

Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2006 – 2010	All	All	All	All
Passat Wagon	2006 – 2010	All	All	All	All
CC	2009 – 2012	All	All	All	All

Condition

57 14 09 December 19, 2014 2038995 Supersedes Technical Bulletin V571406 dated December 16, 2014 to update the attachments.

Corrosion on the Front Door in Trim Strip Area



Figure 1 (the red ellipses show the area which can be affected by the corrosion)

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.

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Technical Background

Because of incomplete bonding of the trim strip (Figure 2, red circle) water can get between trim strip and door. Because of water ingress, corrosion is possible in the area of the guide holes (Figure 1, red circles).



Figure 2 (the red circle shows the opening of the incomplete bonding)

Production Solution

Not Applicable.

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Service

Procedure:

1a. Repair Front Door Only perform this operation if the total repair cost is 80% or less of the total replacement cost.

Or

1b. Replace Front Door

Step 2 should be performed whether the door was repaired or replaced.

2. Replace the Trim strip and apply butyl sealer on trim strip:

1a. Repair the front door as follows:

- Disassemble the door according to the repair manual. See Repair Group 57 in Elsa
- Remove the corrosion on the inner and outer door in the area of the guide holes.
- Apply a VOC compliant epoxy primer as an anti-corrosion treatment and primer to both sides of the door (locally sourced).
- Repaint the front door according to Volkswagen guidelines.



Note:

If through-corrosion (perforation) is not present, door 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”).

1b. Replace the front door as follows:

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

Step 2 should be performed whether the door was repaired or replaced.

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2. Replace the Trim strip and apply butyl sealer on trim strip:

- To avoid repeated water ingress, close the open areas on the trim strips in the end points of the adhesive tape with butyl sealing cord (part number AKL 450 005 05 - Figure 3 and 4, red arrows).



Figure 3 (rear end of a trim strip)

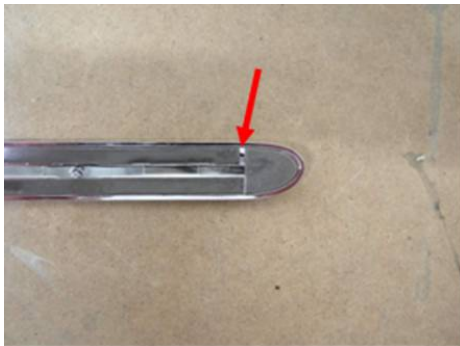


Figure 4 (front end of a trim strip)

- Form two balls of butyl sealing cord (part number: AKL 450 005 05) per trim strip with a diameter of 4-5 mm. Attach the butyl balls centrally in the end areas of the trim strip from the inside (Figures 5 and 6).



Figure 5 (rear trim strip area)

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Figure 6 (rear trim strip area)

- The open areas of the adhesive tape must be closed by pressing the butyl balls into the gaps of the tape (Figure 7).



Figure 7 (front trim strip area)

- Install the trim strip on the door according to the repair manual. See Repair Group 66 in Elsa.
- Assemble and install the door according to the repair manual. See Repair Group 57 in Elsa.



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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 both 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. 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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To determine if this procedure is covered under Warranty, always refer to the <i>Warranty Policies and Procedures Manual</i> ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2006 – 2010	All	All	All	All
Passat Wagon	2006 – 2010	All	All	All	All
CC	2009 – 2012	All	All	All	All
SAGA Coding					
Claim Type:	160 ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5751	0003	--		060 or 062	
Parts Manufacturer	CC (357)		060 or 062 ²⁾		
	Passat Sedan and Passat Wagon (3C*)		060 or 062 ²⁾		
Repair					
Please use the following part number in "Outside Materials" ⁴⁾					
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" ⁴⁾					
Select the appropriate Labor Operation below: - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color			Claim Dollar Amount		
Use this for all body repair in this bulletin: - A0041000: Body Shop repair no paint			Claim Dollar Amount		



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Replace		
Please use the following part number in “Outside Materials” ⁴⁾		
LACKMATF: Paint and Materials	MU @ \$12 per unit	
Please use the following Labor Operation in “Outside Labor” ⁴⁾		
Select the appropriate Labor Operation below: - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color	Claim Dollar Amount	
Use this for all body repair in this bulletin: - A0041000: Body Shop repair no paint	Claim Dollar Amount	
Causal Part:	L00#0000	
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	NO
Claim Comment: Input “As per Technical Bulletin 2038995” in comment section of Warranty Claim.		
¹⁾ For Vehicles outside the Limited Warranty Against Corrosion Perforation this bulletin is information only ²⁾ Corrosion claim vendor code will be the damage location. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per <i>Warranty Policies and Procedures Manual</i> . ⁵⁾ See attachment “srt_reference_table.pdf” for labor time reference.		



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Required Parts and Tools

Repair and Replace	
Part number	Designation
AKL 450 005 05	Butyl sealing cord (Quantity 0.05)
One of the following	
3C0 853 515 C 2ZZ	Front Left Door Trim Strip
3C0 853 516 C 2ZZ	Front Right Door Trim Strip
Replace (One of the following)	
3C4 831 055 J	Front Left Door
3C4 831 056 J	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. **400000**
 Repair Order No. **910000**

Example - Repair

If repeat repair, provide explanation in box below:

B6 Passat Front Door

VIN (17-Digits)	XXXXXXXXXXXXXXXXXX		
Color No. (4-digit ElsaPro Paint No.)	LR9A		
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"/>
Original paint material?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/>

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5751	0003	060	060	Paint Front Door	57517903	110	9

Verify **ALL** Labor Operation Time Units and Material Units

If multiple doors are affected, the prep time should be entered on the first line of the SAGA claim and only once on the first Paint/Corrosion Claim Form

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

Body Painting Prep Time	51017133	190
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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	300	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		Front Door Parts removed and reinstalled for painting	57516500	110
					Repair door (Remove Corrosion)	57516300	70
					Wax Body	51017500	30
					Bond trim strip with butyl	66214199	10

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

Example Time Units

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	220
LACKMATF	Total Paint Material Amount	\$	108.00	Total TU/MU	520
	Total Parts Amount	\$	148.00		9

VW Representative Authorization No. **TB 2038995**

Authorization Date _____

Authorization valid until: _____

L00#0000	\$	300.00
A0041000	\$	220.00
Parts and Materials:	\$	148.00
Total:	\$	668.00

Warranty

VW Representative Name (printed)

VW Representative Signature

Paint/Corrosion Claim Form



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

Example - Replace

VIN (17-Digits)	XXXXXXXXXXXXXXXXXX		
Color No. (4-digit ElsaPro Paint No.)	LR9A		
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:

CC Front Door

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5751	0003	060	060	Paint New Front Door	57516150	130	12
				Verify ALL Labor Operation Time Units and Material Units			
				If multiple doors are affected, the prep time should be entered on the first line of the SAGA claim and only once on the first Paint/Corrosion Claim Form			

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	12
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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 front door	57511900	40
					Replace rear door	57515550	190
					Wax body	51017500	30
					Bond trim strip with butyl	66214199	10

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	\$	-			Body Labor Subtotal	270	
LACKMATF Total Paint Material Amount	\$	144.00			Total TU/MU	560	12
Total Parts Amount	\$	144.00					

VW Representative
 Authorization No. **TB 2038995**

Authorization Date _____
 Authorization valid until: _____

L00#0000	\$	290.00
A0041000	\$	270.00
Parts and Materials:	\$	144.00
Total:	\$	704.00

Warranty

 VW Representative Name (printed)

 VW Representative Signature

SRT Reference Table for TPI# 2038995

Repair Front Door (B6 Passat and Wagon) – Models(3C2/3C5)		
<u>Body Labor</u>		
Labor Operation: Front Door Part remove & reinstall for painting	57 51 65 00 = 110 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Repair door (remove corrosion)	57 51 63 00 = * TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	
Labor Operation: Bond trim strip with butyl sealer	66 21 41 99 = 10 TU	
<u>Refinish Labor</u>		
Labor Operation: Prepare painting	51 01 71 33 = 190 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 front door	57 51 79 03 = 110 TU	
<u>Outside Materials</u>		
Labor Operation: Paint front door	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF

* 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”).

Repair Front Door (CC) – Models(357)

Body Labor

Labor Operation: Remove and install front door trim	57 51 65 00 = 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Replace trim strip for front door	66 21 55 00 = 30 TU	
Labor Operation: Repair door (remove corrosion)	57 51 63 00 = * TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	
Labor Operation: Bond trim strip with butyl sealer	66 21 41 99 = 10 TU	

Refinish Labor

Labor Operation: Prepare painting	51 01 71 33 = 190 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 front door	57 51 79 03 = 130 TU	

Outside Materials

Labor Operation: Paint front door	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
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* 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 (B6 Passat and Wagon) – Models(3C2/3C5)

Body Labor

Labor Operation: Remove and install front door	57 51 19 00 = 30 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Replace front door	57 51 55 50 = 190 TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	
Labor Operation: Bond trim strip with butyl sealer	66 21 41 99 = 10 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 New Lift gate (Removed)	57 51 61 50 = 110 TU	

Outside Materials

Labor Operation: Paint boot lift gate	11 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
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Replace Front Door (CC) – Models(357)

Body Labor

Labor Operation: Remove and install front door	57 51 19 00 = 40 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Replace front door	57 51 55 50 = 190 TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	
Labor Operation: Bond trim strip with butyl sealer	66 21 41 99 = 10 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 New Lift gate (Removed)	57 51 61 50 = 130 TU	

Outside Materials

Labor Operation: Paint boot lift gate	12 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
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