Primer (Locally Sourced)</b>			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			Claim Dollar Amount		
<b>Replace</b>					
Please use the following part number in "Outside Materials" <sup>4)</sup>					
<b>LACKMATF: Paint and Materials</b>			MU @ \$12 per unit		
Please use the following Labor Operation in "Outside Labor" <sup>4)</sup>					



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<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		Claim Dollar Amount
<b>Causal Part:</b>		L00#0000
<b>Diagnostic Time <sup>4)</sup></b>		
<b>GFF Time expenditure</b>	01500000 = 00 TU max.	NO
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU	NO
<b>Technical Diagnosis</b>	01320000 = 00 TU	NO
<b>Claim Comment: Input "As per Technical Bulletin 2039003" 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_ref_table.pdf" for labor time reference.		

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## Required Parts and Tools

Repair and Replace	
Part number	Designation
AKD 476 KD505	Polyurethane adhesive sealant – Quantity: 0.25
AKL 448 030 05	Protective Foil
D 185 410 A2	Liquid locking fluid (Compound) – Quantity: 0.25
<b>One of the following</b>	
3D0 853 299 A GRU	Front Left Side Protective Strip
3D0 853 300 A GRU	Front Right Side Protective Strip
3D0 854 939 C V7S	Front Left Lower Protective Strip (Cover for door)
3D0 854 940 C V7S	Front Right Lower Protective Strip (Cover for door)
<b>Replace (One of the following)</b>	
3D4 831 055 P	Front Left Door
3D4 831 056 P	Front Right Door

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.

Paint/Corrosion Claim Form



Dealer No. **40000**  
 Repair Order No. **91000**

# Example - Repair

If repeat repair, provide explanation in box below:

# Phaeton

VIN (17-Digits)	WVWZZZ3DZA600000		
Color No. (4-digit ElsaWeb Paint No.)	LB5N		
Dealer Labor Rate	100.00		
Paint material price per unit	12.00		
Dealer-owned paint shop?	<input checked="" type="radio"/>	Yes	<input type="radio"/> No
Original paint material?	<input checked="" type="radio"/>	Yes	<input 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
5751	0003	061	061	Paint One Front Door (S3)	57517903	130	8
				Verify ALL Labor Operation Times and Material Units			
				If Both doors are affected the prep time should be claimed on the first line in Saga and only the first Paint/Corrosion form			

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair	Body Painting Prep Time	51017173	160
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 8

Part Number	Part Description	Part Qty	Part Price per Unit	Total Part Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units
	Epoxy Primer	1	\$ 40.00		Disassemble and reassemble front door	57513750	370
					Remove corrosion from front door/modify front door	57516300	70
					Wax Body	51017500	30
							Example Time Units
							Example Quantity and Price 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.
Outside Material		Part Amount Subtotal		\$ 40.00	Body Labor Subtotal		470
LACKMATF		Total Paint Material Amount		\$ 96.00	Total TU/MU		760 8
		Total Parts Amount		\$ 136.00			

VW Representative Authorization No. **TB 2039003**

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

L00X0000	\$ 290.00
A0041000	\$ 470.00
Total Outside Material:	\$ 136.00
Total:	\$ 896.00

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

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

Paint/Corrosion Claim Form



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

**Example - Replace Phaeton**  
 If repeat repair, provide explanation in box below:

VIN (17-Digits)	WVWZZZ3DZA6000000			
Color No. (4-digit ElsaWeb Paint No.)			<b>LBSN</b>	
Dealer Labor Rate			<b>100.00</b>	
Paint material price per unit			<b>12.00</b>	
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
5751	0003	061	061	Paint One Front Door (S3)	57516150	110	11
				Verify ALL Labor Operation Times and Material Units			
				If Both doors are affected the prep time should be claimed on the first line in Saga and only the first Paint/Corrosion form			

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair	Body Painting Prep Time	51017153	160
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	270	11

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 One Front Door	57511900	50
					Replace one front door	57515550	370
					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	\$	132.00
	Total Parts Amount	\$	132.00

Body Labor Subtotal	450
Total TU/MU	720

VW Representative Authorization No. **TB 2039003**

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

L00X0000	\$	270.00
A0041000	\$	450.00
Total Outside Material:	\$	132.00
Total:	\$	852.00

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

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

## SRT Reference Table for TPI# 2039003

Repair front door (Phaeton)		
<u>Body Labor</u>		
Labor Operation: Disassemble and reassemble front door	57 51 37 50 = 370 TU	Claim time units times labor rate in SAGA under Outside Labor Operation:  A0041000
Labor Operation: Remove corrosion in damaged area. Modify affected areas as needed: 1. Upper window channel strip 2. Central side protective strip 3. Lower protective strip 4. Surface/edge corrosion	57 51 63 00 = * TU	
Labor Operation : Wax Body	51 01 75 00 = 30 TU	
<u>Refinish Labor</u>		
Labor Operation: Prepare painting	51 01 71 33 = 190 TU	Claim time units times labor rate in SAGA under Outside Labor Operation:  L00 #0000* *Please see warranty table for proper labor operation
Labor Operation: Paint one front door (S3)	57 51 79 03 = 130 TU	
or	or	
Labor Operation: Paint one front door (S3/piano finish)	57 51 79 13 = 190 TU	
<u>Outside Materials</u>		
Labor Operation: Paint one front door or Labor Operation: Paint one front door. (S3/piano finish)	8 MU or 10 MU	Claim material unit times \$12.00 in SAGA under Outside Materials:  LACKMATE

\* Front door 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 front door (Phaeton)

### Body Labor

Labor Operation : Remove and install one front door	57 51 19 00 = 50 TU	Claim time units times labor rate in SAGA under Outside Labor Operation:  A0041000
Labor Operation : Replace one front door	57 51 55 50 = 370 TU	
Labor Operation : Wax Body	51 01 75 00 = 30 TU	

### Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	Claim time units times labor rate in SAGA under Outside Labor Operation:  L00 #0000* Please see warranty table for proper labor operation
Labor Operation: Paint one front door (S3)	57 51 61 50 = 110 TU	
or Labor Operation: Paint one front door (S3/piano finish)	or 57 51 61 60 = 160 TU	

### Outside Materials

Labor Operation: Paint one front door or Labor Operation: Paint one front door. (S3/piano finish)	11 MU or 15 MU	Claim material unit times \$12.00 in SAGA under Outside Materials:
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