



# Safety Recall

## Code: 58C9

Subject	Rear Door Child Safety Locks
Revision Summary	Work procedure and SAGA claiming sheet updated to add repair and repair claiming instructions.
Release Date	August 19, 2016
Affected Vehicles	<b>U.S.A. &amp; CANADA:</b> Certain 2016 MY CC, Golf R, Tiguan & e-Golf <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
Problem Description	A rear door child safety lock keeps a rear door from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside. In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door). A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.
Corrective Action	Inspect and, if necessary, replace the child lock(s).
Parts Information	Due to the very low expected parts replacement rate (approximately 1% or less), there will be no parts allocation. If parts are needed to support a vehicle repair, submit your request with VIN via email to <a href="mailto:vwoaspecialservices@vw.com">vwoaspecialservices@vw.com</a> .
Code Visibility	On or about August 19, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about August 19, 2016, this campaign code will show open on affected vehicles in Elsa. On or about August 19, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
Owner Notification	Owner notification will take place in August 2016. Owner letter examples are included in this bulletin for your reference.
Additional Information	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b> <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b> <b><u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</b> <b><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</b>

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

*Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	58C9																					
<b>Damage Code</b>	0099																					
<b>Parts Vendor Code</b>	WWO																					
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90																					
<b>Causal Indicator</b>	Mark rear door child safety lock as causal part*																					
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action																					
<b>Criteria I.D.</b>	02 (e-Golf and Golf R)																					
	<p>Inspect function of rear door child safety locks, rear door child safety locks function properly, no further work required</p> <p>Labor operation:      0183 00 99                      20 T.U.</p> <p>-OR-</p> <p>Check, and if necessary, replace left <b>OR</b> right rear door child safety lock.</p> <p>Labor operation:      5817 23 99                      100 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5K4839015S</td><td>Rear Left Door Lock*</td></tr><tr><td colspan="3"><b>-OR-</b></td></tr><tr><td>1.00</td><td>5K4839016S</td><td>Rear Right Door Lock*</td></tr></tbody></table> <p>-OR-</p> <p>Check, and if necessary, replace <b>BOTH</b> rear door child safety locks.</p> <p>Labor operation:      5817 24 99                      150 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5K4839015S</td><td>Rear Left Door Lock*</td></tr><tr><td>1.00</td><td>5K4839016S</td><td>Rear Right Door Lock*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	5K4839015S	Rear Left Door Lock*	<b>-OR-</b>			1.00	5K4839016S	Rear Right Door Lock*	Quantity	Part Number	Description	1.00	5K4839015S	Rear Left Door Lock*	1.00	5K4839016S	Rear Right Door Lock*
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Continue to next page

Criteria I.D.	03 (CC)
	<p>Inspect function of rear door child safety locks, rear door child safety locks function properly, no further work required</p> <p>Labor operation:      0183 00 99    </p>

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** <INSERT NUMBER>

**Subject:     Safety Recall 58C9 – Rear Door Child Locks**  
**Certain 2016 Model Year Volkswagen CC, Golf R, Tiguan & e-Golf**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 Model Year Volkswagen CC, Golf R, Tiguan & e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	<p>A rear door child safety lock keeps a rear door from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside.</p> <p>In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door). A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.</p>
<b>What will we do?</b>	<p>To help identify/correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the rear door child lock(s). The inspection will take just a few minutes, and if repair is needed the work can take up to two hours to complete. Both the inspection and repair (if needed) will be performed for you free of charge.</p>
<b>What should you do?</b>	<p>Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit <a href="http://www.vw.com">www.vw.com</a> and click on the "Owners" link to locate a dealer near you and schedule this service online.</p>
<b>Precautions you should take</b>	<p>Affected vehicles can continue to be driven as usual, but if you notice that a rear door child lock is not functioning properly, contact your authorized Volkswagen dealer without delay in order to have your vehicle inspected. Please see your owner's manual for information about the rear door child locks in your vehicle.</p>
<b>Lease vehicles and address changes</b>	<p>If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.</p>
<b>Reimbursement of Expenses</b>	<p>If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.</p>
<b>Can we assist you further?</b>	<p>If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <a href="http://www.vw.com/contact/">http://www.vw.com/contact/</a>.</p>
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	<p>To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the <b>Look Up Recalls</b> link at <a href="http://www.vw.com">www.vw.com</a> and enter your Vehicle Identification Number (VIN) into the <b>Recall/Service Campaign Lookup</b> tool.</p>

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2016 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 58C9 – Rear Door Child Locks**  
**Certain 2016 Model Year Volkswagen CC, Golf R & Tiguan**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year Volkswagen CC, Golf R and Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	<p>A rear door child safety lock keeps a rear door from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside.</p> <p>In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door). A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.</p>
<b>What will we do?</b>	<p>To help identify/correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the rear door child lock(s). The inspection will take just a few minutes, and if repair is needed the work can take up to two hours to complete. Both the inspection and repair (if needed) will be performed for you free of charge.</p>
<b>What should you do?</b>	<p>Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.</p>
<b>Precautions you should take</b>	<p>Affected vehicles can continue to be driven as usual, but if you notice that a rear door child lock is not functioning properly, contact your authorized Volkswagen dealer without delay in order to have your vehicle inspected. Please see your owner's manual for information about the rear door child locks in your vehicle.</p>
<b>Lease vehicles and address changes</b>	<p>If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.</p>
<b>Reimbursement of Expenses</b>	<p>If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.</p>
<b>Can we assist you further?</b>	<p>If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at <a href="http://www.vw.ca">www.vw.ca</a>.</p>

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## NOTE

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

## Required Parts

Criteria	Quantity	Part Number	Part Description
02	1	5K4 839 015 S	Rear Left Door Lock (e-Golf & Golf R)
02	1	5K4 839 016 S	Rear Right Door Lock (e-Golf & Golf R)
03	1	5N0 839 015 H	Rear Left Door Lock (CC & Tiguan)
03	1	5N0 839 016 H	Rear Right Door Lock (CC & Tiguan)
03	1	6N0 839 511	Pin - Door Window (Tiguan)

## Required Tools

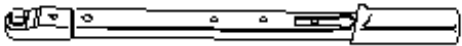


- VAS6150C – Diagnostic Tester (or equivalent)
- VAS5054A – Remote Diagnosis Head (or equivalent)



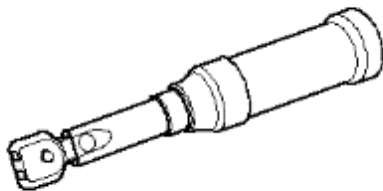
- GRX3000VAS – Battery Tester/Charger (or equivalent)

V.A.G 1332



- Torque Wrench 1332 40-200Nm -VAG1332 (or equivalent)

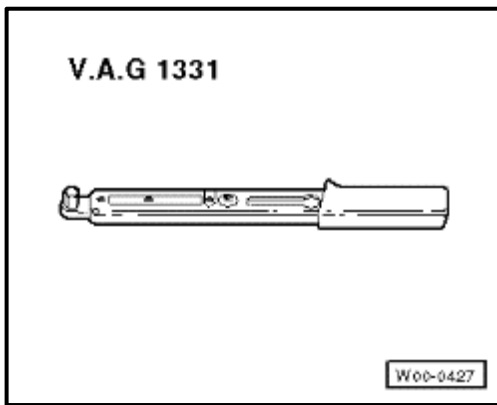
V.A.G 1783



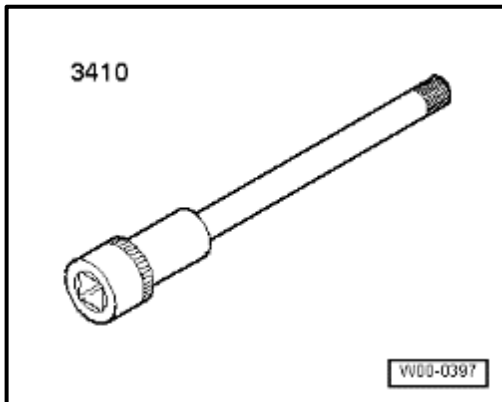
W00-0990

- Torque Wrench 1783 - 2-10Nm -VAG1783 (or equivalent)

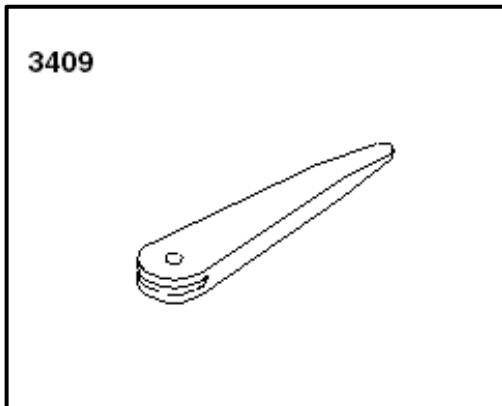




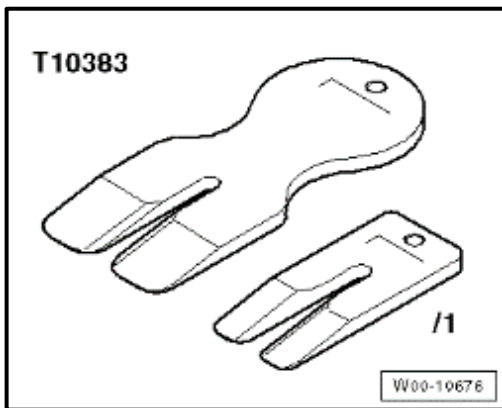
- Torque Wrench 1331 5-50Nm -VAG1331 (or equivalent)



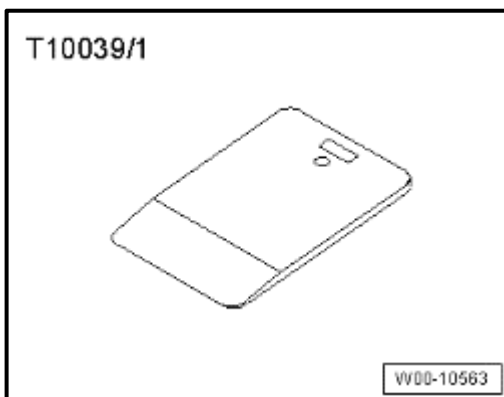
- Cylinder Head Bolt Socket -3410



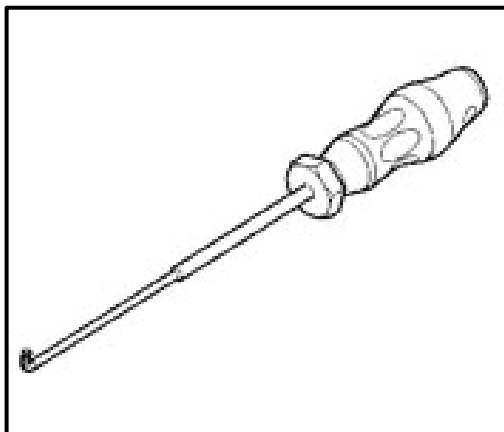
- Trim Removal Wedge -3409



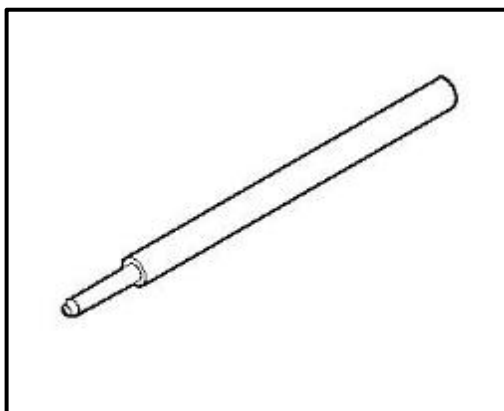
- Wedges -T10383
- Wedges -T10383/1



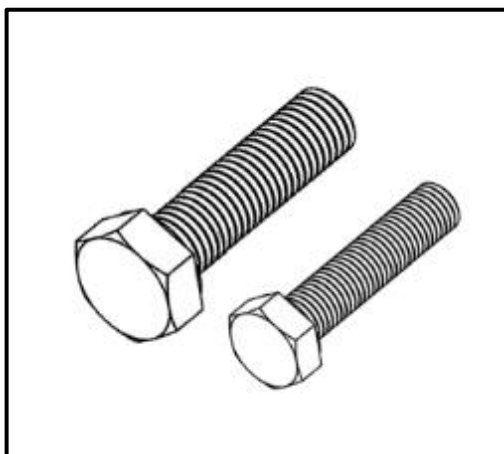
- Trim Release Lever - Wedge -T10039/1



- Lock Cylinder Housing Assembly Tool -T10389.



- Drift (or equivalent)



- Bolts for Spreader Pin
  - 5mm x 70mm (or equivalent)
  - 8mm x 80mm (or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 
<b>EXAMPLE</b>	

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B.**

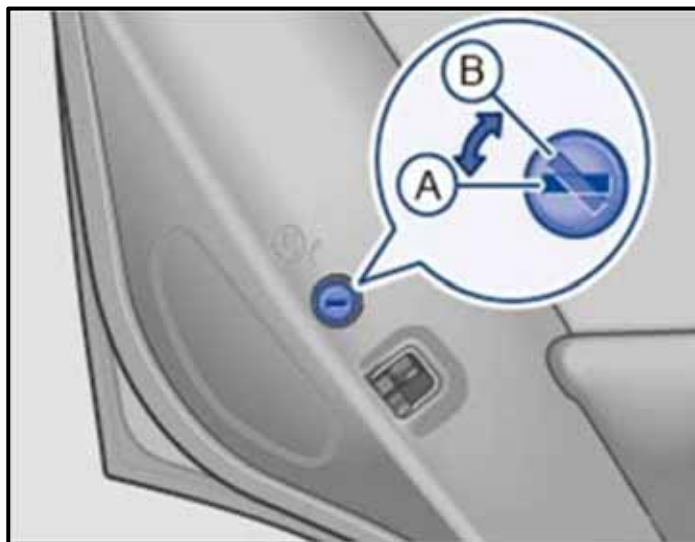
## Section B – Inspection Procedure (Criteria 02 and 03)

### NOTE

The following work procedures describe removing and installing components on the left side of the vehicle. Removing and installing components on the right side of the vehicle is identical.

### NOTE

The following child safety lock inspection must be performed on both rear doors.



### TIP

If during the inspection you cannot clearly assess the functioning of the child safety lock, perform the inspection on a vehicle not affected by this campaign and compare the results.

- Insert the vehicle key into the child safety lock and cycle the lock from position “A” to position “B” and then back to position “A” <as shown>.
- Each cycle must be audibly heard and/or physically felt as the child safety lock is engaged into position “A” or “B”.
- Repeat this process 10 times.
  - If the child safety lock **can** be audibly heard and/or physically felt engaging into position (“A” or “B”), it is functioning properly.
  - If the child safety lock **cannot** be audibly heard and/or physically felt engaging into position (“A” or “B”), the lock **is not** functioning properly.
- Perform the inspection on the second rear door.
- If both sides function properly, **proceed to Section F.**
- If one or both sides do not function properly, the lock(s) must be replaced.

**If repairing a CC, proceed to Section C.**

**If repairing a Tiguan, proceed to Section D.**

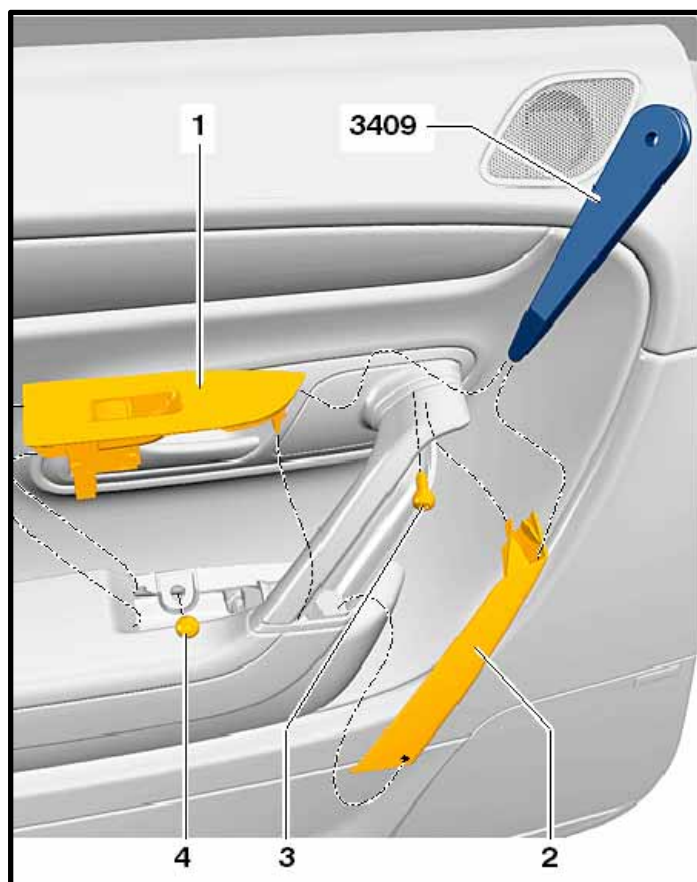
**If repairing an e-Golf/Golf R, proceed to Section E.**

## Section C – Child Safety Lock Replacement - CC

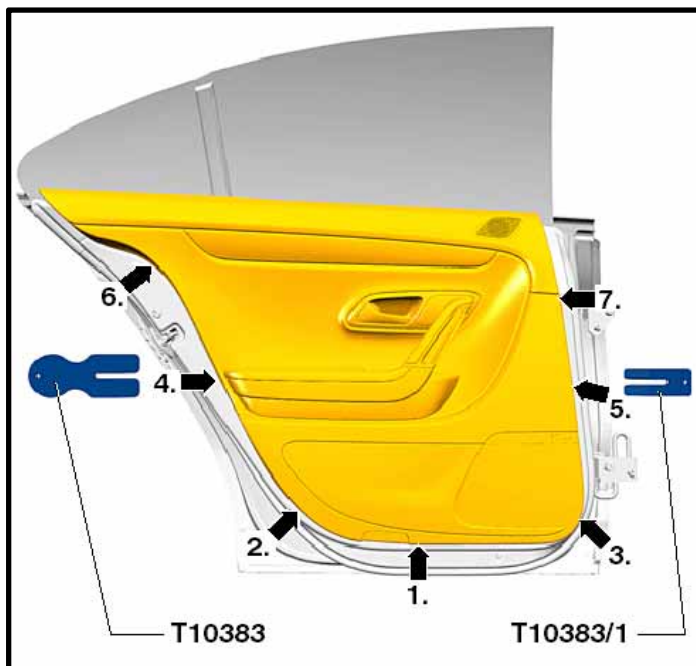
### Removal Procedure

#### NOTE

- The door lock can only be removed after the subframe.
  - The window regulator, door lock, and speaker are secured to the subframe.
  - The subframe can be removed only if the door window is detached at the clamping screws on the window regulator.
- If an electrical malfunction is present, it must be repaired prior to performing this campaign panel and is not covered under this action.



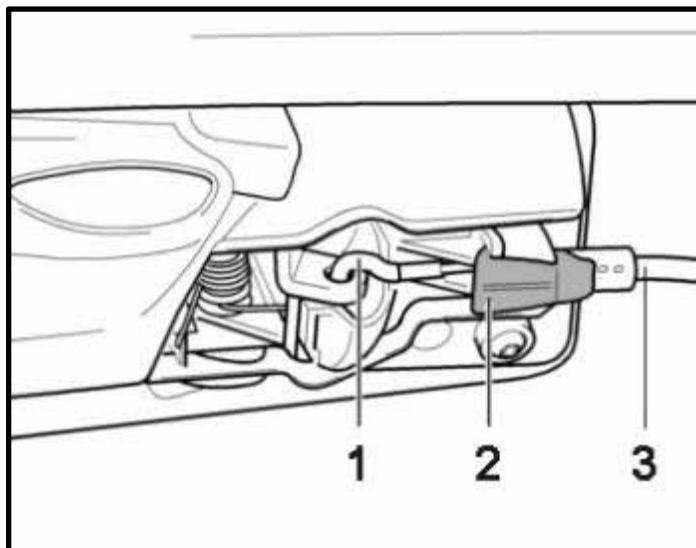
- Check the comfort system DTC memory with the Vehicle Diagnostic Tester for the Comfort System DTC memory. If a malfunction is present, it must be repaired prior to performing this campaign and is not covered under this action.
- Ensure the ignition is switched off.
- Release the switch mount <1> using the Trim Removal Wedge - 3409.
- Disconnect the switch mount wiring harness.
- Release the handle molding <2> using the Trim Removal Wedge - 3409, then remove the handle molding from the door.
- Remove the bolts <3 and 4>.



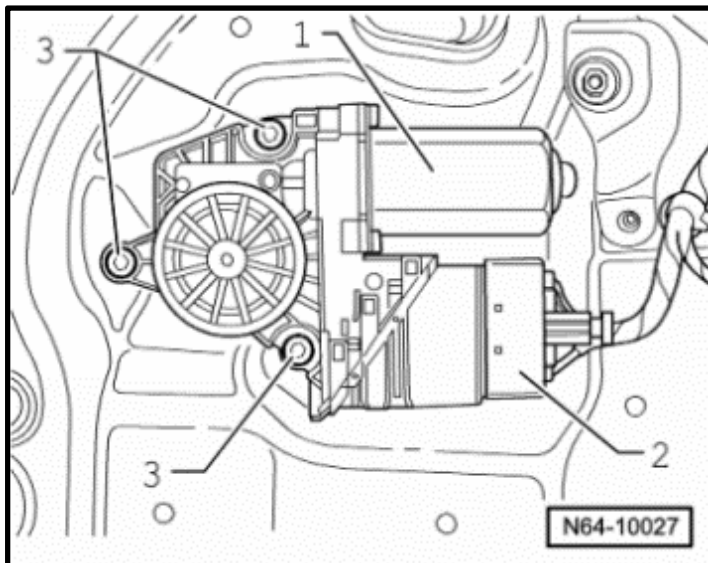
#### NOTE

Be careful to avoid damaging the door trim panel and its mounting points when removing the door trim. To prevent this, reference the sequence and location diagram below for proper releasing of the clips. Damage to the door trim panel is not covered under this action.

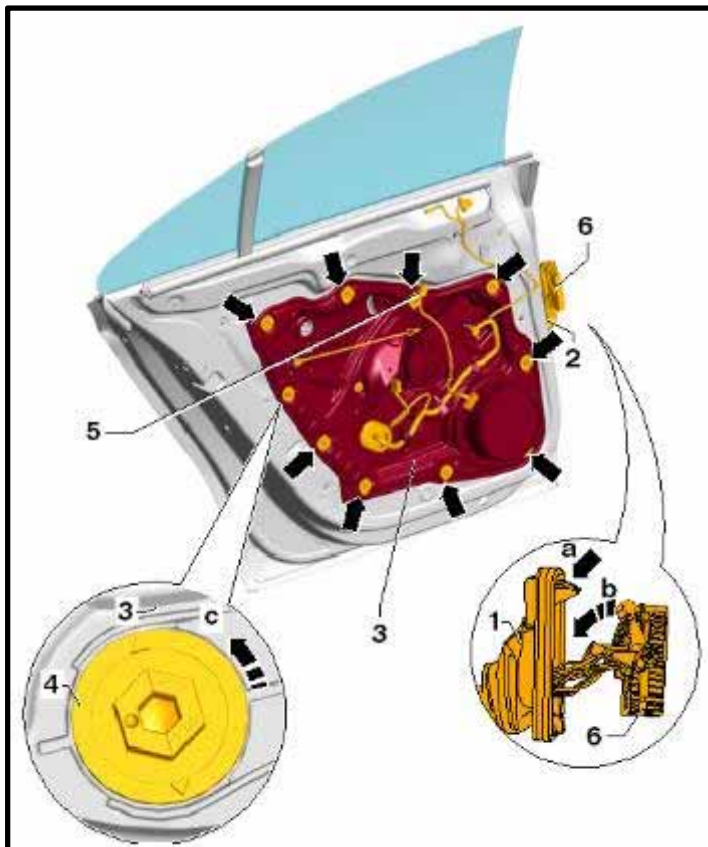
- Release the door trim panel clips from the release mechanisms in the specified sequence using the wedges - T10383 & T10383/1.
- Pull door trim panel vertically upward out of window shaft.



- On the inside of the door trim panel, pull the securing tab <2> outward.
- Remove the release cable <3> out of the guide to the rear.
- Disengage the release cable <1> from the interior door mechanism.
- If equipped, disconnect the wiring harnesses from door trim panel.

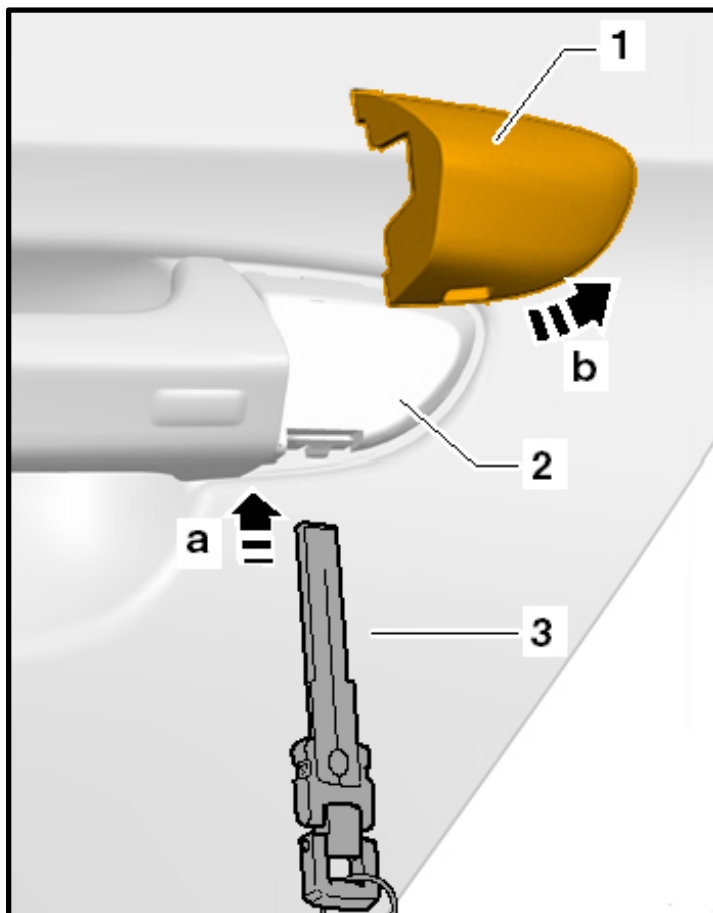


- Secure the window in the closed position.
- Remove the window regulator bolts <3>.
- Disconnect the connectors <2>.
- Remove the window regulator motor with the control module <1> from the subframe.



- Release the latching mechanism for the protective casing <1> on the B-pillar <arrow a> and remove the protective casing.
- Loosen the B-pillar locking mechanism connector <6> by tilting it downward <arrow b> and disconnect the connector.
- Open the clips <arrows> by rotating 90° to the left <arrow c>.
- Guide the wire <2> into the door.
- Loosen the connectors <5>.
- Remove the subframe <3> from the door while guiding the door lock cable through the opening.

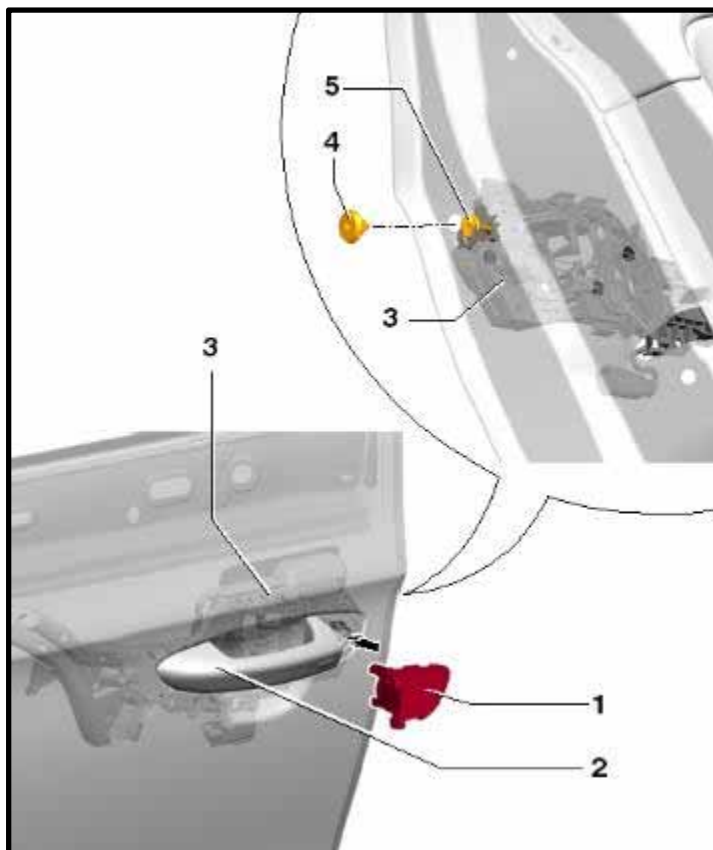




# **NOTE**

When removing the cover cap of the lock cylinder housing, the emergency key must not be turned and do not use prying motions.

- Remove the emergency key <3> from out of the remote key.
- Press the emergency key <3> lightly in direction shown <arrow a> into the opening on the underside of the lock cylinder housing cap.
- Remove the lock cylinder cap <1> gently from the underside of the door in the direction shown <arrow b> with the emergency key.
- Remove the cap upward from the lock cylinder housing <2>.

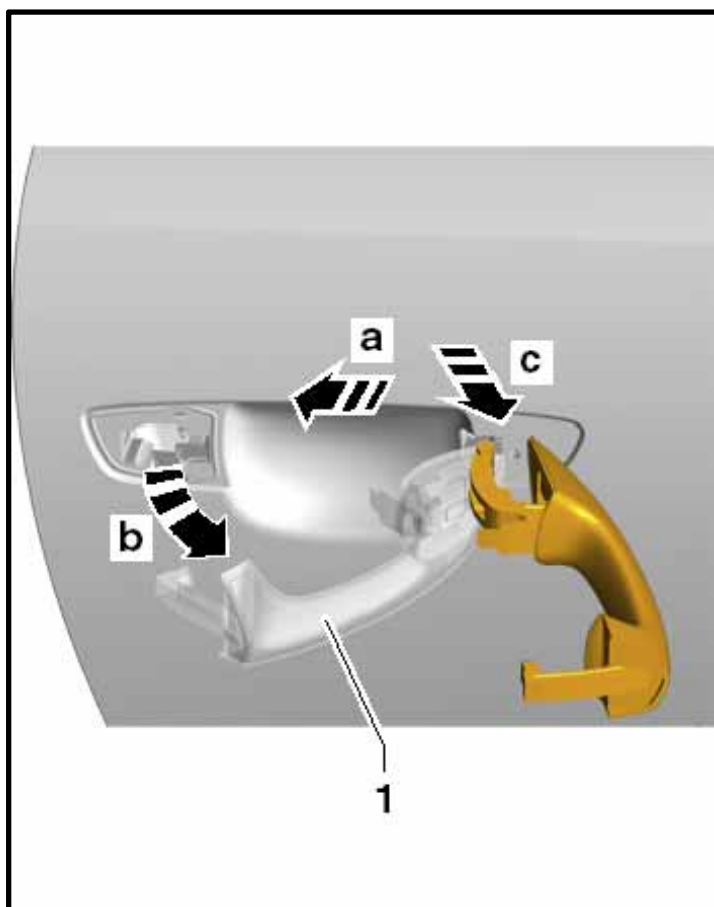


- Remove the cap <4> in front of the bolt <5>.
- Pull out the door handle <2> until it stops.
- Remove the bolt <5> until the lock cylinder housing <1> is able to be removed and the internal mechanism holds the door handle in the pulled-out position.
- Remove the lock cylinder housing <1> from the door handle mounting bracket <3> while at a right angle to the door.

# **NOTE**

The door handle remains standing in the pulled-out position. Do not attempt to press door handle in, otherwise the retaining tab on the mounting bracket may break and a replacement door handle can no longer be installed. Damage to these components are not covered under this action.

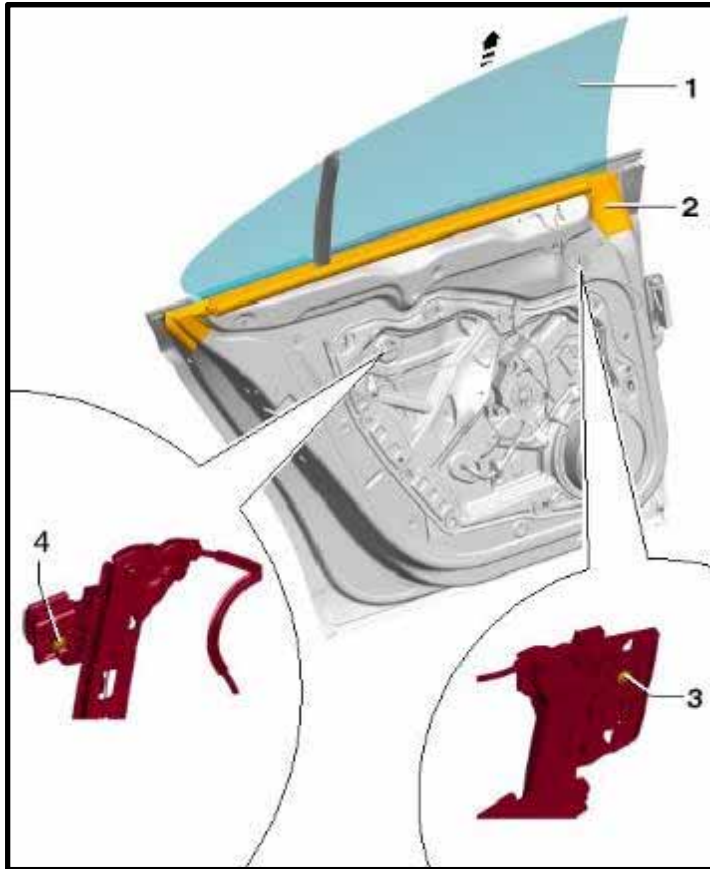




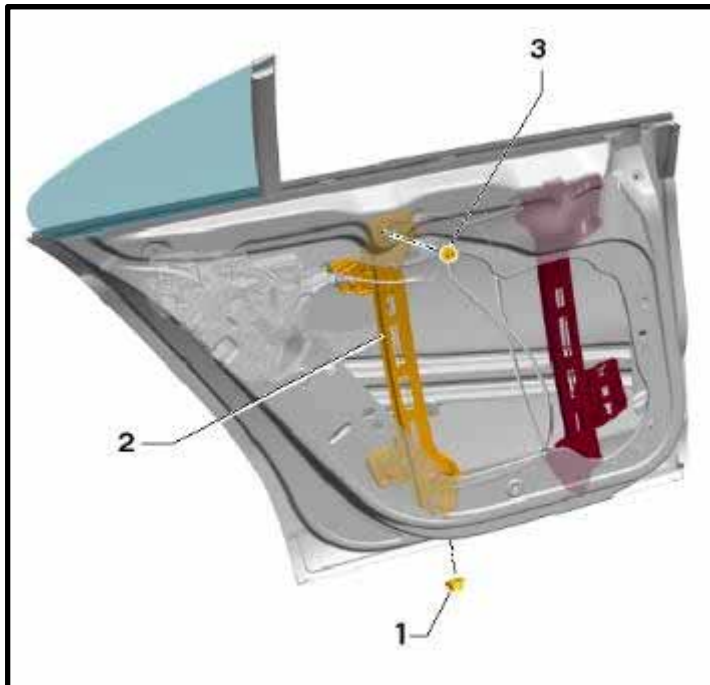
- Pull the door handle <1> slightly to the rear <arrow a> and out of the mount.
- Rotate the door handle outwards <arrow b>.
- Remove the door handle <1> from the bracket while at a right angle to the door <arrow c>.

**NOTE**

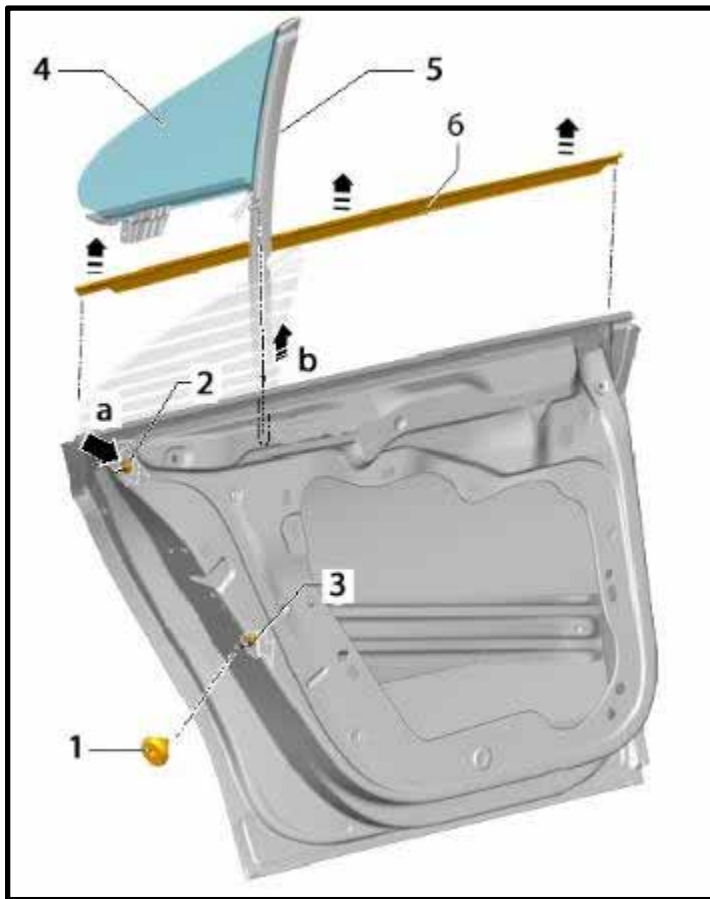
- In vehicles with access/start authorization control module, the harness connector at the door handle is disconnected by pulling the door handle out at a right angle.
- If the door handle is at a right angle to the door, the harness connector of the access/start authorization control module is in a “park” position.



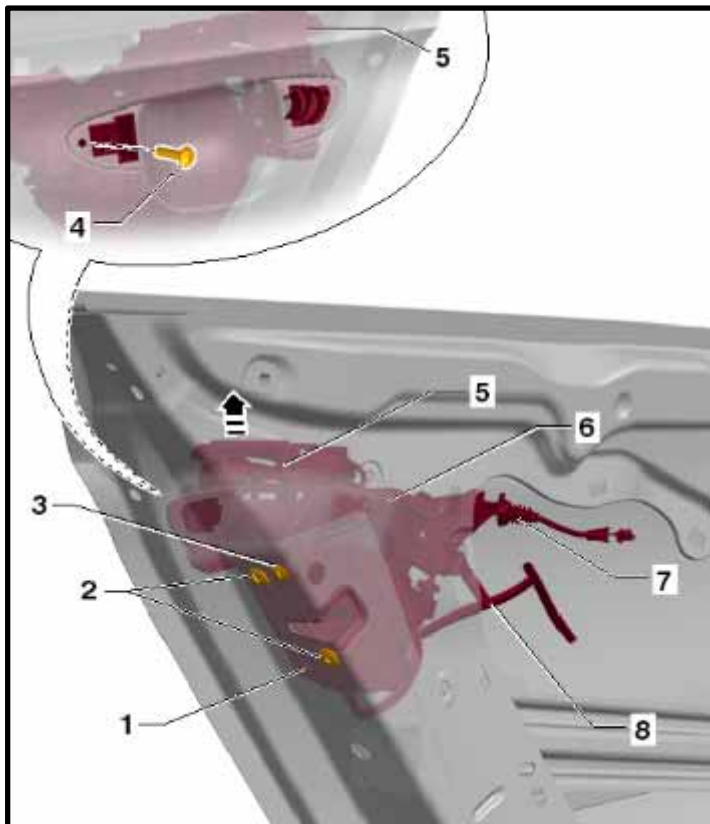
- Loosen the inner front and rear window shaft seal <2> from the clips and remove from the flange.
- Remove the caps with the Trim Removal Wedge - 3409.
- Lower the door window until the clamping bolts <3 and 4> for the door window are accessible.
- Loosen the bolt <4> but do not remove it all the way. Press the clamping bracket together.
- Remove the bolt <3>.
- Remove the door window <1> upward <direction of arrow> out of the window shaft.



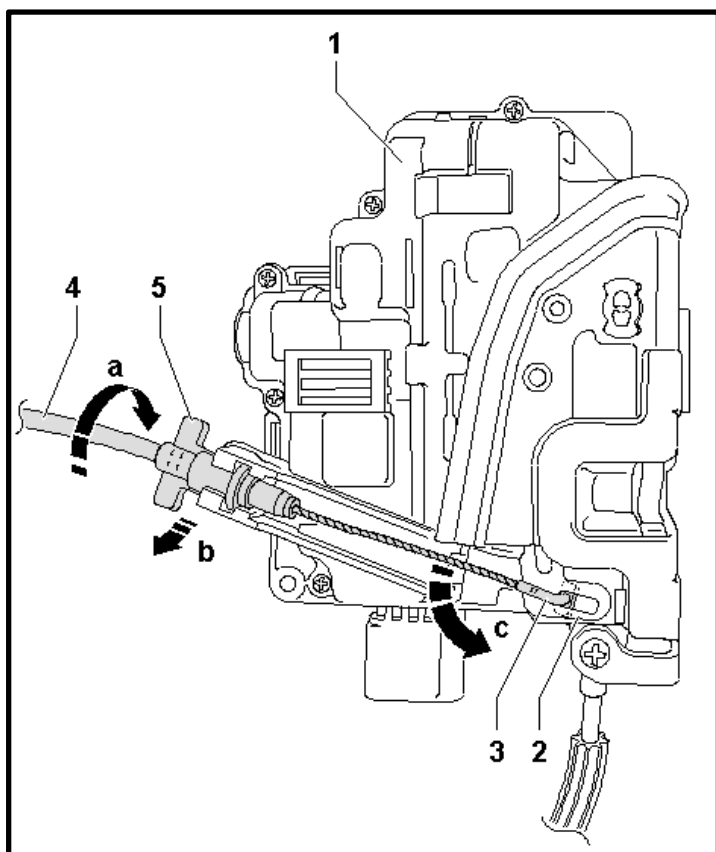
- Loosen, but do not remove, the window regulator top nut <3>.
- Remove the window regulator lower nut <1>.
- Reposition the window regulator <2> as necessary to access components.



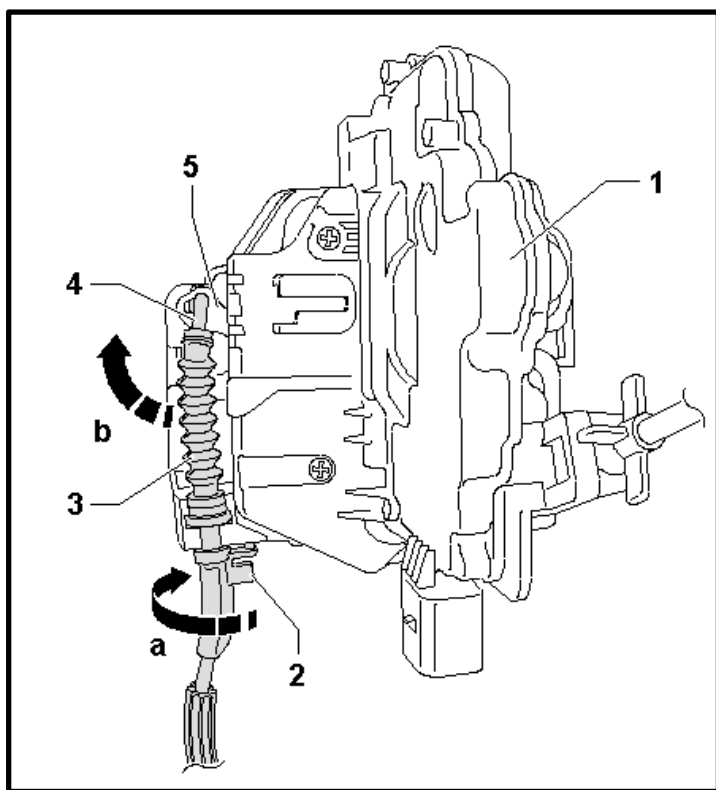
- Remove outer window recess seal <6>.
- Remove the lower plugs <1>.
- Fold the window shaft seal to the side <arrow a>.
- Loosen, but do not remove bolts <2 and 3>.
- Remove the fixed door window <4> together with the rear window guide <5> out of the window shaft <arrow b>.



- Remove the bolt <4> for the bracket <5>.
- Remove the bolts <2>.
- Remove the lock <1> upward <directional arrow> from out of the guides in the door.
- Remove the entire lock with bracket and cable <7> from the door.

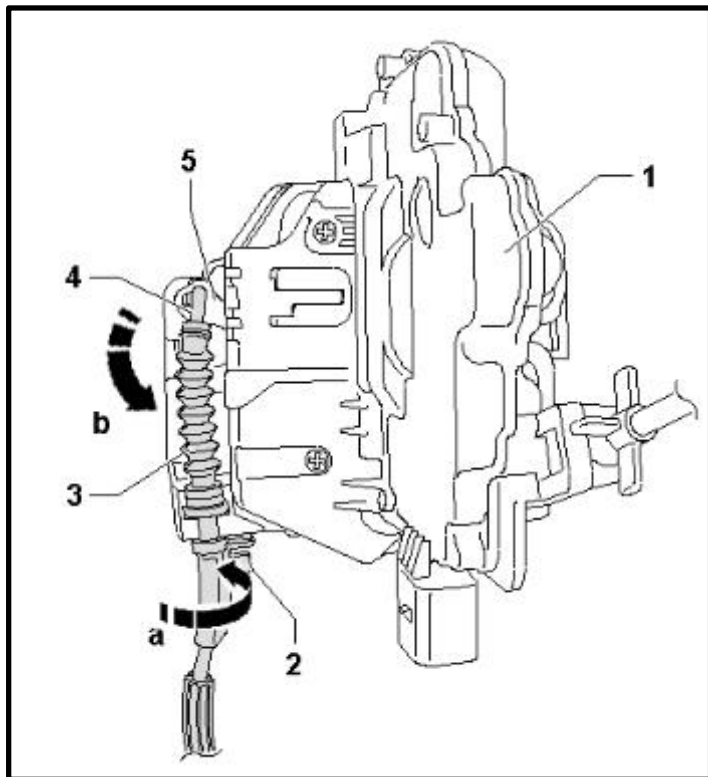


- Turn the retainer <5> in direction shown <arrow a> to release.
  - Lift retainer <5> out of mount <arrow b>.
- Swivel cable <4> 90° <arrow c> and remove nipple <3> from eyelet <2>.



- Detach retainer <2> by rotating in direction shown <arrow a>.
- Remove retainer <2> from mount.
- Swivel cable <3> in direction shown <arrow b> and remove nipple <4> from eyelet <5>.

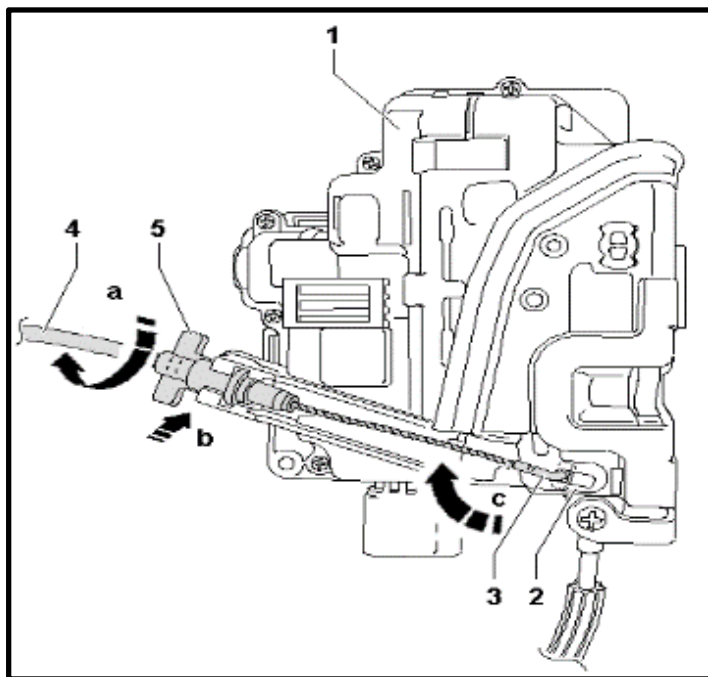
## Installation Procedure



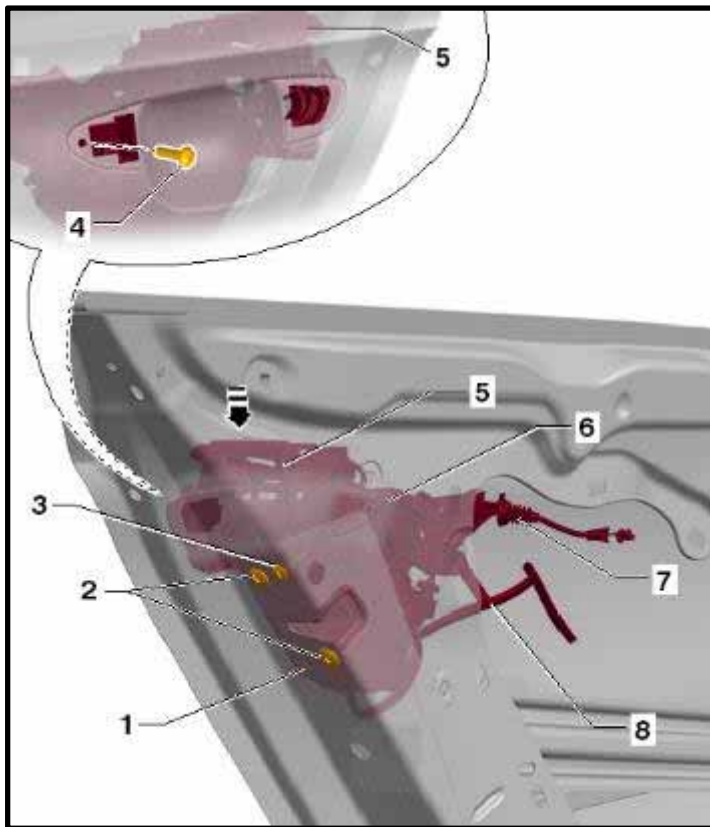
- On the new lock, insert cable nipple <4> into eyelet <5> and swivel cable <3> in direction shown <arrow b>.

Part Number	Part Description
5N0 839 015 H	Rear Left Door Lock
5N0 839 016 H	Rear Right Door Lock

- Reinstall retainer <2> into mount and secure by rotating in direction shown <arrow a>.



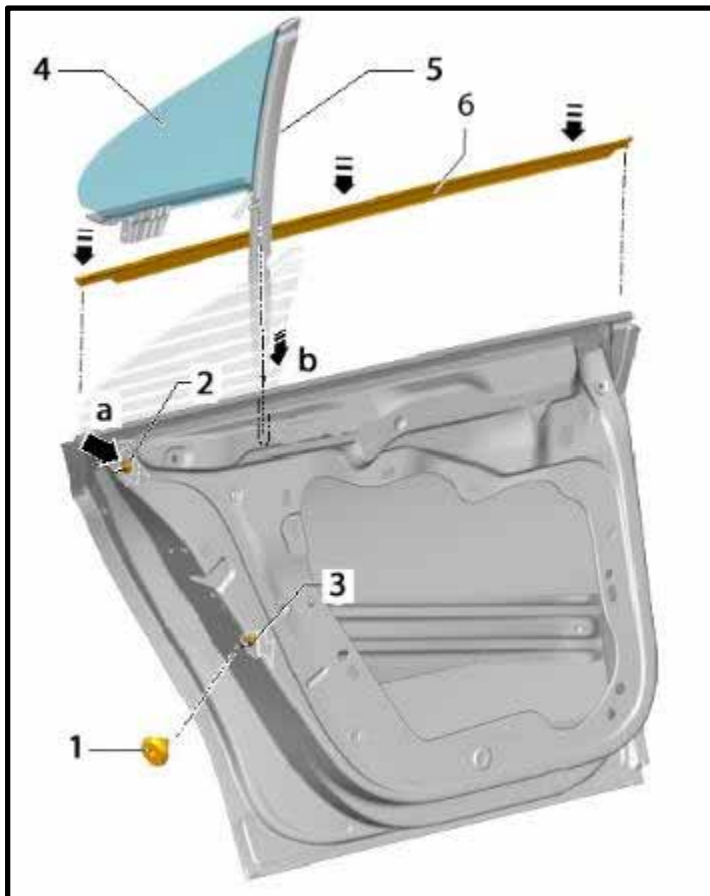
- Install nipple <3> into eyelet <2> and swivel cable <4> 90° <arrow c>.
- Install retainer <5> into the mount <arrow b>.
- Turn retainer <5> in direction shown <arrow a> to secure cable.



- Install the new lock with bracket and cable <7> in the door.
- Slide the lock <1> downward <directional arrow> into the guides in the door.
- Reinstall the bracket <5> and bolt <4>, and tighten to 1.5 Nm.
- Reinstall the bolts <2> and tighten to 18 Nm.

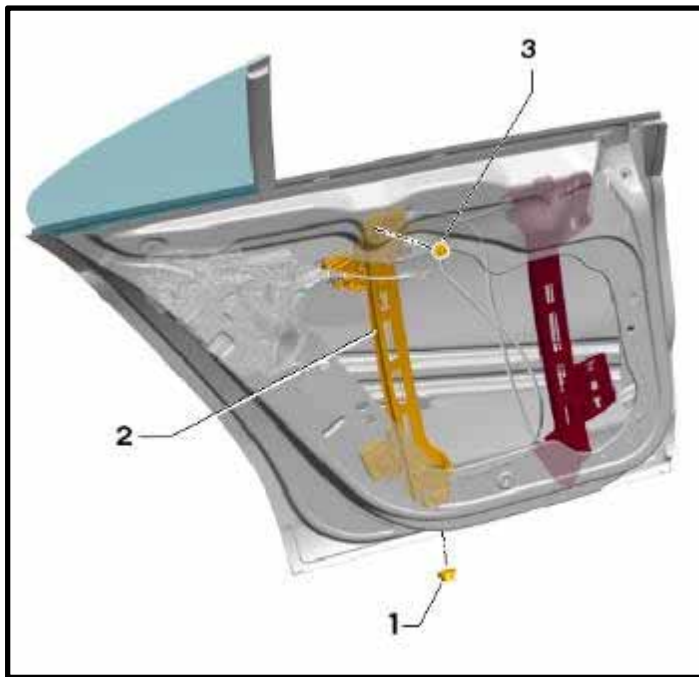
#### **NOTE**

A function test must be performed while the door is open because the lock will not open if the release cable is not adjusted and secured correctly.

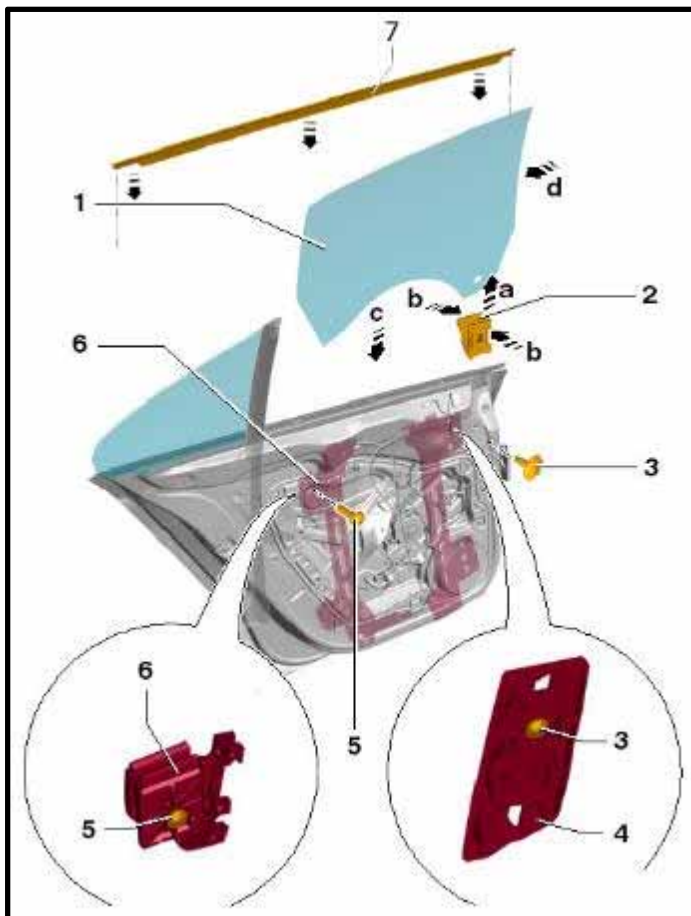


- Reinstall the fixed door window <4> together with the rear window guide <5> into the window shaft <arrow b>.
- Fold the window shaft seal to the side <arrow a>.
- Tighten bolts <2 and 3> to 6 Nm.
- Reinstall the lower plugs <1>.
- Realign the window shaft seal to its proper location <arrow a>.
- Reinstall outer window recess seal <6>.





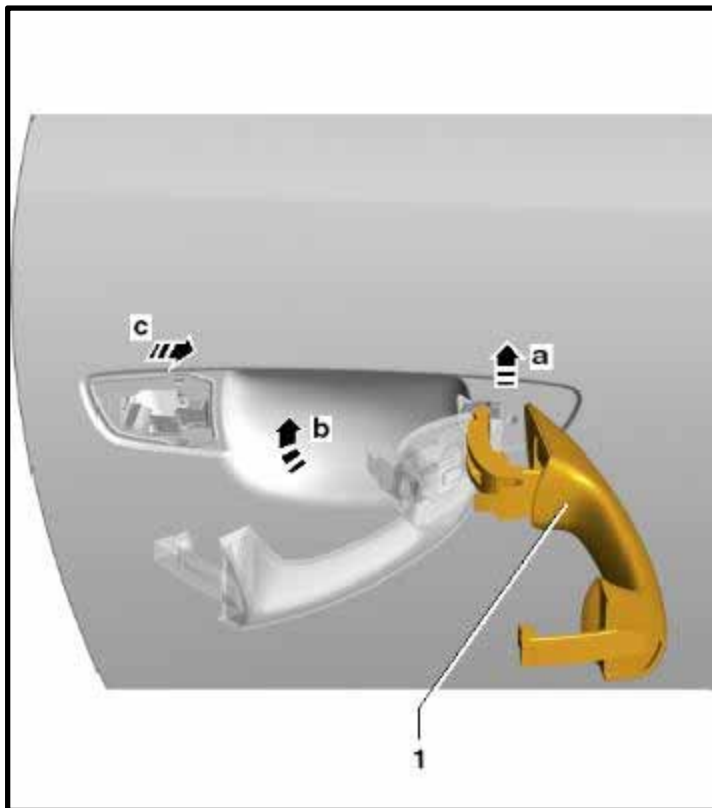
- Realign the window regulator <2> into the installed position.
- Reinstall the window regulator nuts <1 and 3> and tighten to 12 Nm.



- Attach the retaining clip <6> to the door window <arrow a> and gently compress it together as shown <arrows b>.
- Guide the door window <1> into the door as shown <arrow c>, ensuring that the door window is properly inserted into the window guide <2>.
- Without using any pressure, guide the door window down as shown <arrow c> into the clamping bracket <6>.
- Align the door window to the window guide in direction of <arrow d>.
- Tighten the bolts <3 and 5> to 8 Nm.
- Reinstall the caps.
- Reinstall the inner front and rear window shaft seal <7> to the clips on the flange.

#### NOTE

Window alignment procedure must be followed to ensure proper alignment of the window. Improper alignment may result in excessive wind noise, road noise, or damage to the window glass and seals. Please reference the repair manual for further instruction.



- Reinstall the door handle <1> at a right angle as shown <arrow a>.

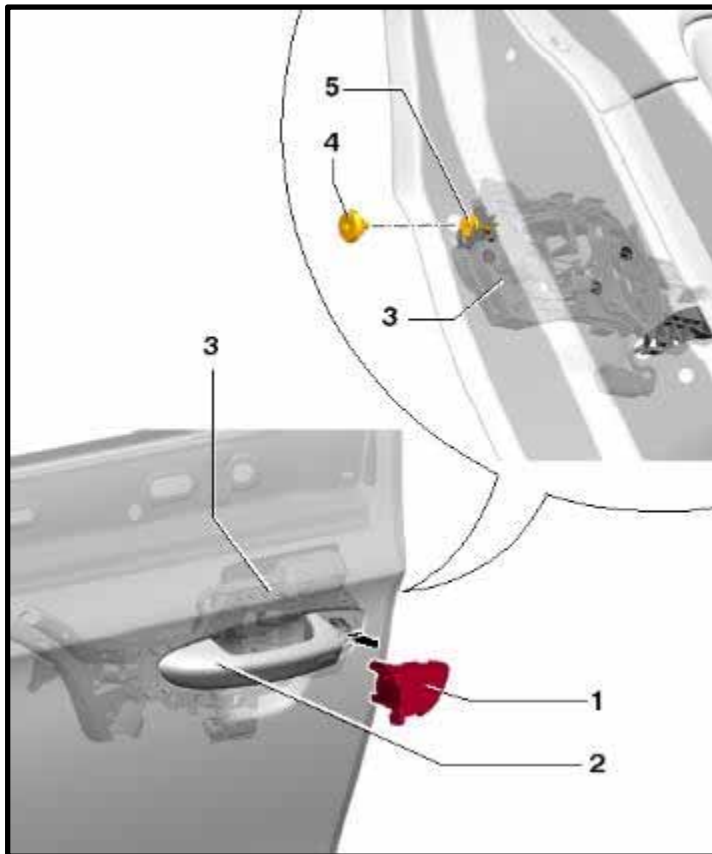
#### ! NOTE

In vehicles with access/start authorization control module, the harness connector on the door handle is locked in.

- Rotate the door handle <1> inwards towards the door as shown <arrow b>.
- Slide the door handle slightly forward into the bracket mount as shown <arrow c>

#### ! NOTE

The door handle remains standing in the pulled-out position. Do not attempt to press door handle in, otherwise the retaining tab on the mounting bracket may break, preventing a replacement door handle from being installed.



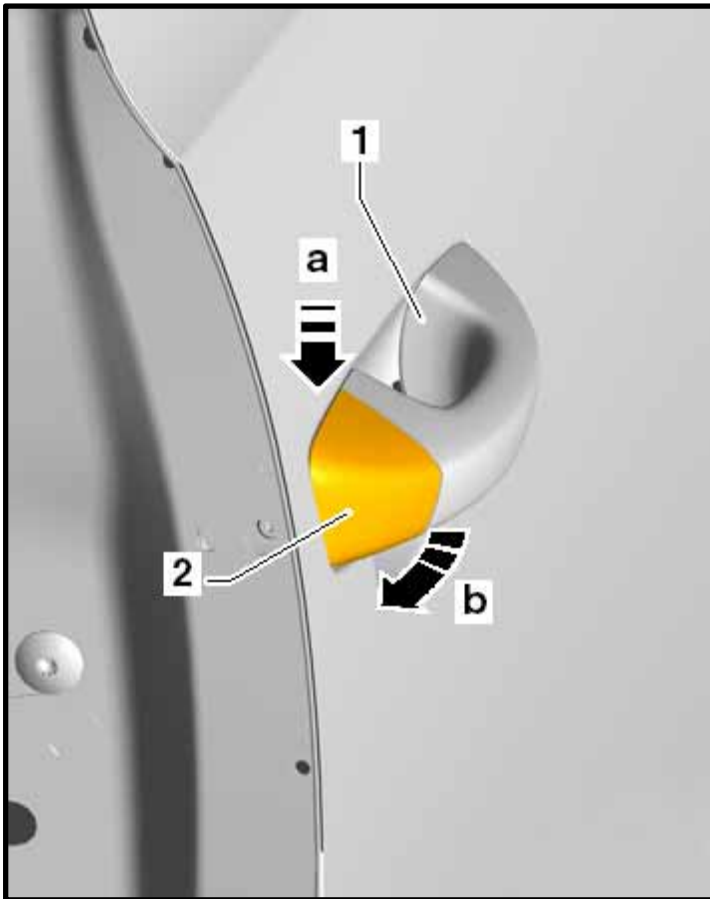
- With the door handle standing in the pulled-out position, insert the lock cylinder housing <1> into the mounting bracket <3> at a right angle.
- Install the bolt <5> into the bracket and tighten to 4.5 Nm.
- The door handle <2> swings automatically on to the door.

#### ! NOTE

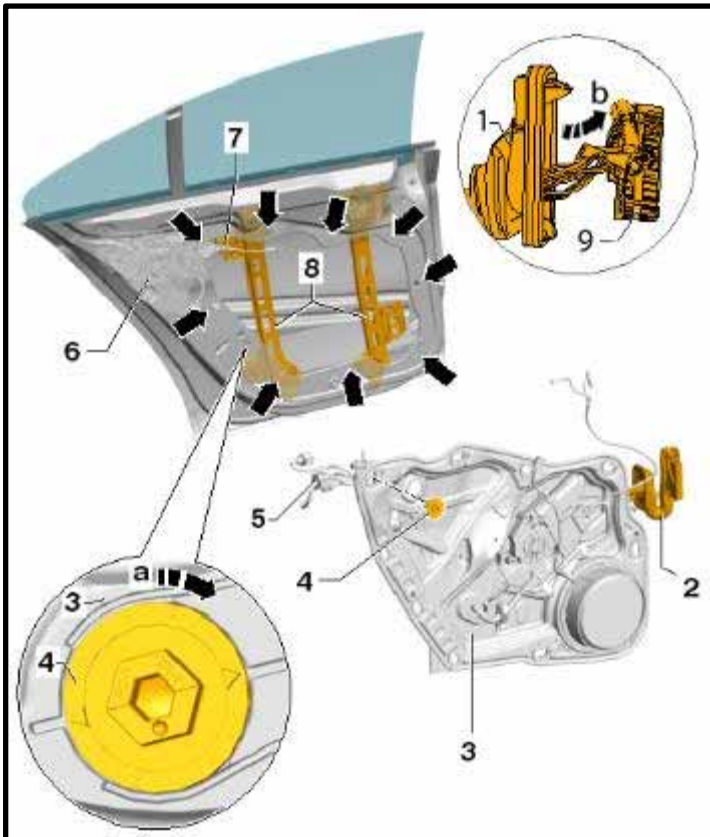
The lock cylinder housing must be pressed onto the outer door panel while installing.

- Reinstall the cap <4>.

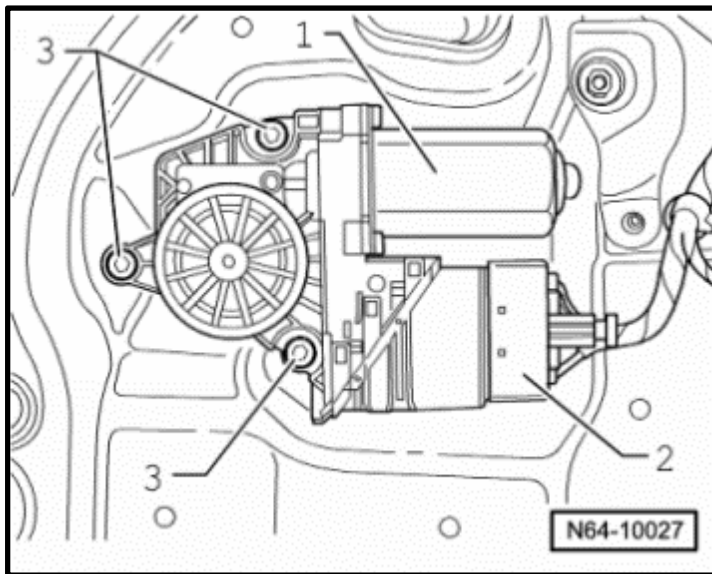




- Slide the lock cylinder housing cap <2> lightly at an angle from above in direction of <arrow a> onto the lock cylinder housing.
- Press the lock cylinder housing cap <2> onto the door in direction of <arrow b> until the cap locks in with the lock cylinder housing.



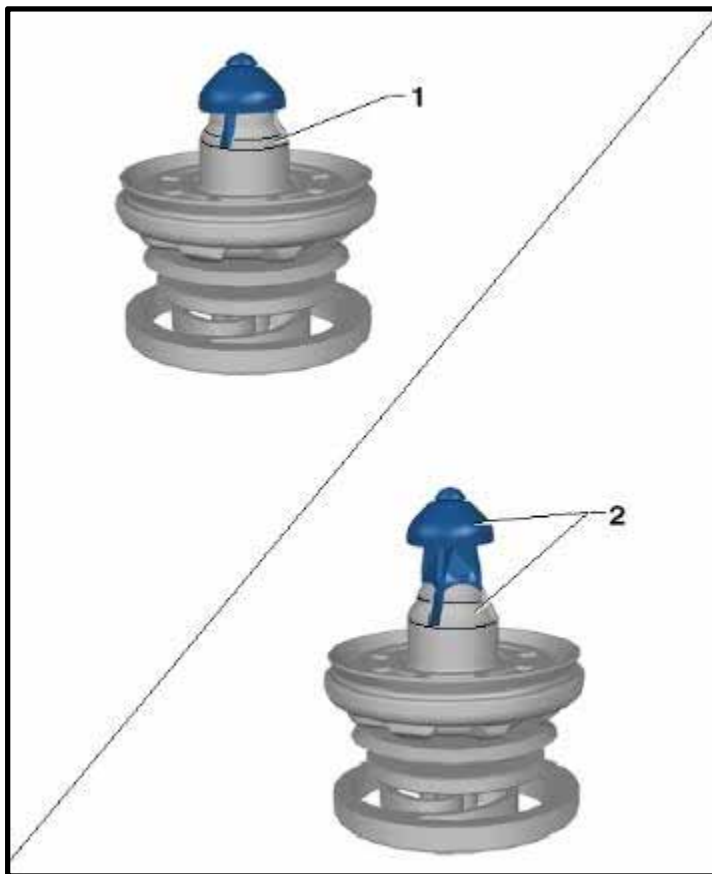
- Reinstall the subframe by first guiding the wiring harness <2> and door lock cable through the door.
- Connect the connector <5> with the door lock and guide the cable <7> through the opening in the subframe.
- Attach the subframe <3> to the door.
- Close the clips <4> by rotating them 90° to the right in the direction shown <arrow a>.
- Connect the B-pillar connector <9> and secure the locking mechanism by tilting it upward in the direction shown <arrow b>.
- Reinstall the protective casing and secure the latching mechanism <1>.



- Attach the window regulator motor by gently moving the door window up and down so that the splines between the window regulator motor and the cable reel can mesh together.
- Install the window regulator bolts <3> and tighten to 3.5 Nm.

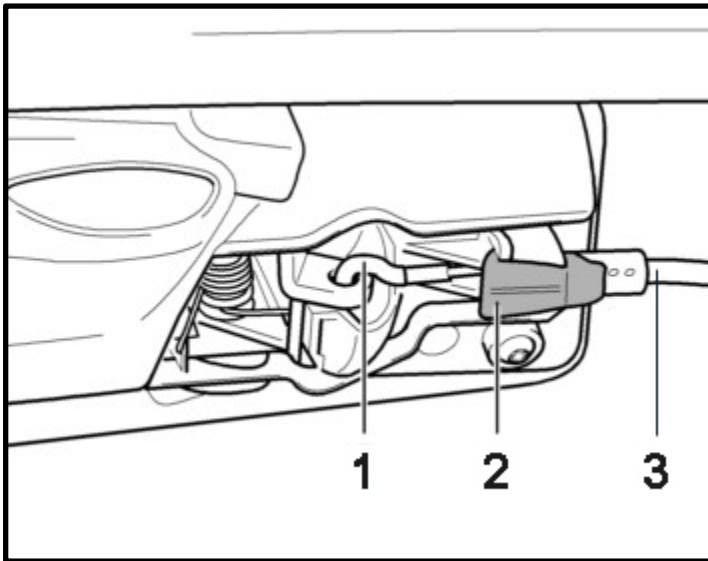
#### ! NOTE

Before installing the door panel, inspect the securing clips for damage and replace if necessary.



#### ! NOTE

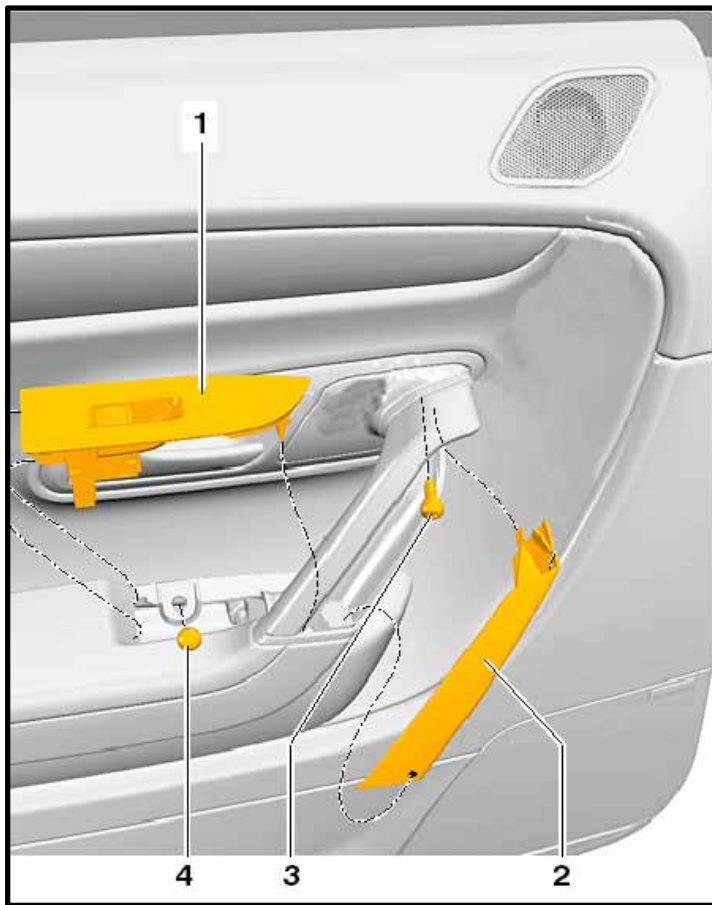
- Before installing the door trim, make sure the locking mechanisms of all clip connections are in the <1> position.
- It is not possible to install the door trim correctly if the clips are in the <2> position.



- Align the door trim panel to the door.
- If equipped, reconnect the wiring harnesses to the door trim panel.
- On the inside of the door trim panel, reattach the release cable <3> to the interior door mechanism <1>.
- Reattach the securing tab <2>.



- Reinstall door trim panel downward into the window shaft.
- Secure the door trim panel clips to the release mechanisms at the locations shown <arrows>.



- Reinstall bolts <3 and 4> and tighten to 4.5 Nm.
- Reinstall the handle molding <2> to the door.
- Reconnect the switch mount wiring harness and reinstall the switch mount <1>.
- Activate the window in the one-touch up/one-touch down mode and hold the switch for two seconds, allowing the window regulator motor to recognize the upper stop.
- Perform a function check to ensure that the replaced door lock is operating properly.

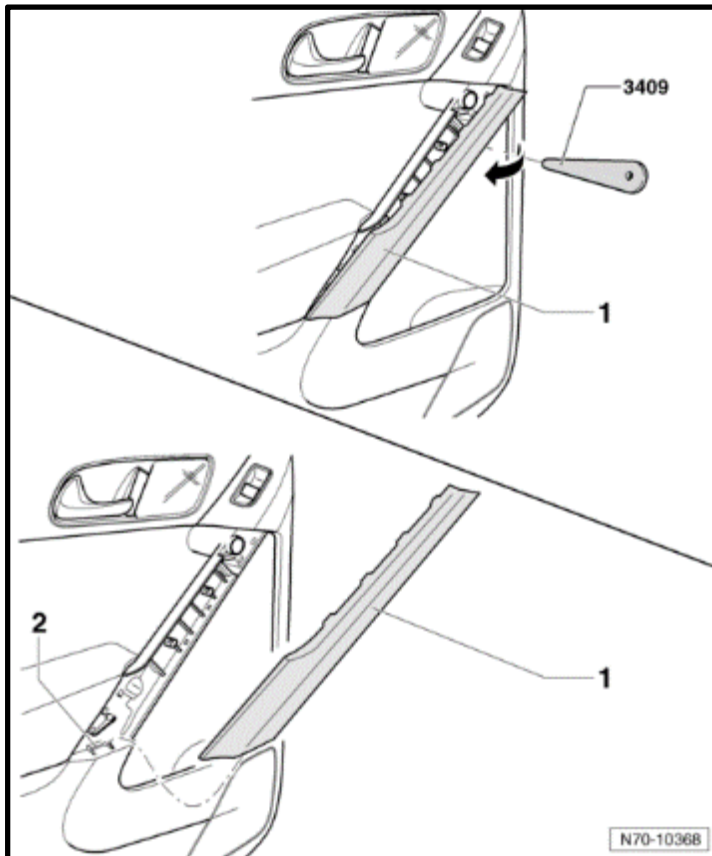
**Proceed to Section F.**

## Section D – Child Safety Lock Replacement - Tiguan

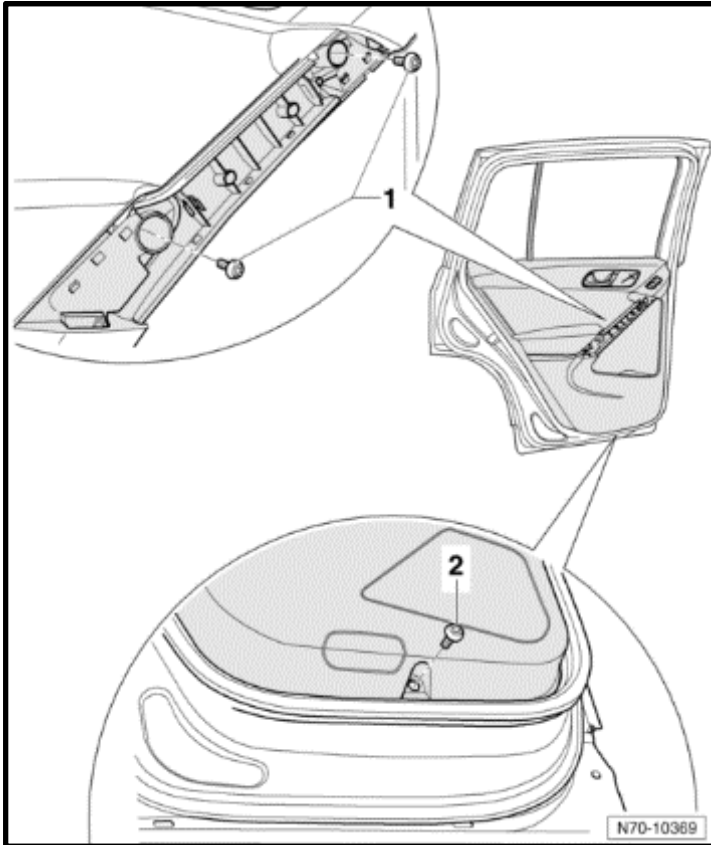
### Removal Procedure

#### NOTE

- The following work procedures describe removing and installing components on the right side of the vehicle. Removing and installing components on the left side of the vehicle is identical.
- The door lock can only be removed after the subframe.
  - The window regulator, door lock, and speaker are secured to the subframe.
  - The subframe can only be removed when the door window has been detached at the window regulator clamping screws. To do this, the window must be lowered to the level of the installation holes in the subframe and the clamping screws must be loosened.
- If an electrical malfunction is present, it must be repaired prior to performing this campaign and is not covered under this action.



- Check the comfort system DTC memory with the Vehicle Diagnostic Tester for the Comfort System DTC memory. If a malfunction is present, it must be repaired prior to performing this campaign and is not covered under this action.
- Switch off the ignition.
- Pry the handle molding upper section <1> at the upper end from the mount in the door trim, starting at the top and using the Trim Removal Wedge -3409-.

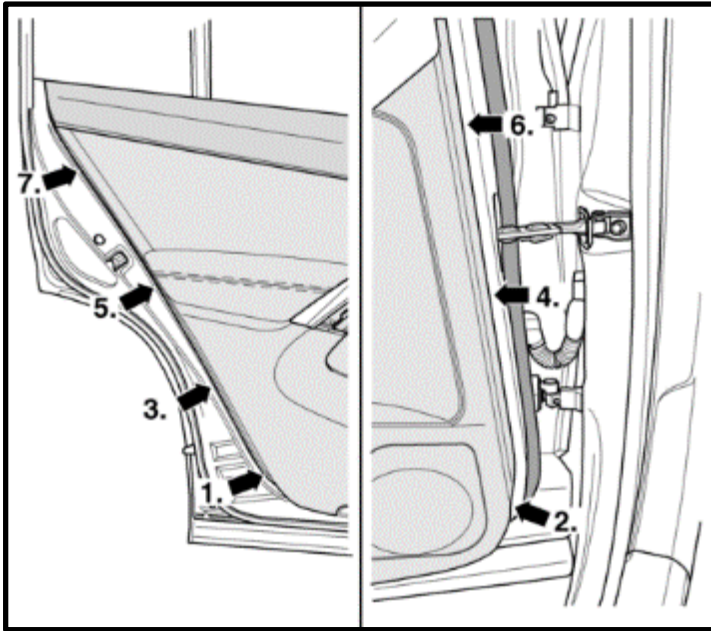


- Remove the two bolts <1>.
- Remove the bolt <2>.

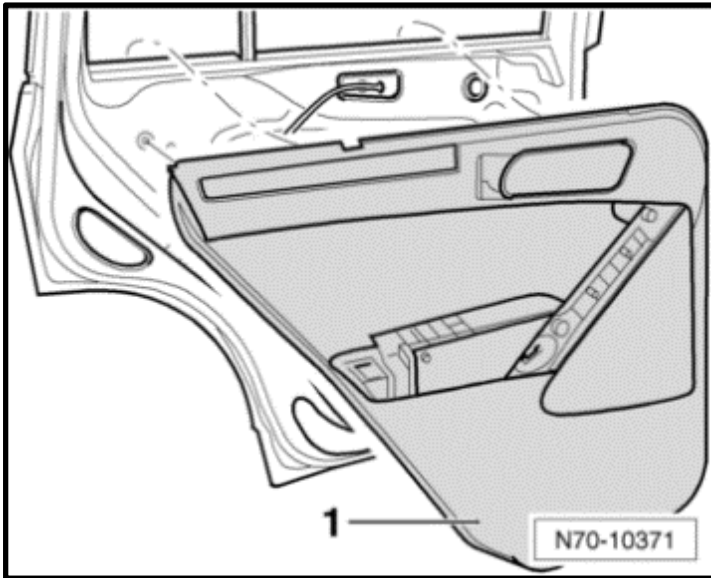
**NOTE**

- Be careful to avoid damaging the door trim panel and its mounting points when removing the door trim. To prevent this, reference the sequence and location diagram below for proper releasing of the clips. Damage to the door trim panel is not covered under this action.
- When removing the door trim, the bevel surface of the Trim Release Lever - Wedge -T10039/1- must point toward the door panel.

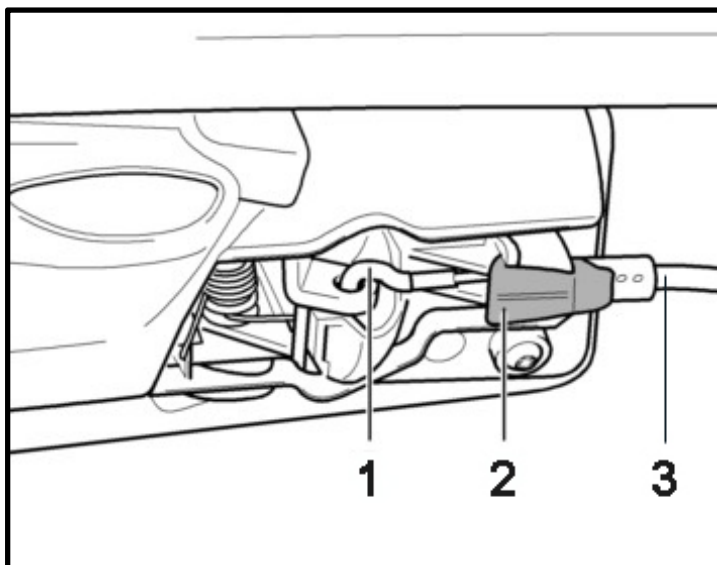




- Remove the door trim from the brackets, in the specified sequence <arrows> using the Trim Release Lever - Wedge -T10039/1-.



- Pull the door trim panel <1> vertically upward out of the window shaft.



- On the inside of the door trim panel, pull the securing tab <2> outward.
- Remove the release cable <3> out of the guide to the rear.
- Disengage the release cable <1> from the interior door mechanism.
- If equipped, disconnect the wiring harnesses from door trim panel.

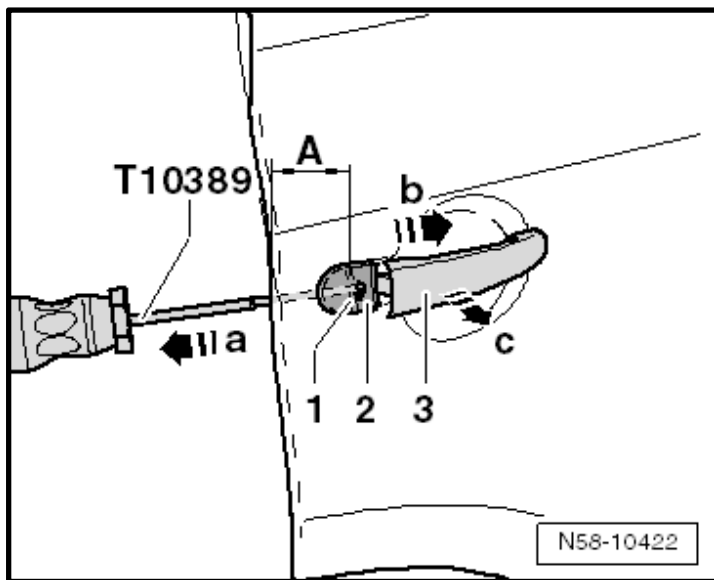
#### **NOTE**

When removing the door handle, the mounting bracket mount folds to the inside. When installing, the chamfer on the door handle guides the handle to the bracket.

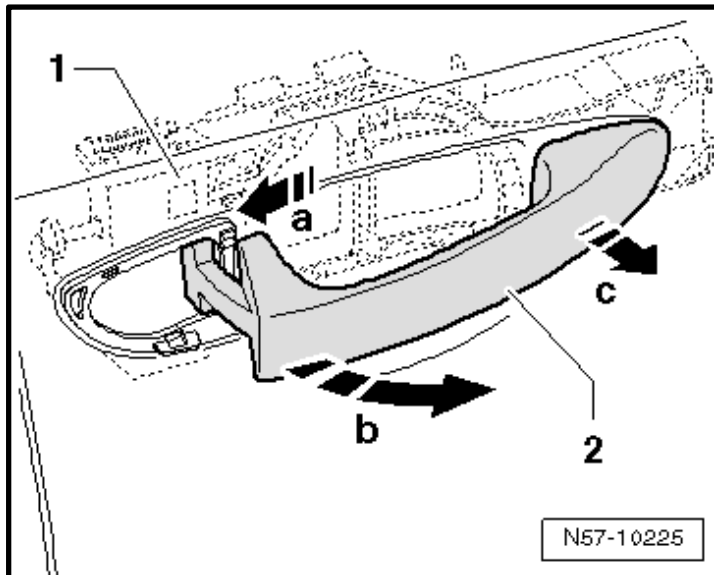


- Remove the rubber access cap <1>.

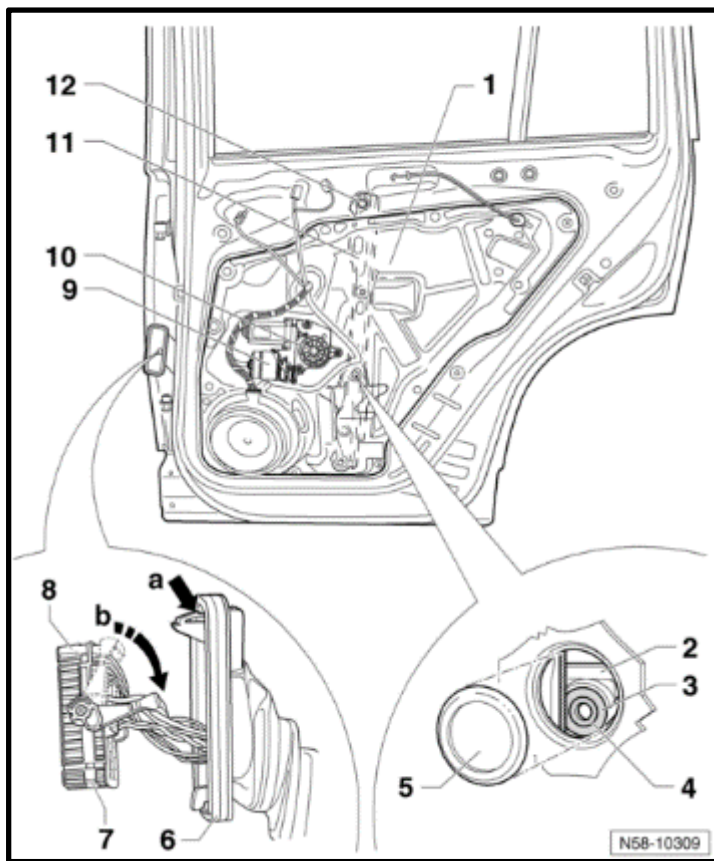




- Guide the Lock Cylinder Housing Assembly Tool -T10389- 110 mm <dimension A> into the door and behind the locking bracket.
- Pull the locking bracket <1> back 5mm <arrow a>.
- Slightly pull the door handle <3> from the outer door panel <arrow b>.
- Remove the cap <2> from the door handle mounting bracket at a right angle <arrow c>.



- Pull door handle <2> slightly toward rear <arrow a> and out of the mount.
- Swivel door handle around <arrow b>.
- Remove door handle at right angle <arrow c> to door from mounting bracket <1>.

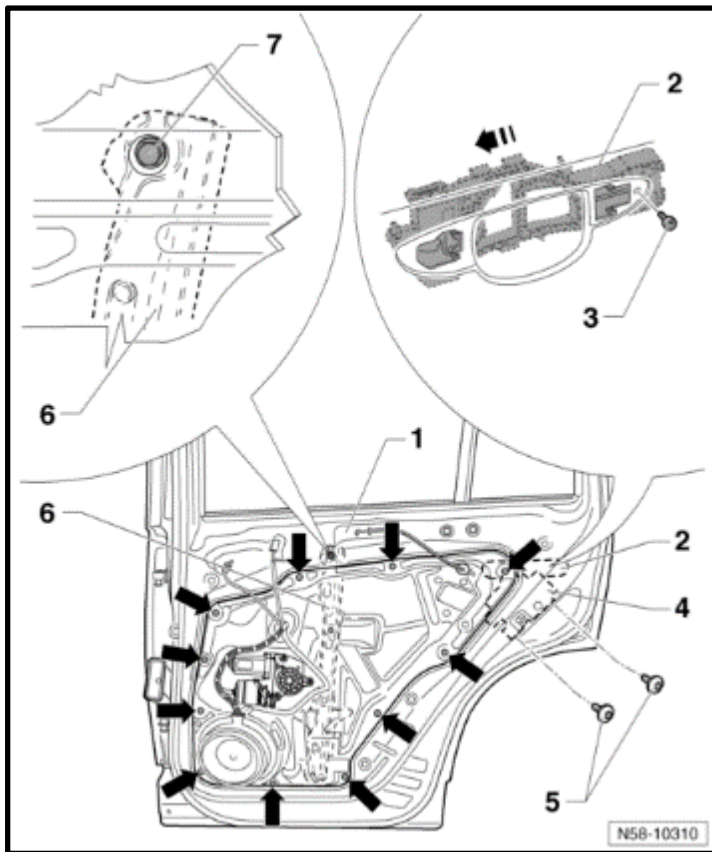


- Pry out the caps <5>.
- Lower door window until spreader pin <4> and spreader plug <3> are accessible in window regulator cut-out.
- Install a 5 mm bolt (approximately 70 mm long) into the spreader pin <4> and pull bolt out of spreader plug <3>.
- Screw in an 8 mm bolt (approximately 80 mm long) into spreader plug <3> and pull spreader plug <3> out of window regulator mount <2>.

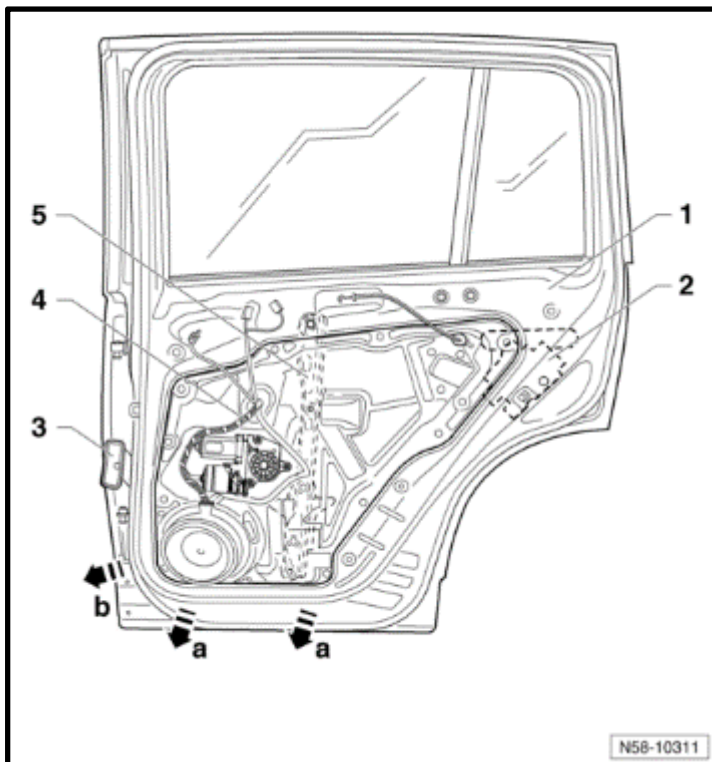
#### **NOTE**

When screwing the bolt into spreader plug, do not use excessive force on the plug otherwise it may fall into the door.

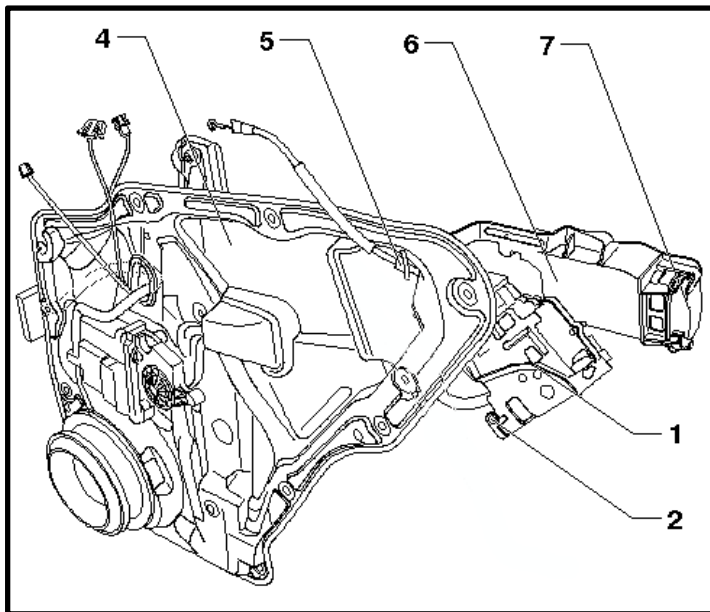
- Move the window up by hand and secure it in the closed position.
- 
- Disengage the retainer on the protective sleeve <6> on the B-pillar <arrow a> and remove the protective sleeve.
- Open the locking mechanism of the B-pillar connector <8> by swiveling it downward <arrow b> and disconnect the connector.
- Remove the bolt <12>.



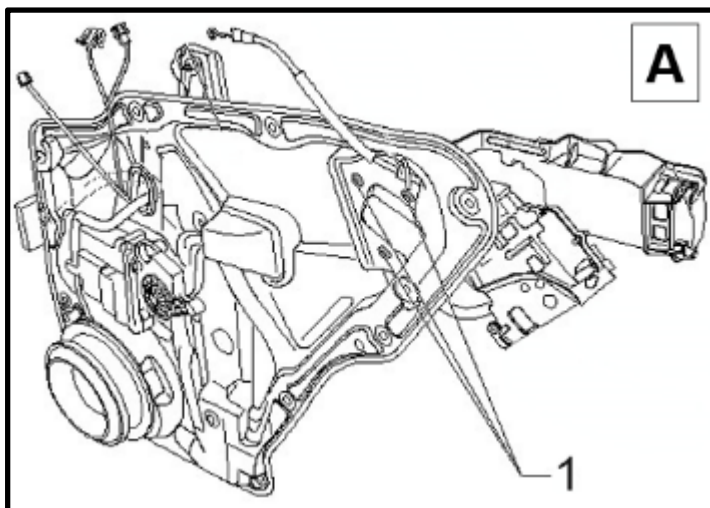
- Remove the screws <5> for the door lock <4>.
- Remove the bolt <3> for the mounting bracket <2>.
- Slide mounting bracket <arrow> to disengage mounting bracket hook from door.
- Remove the bolts at locations <7> and <arrows>.



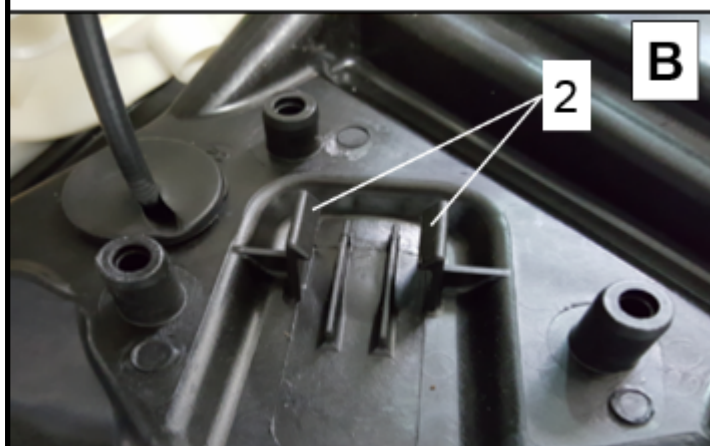
- Guide the electrical connector <3> into door.
- Pull off lower area of subframe from door in direction of <arrow a>.
- Pull the subframe downward at an angle toward the hinge pillar <arrow b> and out of the door. First, the upper section of the window regulator <5> must be guided out of the door, then the door lock <2>.

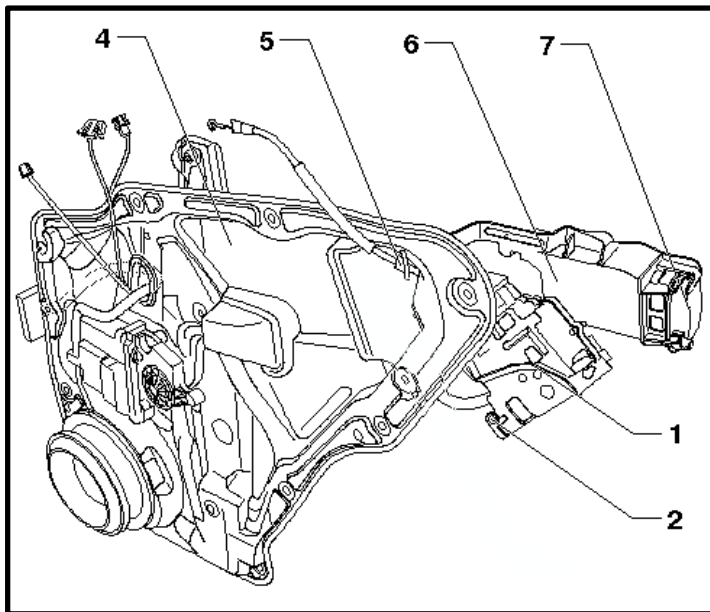


- Rotate the subframe <4> around and disconnect the connector <2> from the door lock <1>.

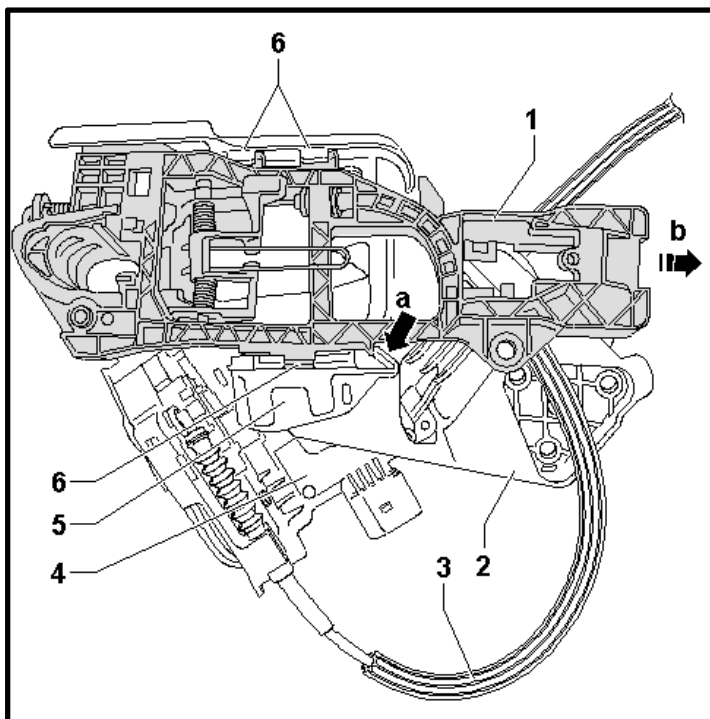


- If equipped with the design shown in figure A, drive out the clips <1> using a drift to release the bracket.
- If equipped with the design shown in figure B, spread the clips <2> to release the bracket.



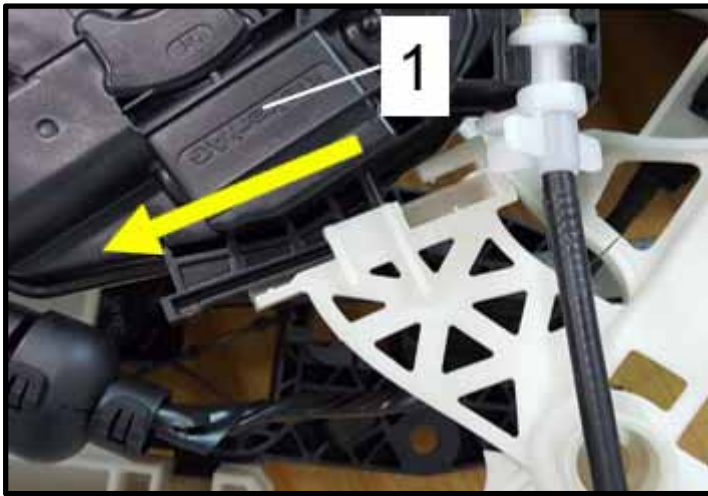


- Using a screwdriver, pry off door lock <1> with angled mounting bracket <6> and mounting bracket <7> from subframe.
- At the same time, guide the release <5> out of the subframe.

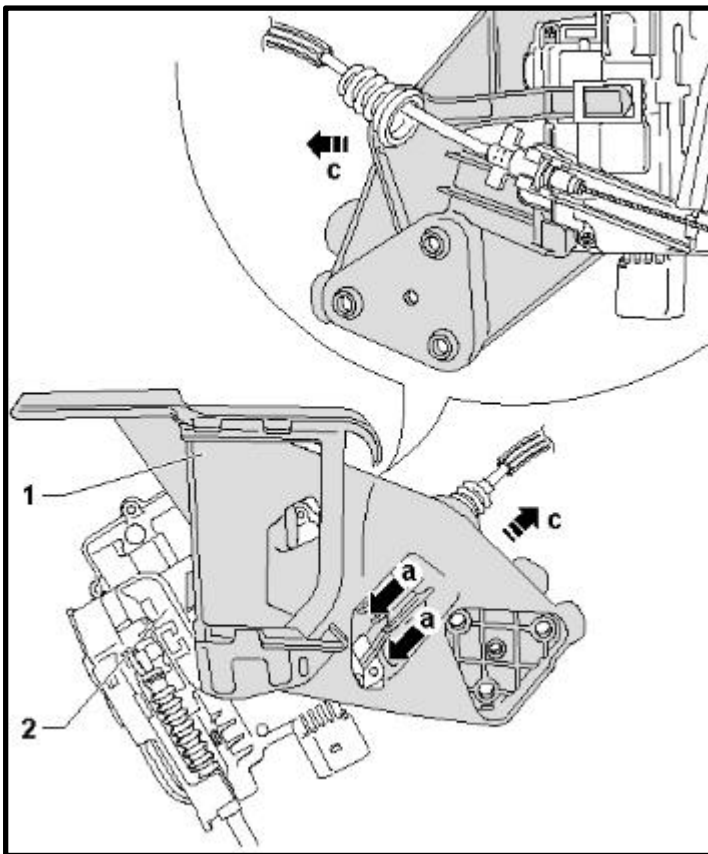


- Press locking mechanism on mounting bracket <5> in direction shown <arrow a>.
- Slide mounting bracket <1> in direction shown <arrow b> until mounting points <6> of angled mounting bracket <2> are visible.
- Remove mounting bracket from the angled mounting bracket.

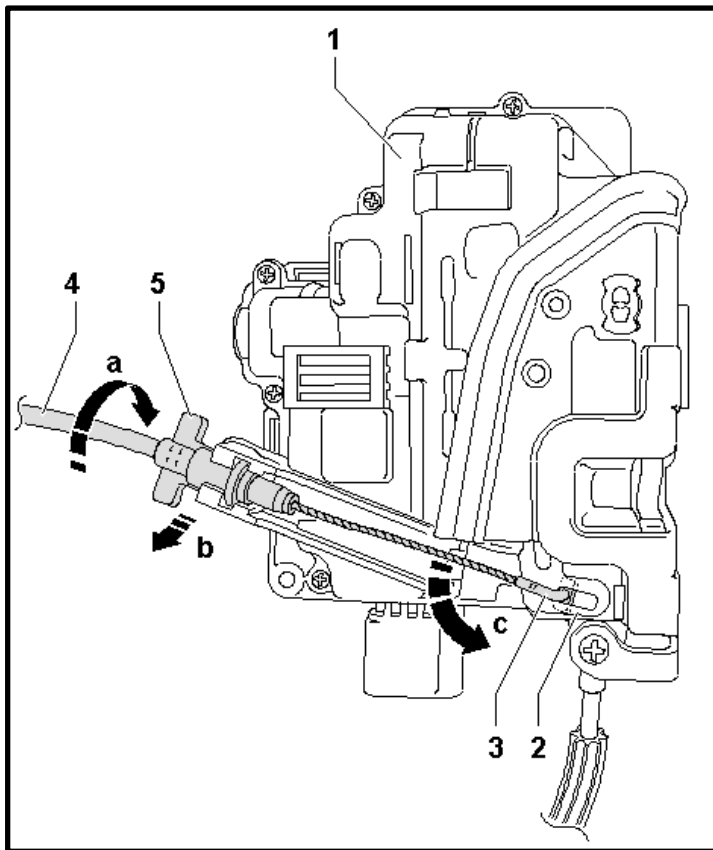




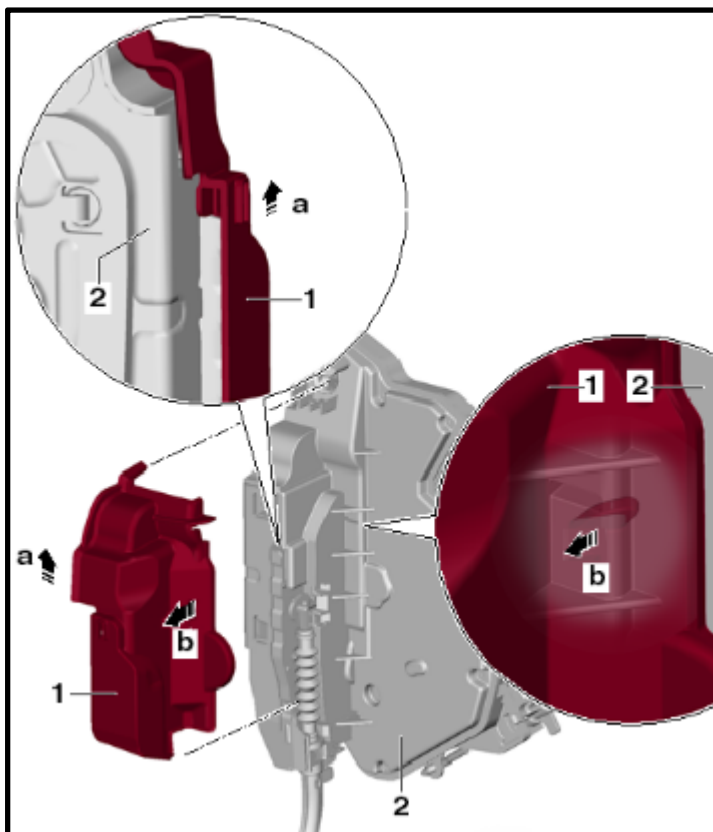
- If equipped, remove the angled bracket <1> by disengaging the tab and sliding the latch in the direction shown <arrow>.



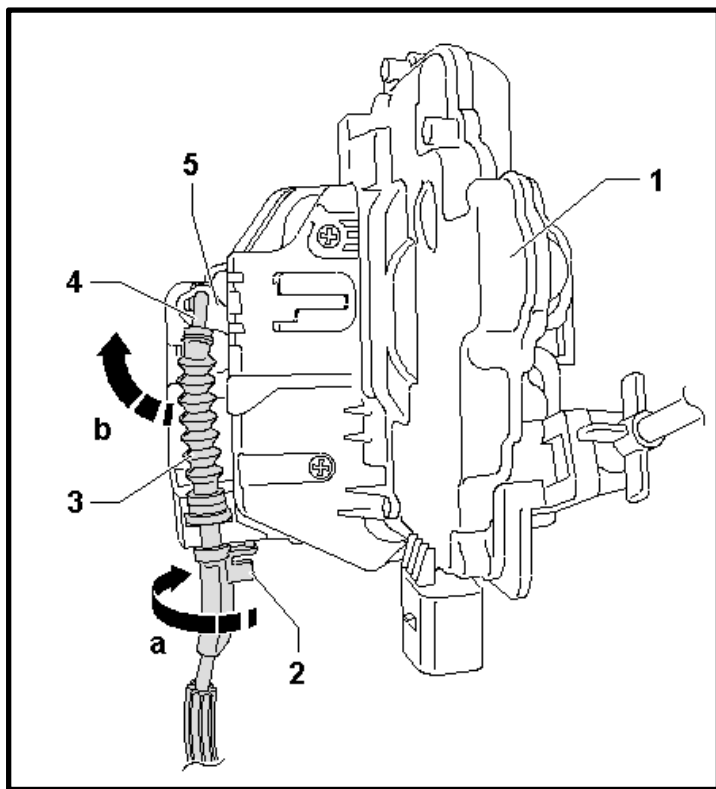
- Disengage catches <arrows a>.
- Pull off angled mounting bracket <1> from door lock <2> in direction of <arrow c>.



- Turn the retainer <5> in direction shown <arrow a> to release.
- Lift retainer <5> out of mount <arrow b>.
- Swivel cable <4> 90° <arrow c> and remove nipple <3> from eyelet <2>.

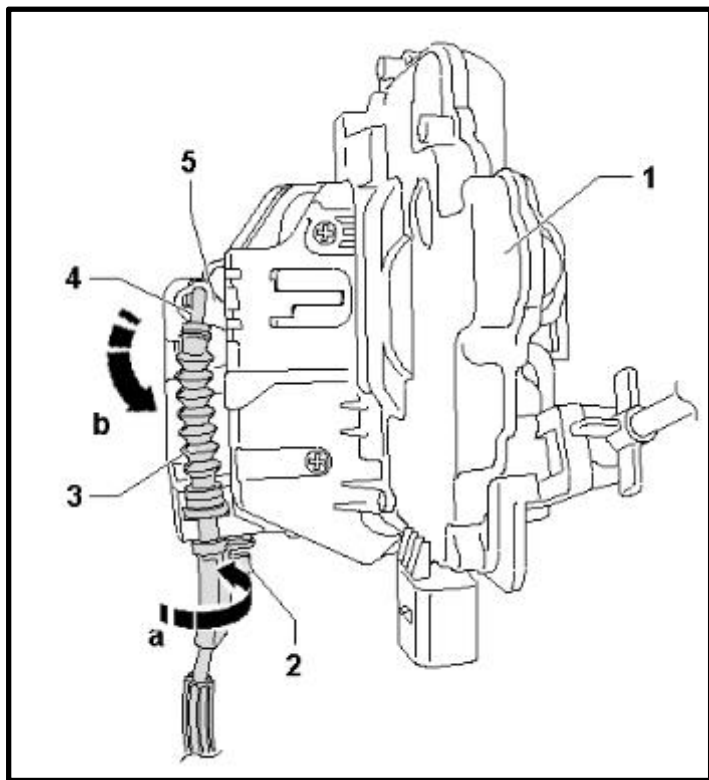


- Unlock the cover <1> into the center of the door lock <2> in direction shown <arrow b>.
- Lift the cover <1> out of the guide <2> in direction shown <arrow a>.



- Detach retainer <2> by rotating in direction shown <arrow a>.
- Remove retainer <2> from mount.
- Swivel cable <3> in direction of <arrow b> and remove nipple <4> from eyelet <5>.

## Installation Procedure

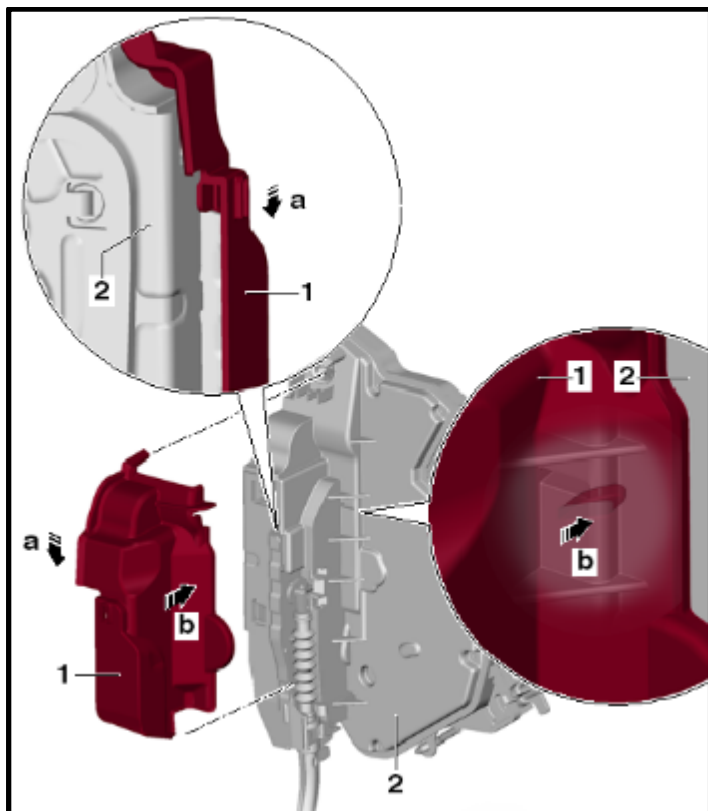


- On the new lock, insert cable nipple <4> into eyelet <5> and swivel cable <3> in direction shown <arrow b>.

Part Number	Part Description
5N0 839 015 H	Rear Left Door Lock
5N0 839 016 H	Rear Right Door Lock

- Install retainer <2> into mount.
- Secure retainer <2> by rotating in direction shown <arrow a>.

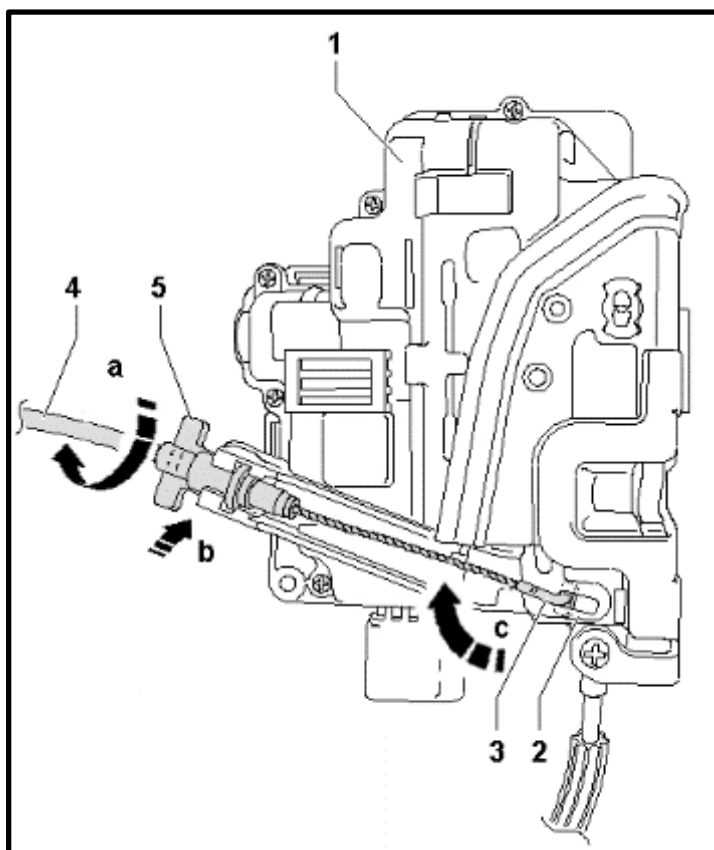




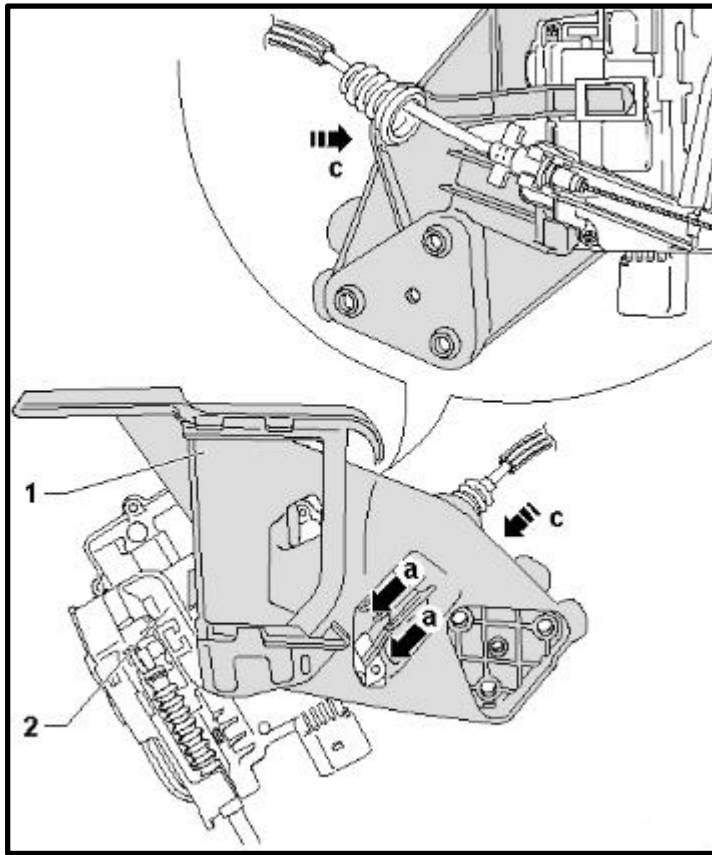
# **NOTE**

Make sure to transfer the cover to the new door lock.

- Push the cover <1> onto the guide <2> in direction shown <arrow a>.
- Lock the cover <1> into the center of the door lock <2> in direction of <arrow b>.



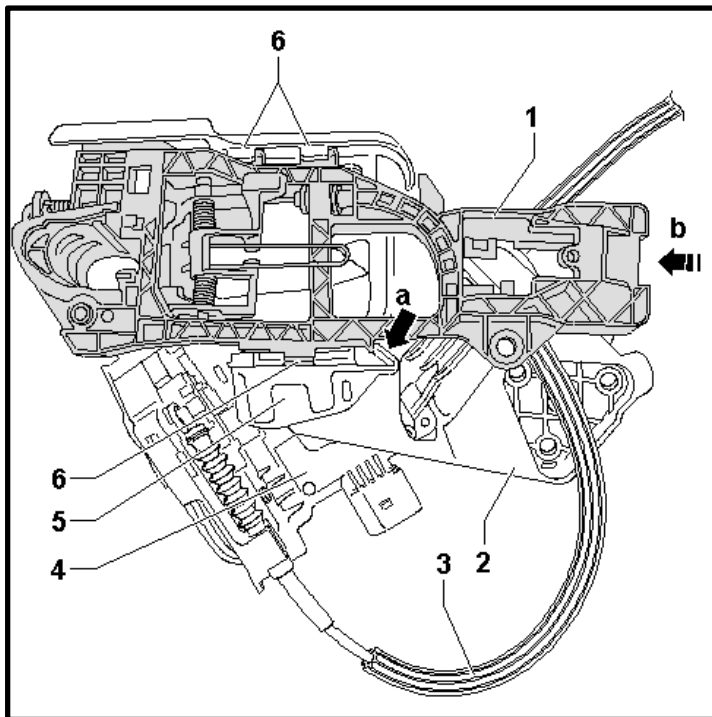
- Install nipple <3> into eyelet <2> and swivel cable <4> 90° <arrow c>.
- Install retainer <5> into the mount <arrow b>.
- Turn retainer <5> in direction shown <arrow a> to secure cable.



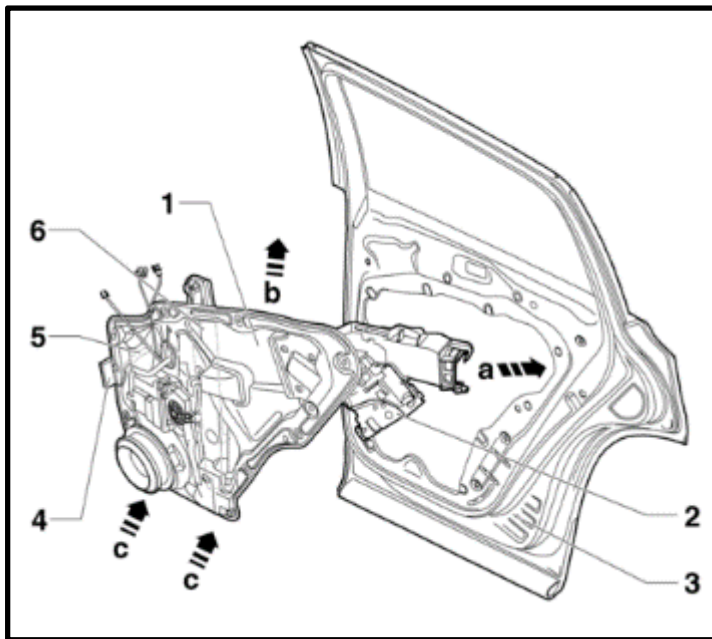
- Attach the angled mounting bracket <1> to the door lock <2> in direction shown <arrow c>.
- Ensure the retainers <arrows a> are fully seated.



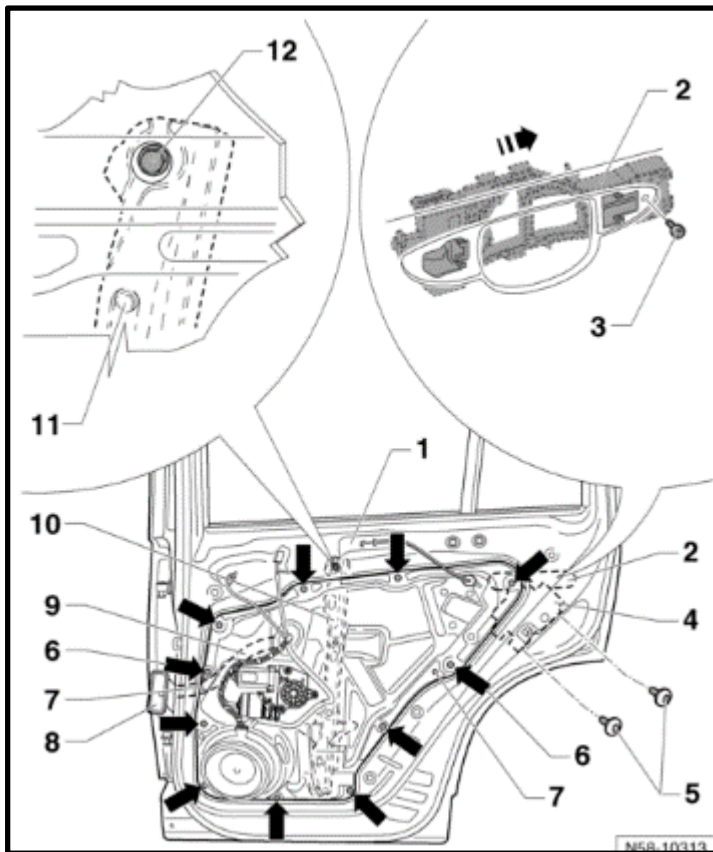
- If equipped, ensure the angled bracket latch is properly seated into the angled bracket <circle>.



- Slide mounting bracket <1> in direction shown <arrow b> until mounting points <6> of angled mounting bracket <2> are no longer visible.
- Press the locking mechanism up <arrow a> on the mounting bracket <5>.



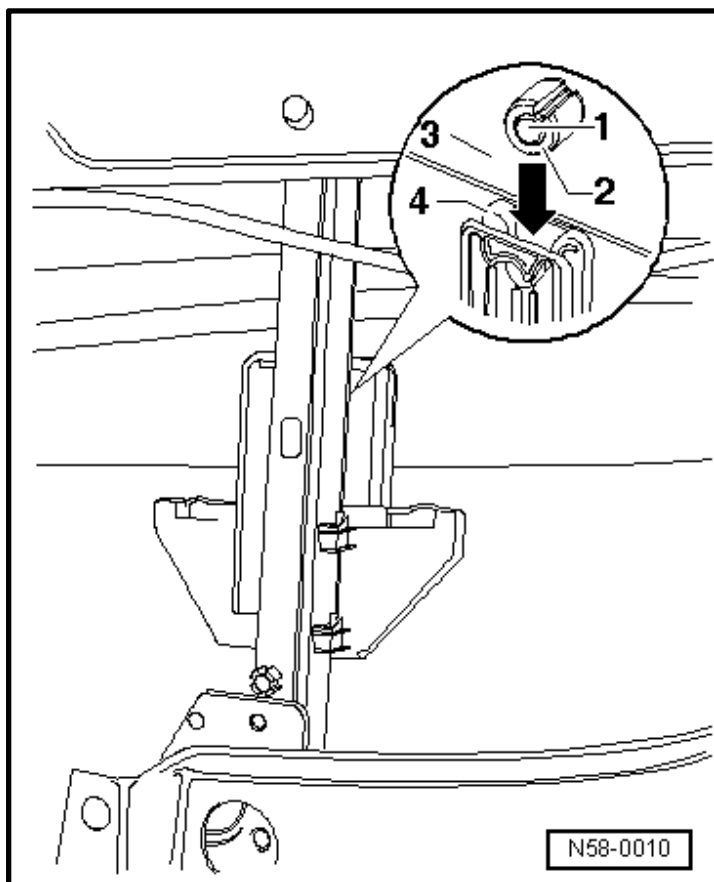
- Insert subframe <1> upward in direction shown <arrow a> at an angle into door.
- Guide the door lock <2> and wiring harness into the corresponding component locations.
- Lift the subframe in direction shown <arrow b> together with the window regulator <6> into the installation position.
- Place the subframe in the lower area of the door in direction shown <arrows c>.



- Align the subframe <1> in the door cutout using the centering pins <7>.
- Install and tighten bolts <6> to 8 Nm.
- Install remaining bolts <arrows> and tighten to 8 Nm.
- Tighten the bolt <12> for the window regulator <11> to 8 Nm.

**NOTE**

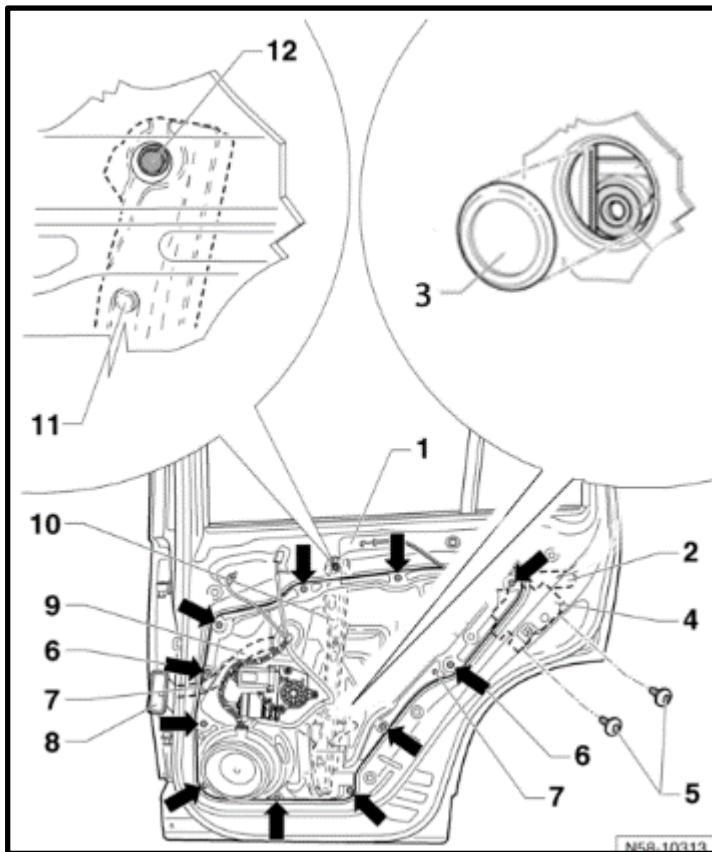
- For reasons of clarity, the subframe is not depicted in the illustration.
- Spreader plug and spreader pin must always be replaced when performing assembly work on door window.
- Before inserting spreader plug <2> and spreader pin <1>, check window <3> for damage.



- Center the new spreader plug <2> and insert it with the window <3> not installed into the window regulator slot.

Part Number	Part Description
6N0 839 511	Pin - Door Window

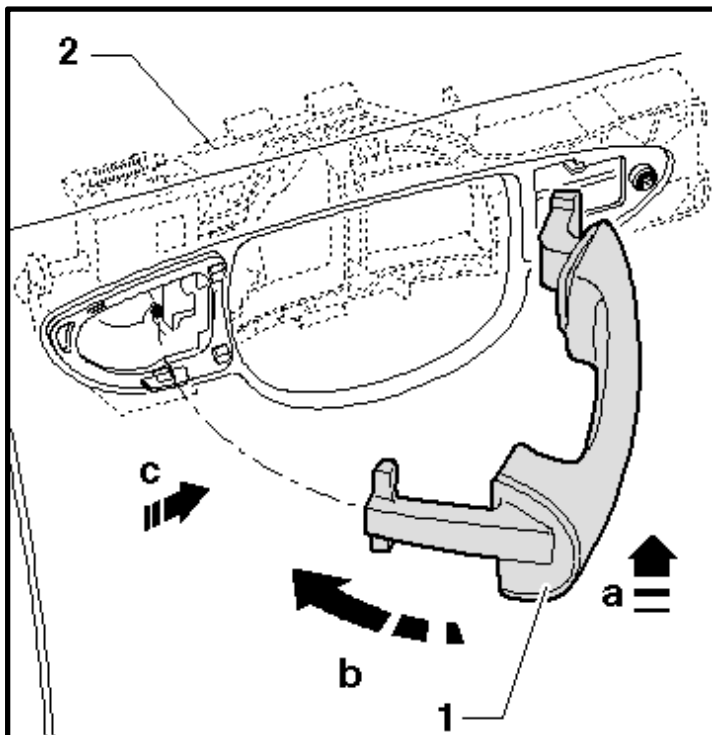
- Press new spreader pin <1> flush into spreader plug <2>.
- Guide door window <3> into door and insert door window into slot of window regulator guide <4>.
- Using light pressure from above <arrow>, install the window <3> into window regulator <4>.



- Reinstall the caps <3>.
- Reinstall bolts <5> for door lock and tighten to 20 Nm.
- Perform door lock function test.

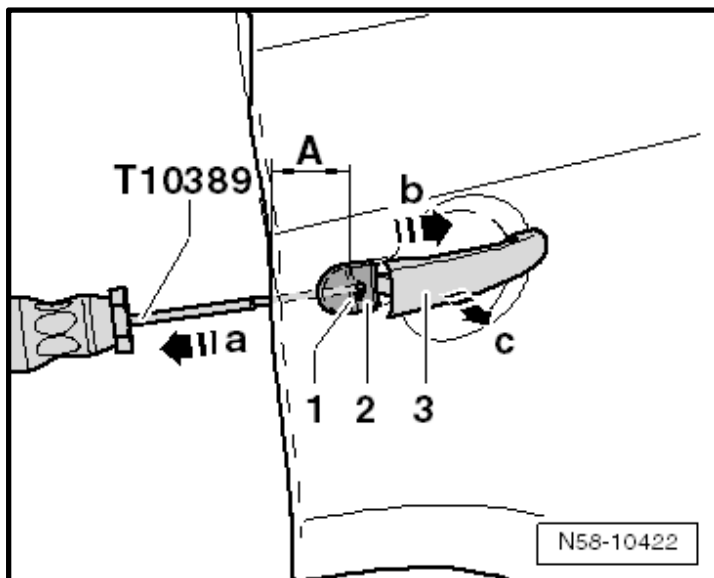
**NOTE**

A function test must be performed while the door is open.



- Insert the door handle <1> into the mounting bracket <2> at a right angle to the door <arrow a>.
- Swing door handle <1> into door in direction shown <arrow b>.
- Slide door handle slightly toward front in direction of <arrow c> into mount in mounting bracket.





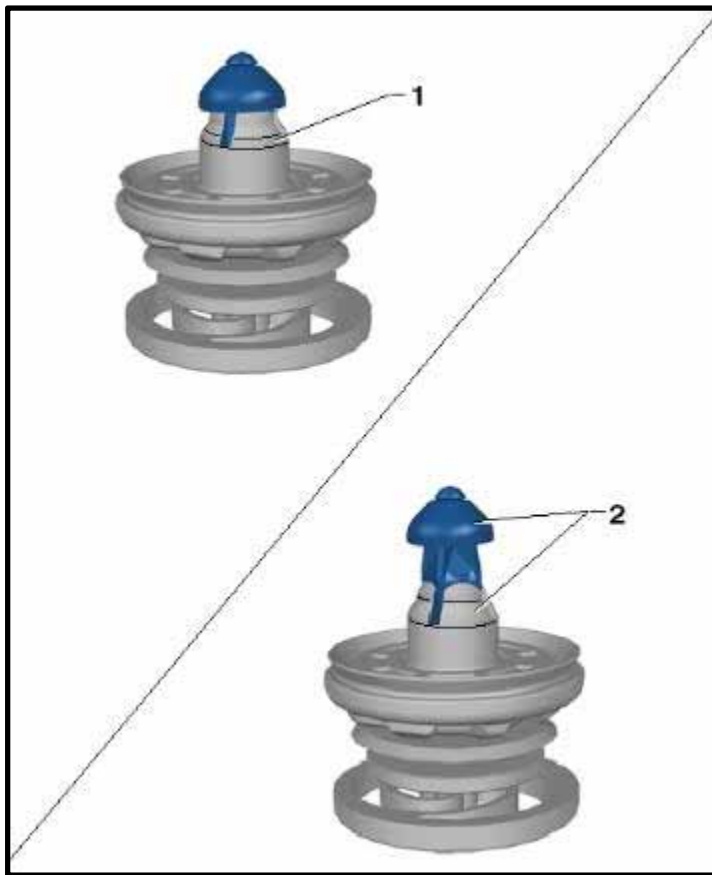
# **NOTE**

While installing, the cap is pressed into the outer door panel, and the chamfer on the door handle guides the handle to the bracket.

- Gently pull out the door handle <3> slightly in the direction shown <arrow c>.
- Place the cap <2> at a right angle onto the door handle mounting bracket.
- Guide the Lock Cylinder Housing Assembly Tool -T10389- 100 mm <dimension A> to the locking bracket.
- Push the locking hook forward approximately 5 mm in direction shown <arrow b>.
- Reinstall the rubber access cap <1>.

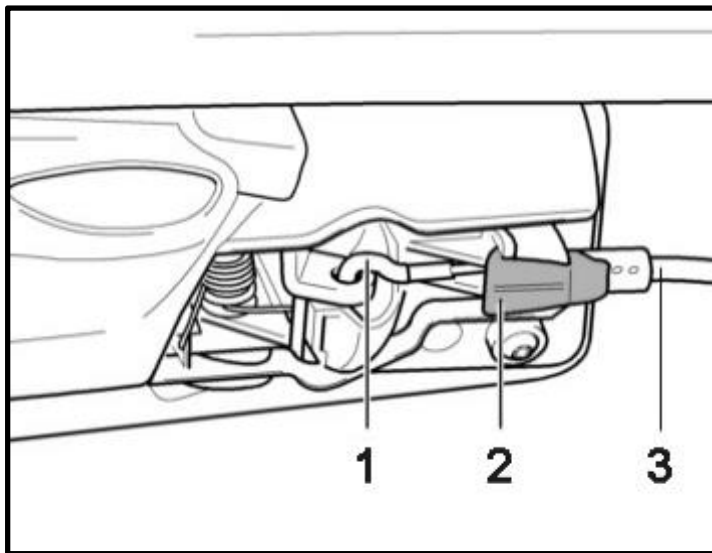




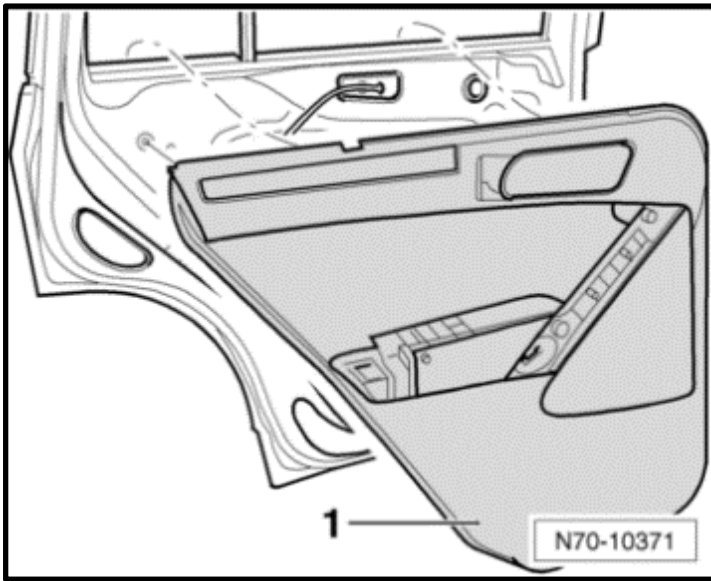


#### NOTE

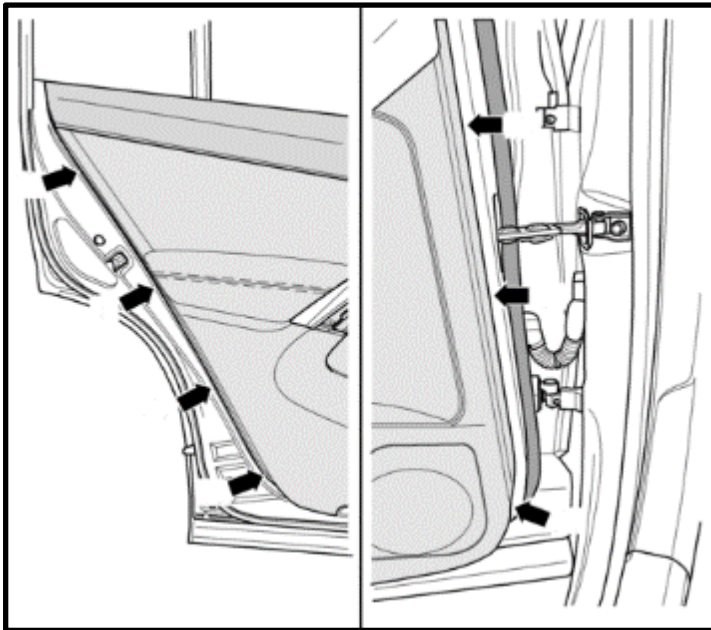
- Before installing the door trim, make sure the locking mechanisms of all clip connections are in the <1> position.
- It is not possible to install the door trim correctly if the clips are in the <2> position.



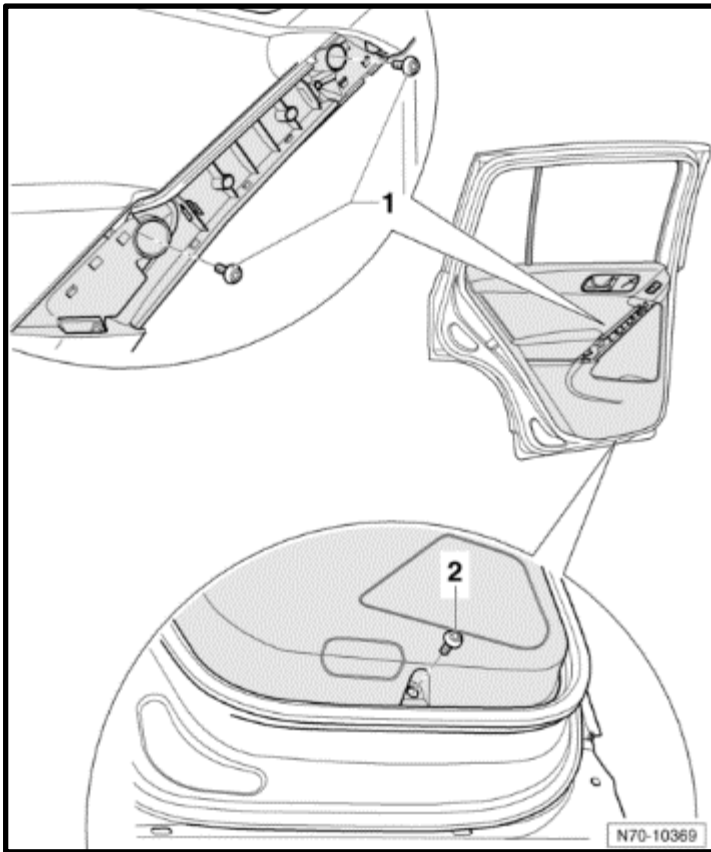
- Align the door trim panel to the door.
- If equipped, reconnect the wiring harnesses to the door trim panel.
- On the inside of the door trim panel, reattach the release cable <3> to the interior door mechanism <1>.
- Reattach the securing tab <2>.



- Slide the door trim panel <1> vertically down into the window shaft.



- Secure the door trim panel clips to the release mechanisms at the locations shown <arrows>.



- Install the two bolts <1> and tighten to 4.5 Nm.
- Install the bolt <2> and tighten to 4.5 Nm.
- Perform a function check to ensure that the replaced door lock is operating properly.

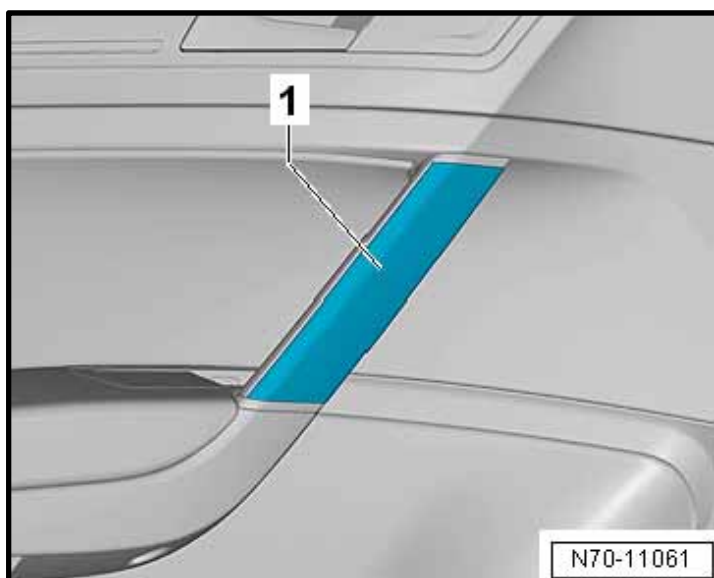
**Proceed to Section F.**

## Section E – Child Safety Lock Replacement – e-Golf / Golf R

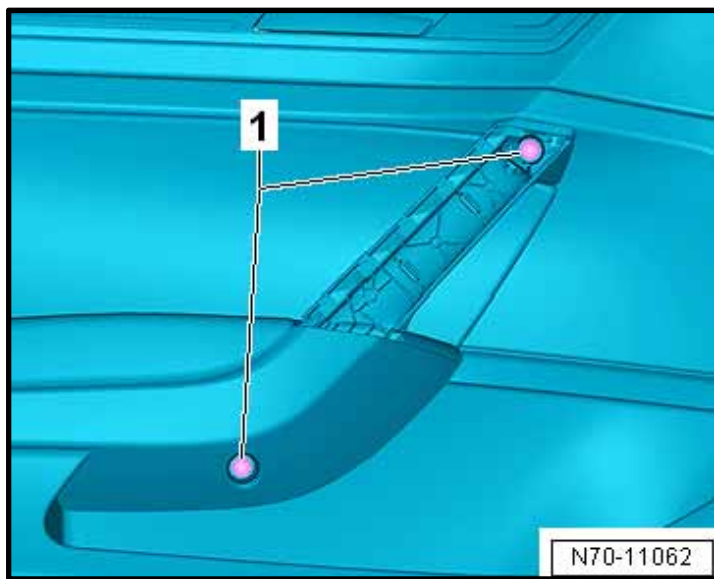
### Removal Procedure

#### NOTE

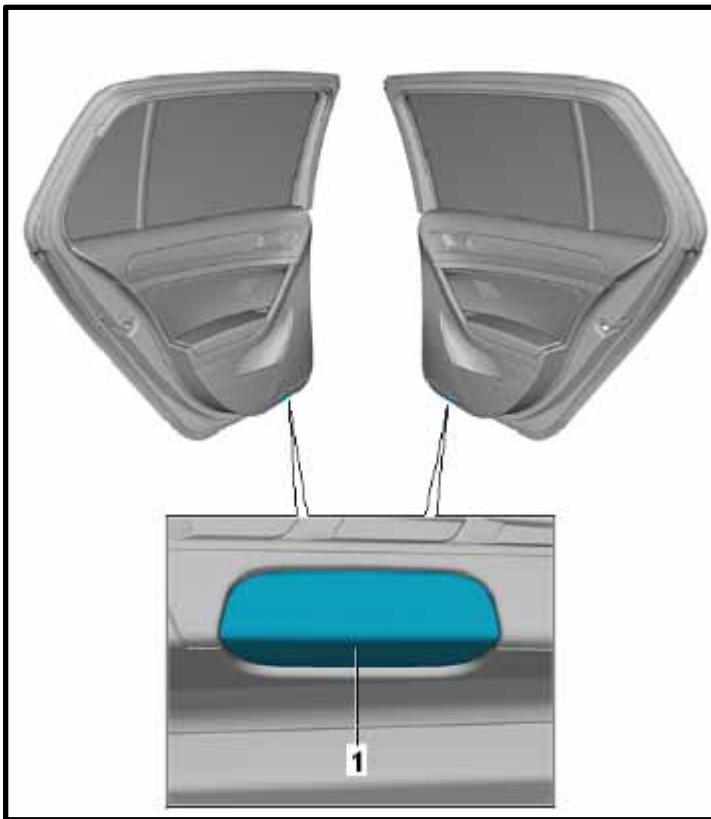
- The door window must be up for the following work.
- The following work procedures describe removing and installing components on the left side of the vehicle. Removing and installing components on the right side of the vehicle is identical.
- If an electrical malfunction is present, it must be repaired prior to performing this campaign panel and is not covered under this action.



- Check the comfort system DTC memory with the Vehicle Diagnostic Tester for the Comfort System DTC memory. If a malfunction is present, it must be repaired prior to performing this campaign and is not covered under this action.
- Turn off the ignition and all electric consumers and remove the key
- Remove the handle molding upper section <1> with the Trim Removal Wedge -3409- from the mounts in the door trim panel.



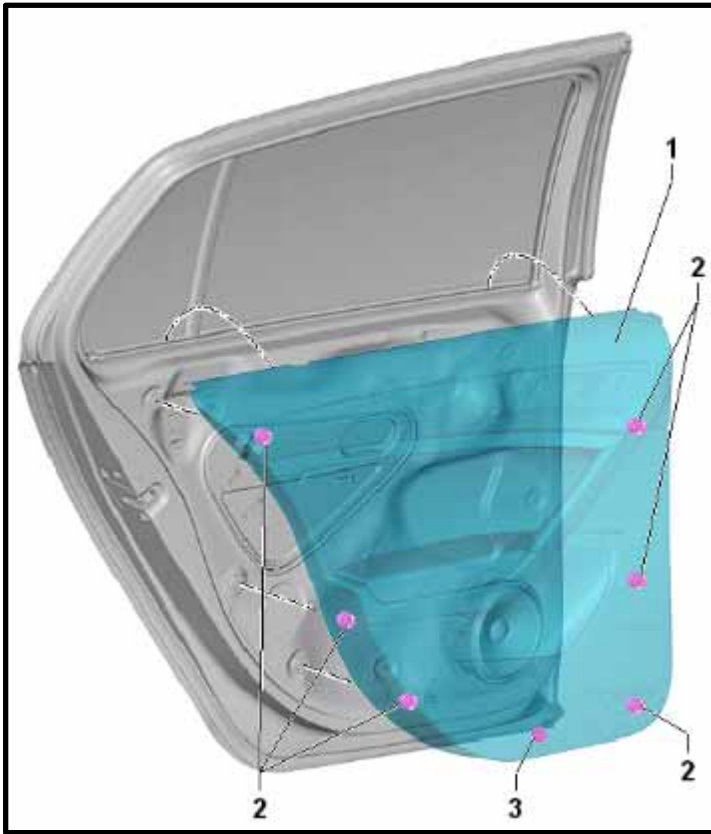
- Remove the bolts <1>.



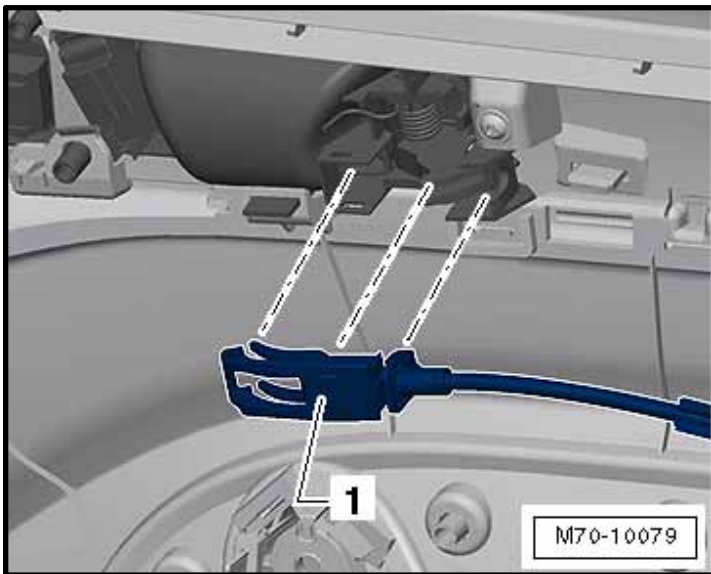
- Pry out the lamp <1> carefully using Trim Removal Wedge -3409.
- Disconnect the connector and remove the lamp.



- Turn/release the clip <1> 90° in direction shown <arrow> (1/4 of a turn) using a TORX® T30.

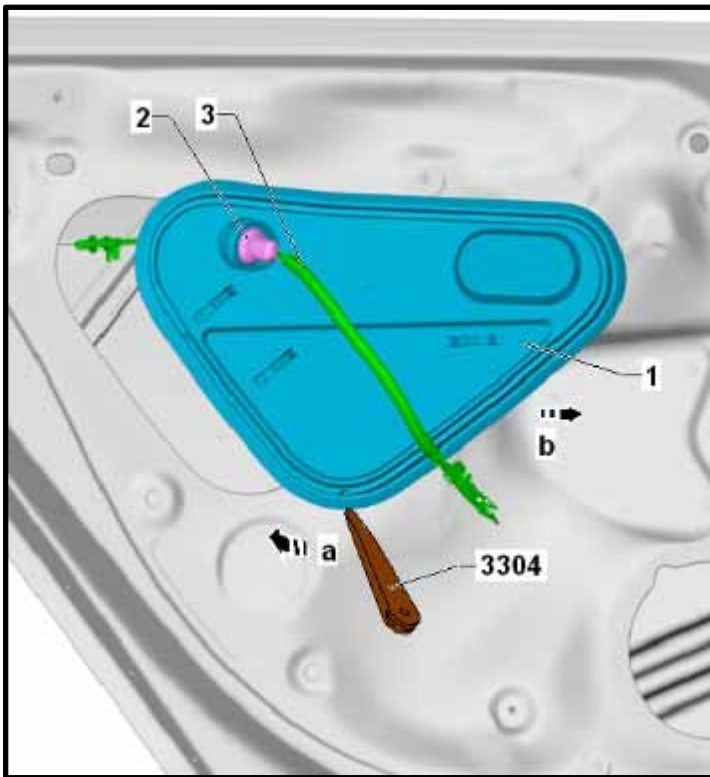


- Loosen the clips <2> for the door trim panel <1> out of the mounts using the Wedge Set - T10383-. The clip <3> was already released in a prior step.
- Remove the door trim panel <1> vertically from the window shaft strip.
- Depending on the vehicle equipment level, disconnect the connectors from the door trim panel <1>.

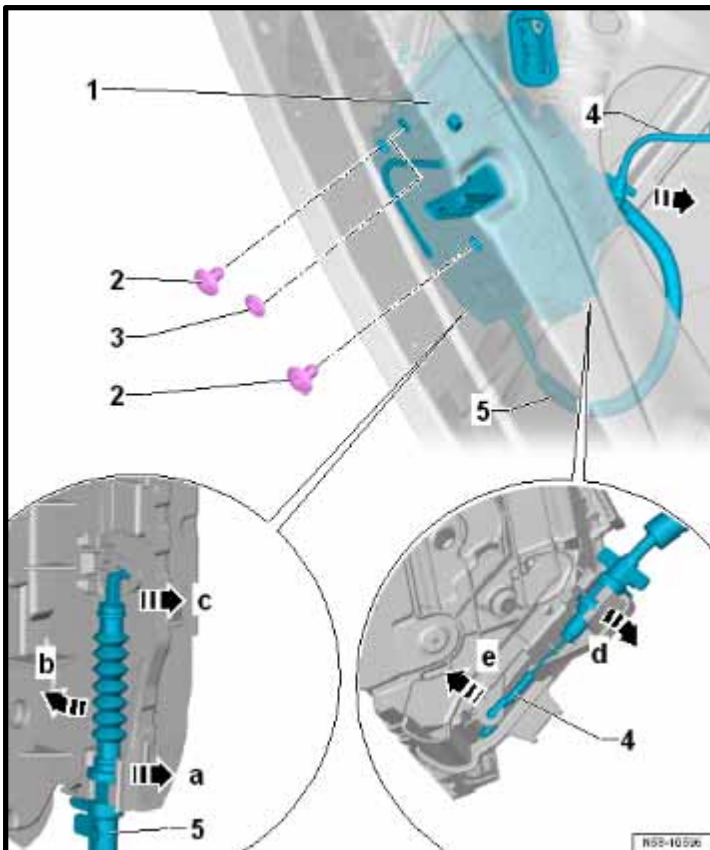


- Disconnect the cable <1> from the interior door mechanism.



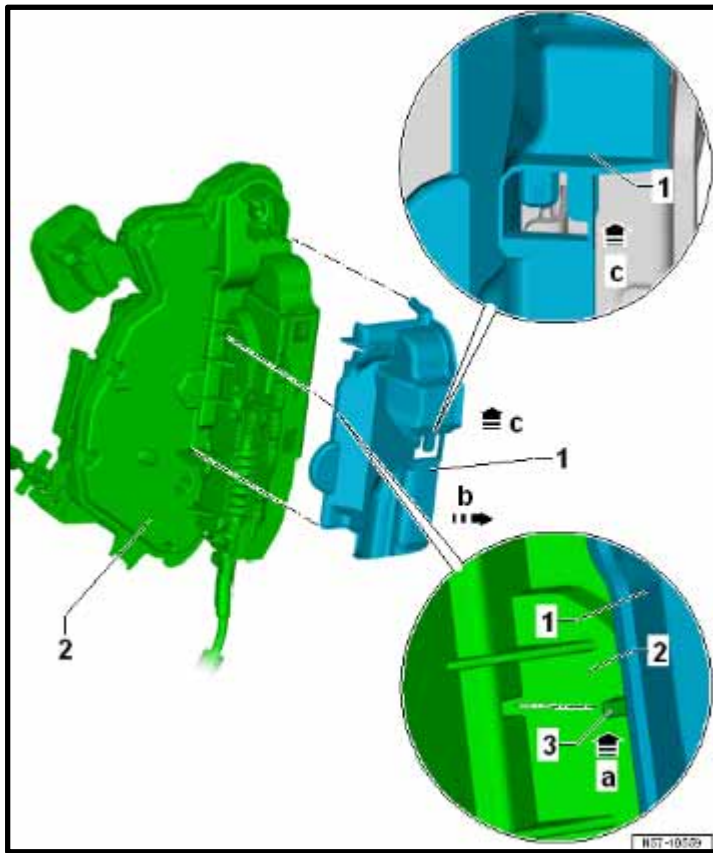


- Pry up the cover <1> at the bottom <arrow a>.
- Remove the cover <1> forward from the door <arrow b>.
- Remove the cable <3> and grommet <2> from the cover <1>.

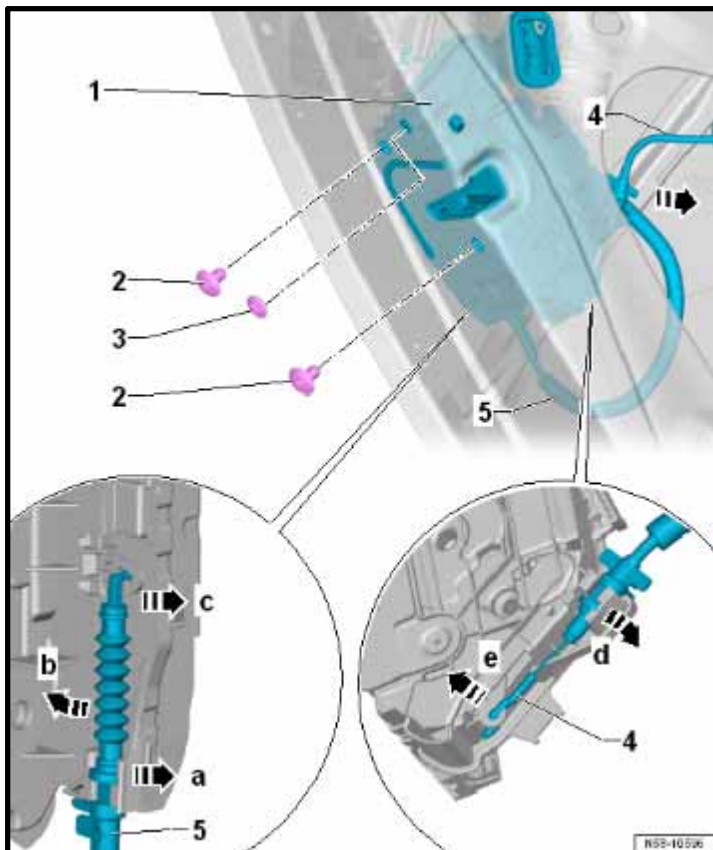


- If equipped, disconnect the connector.
- Remove the cap <3>.
- Remove the bolts <2>.
- Remove the door lock <1> from the door.



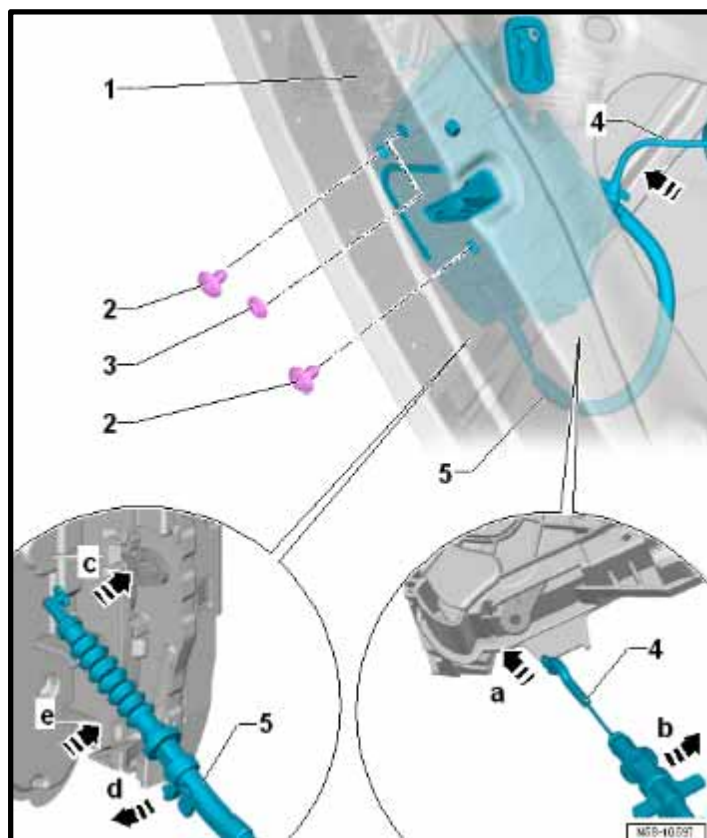


- Open the door lock cover hook <3> in direction of <arrow a>.
- Pull the cover <1> with the hook from the door lock <2> in the direction shown <arrow b>.
- Remove the cover <1> upward <arrow c> from the door lock <2>.



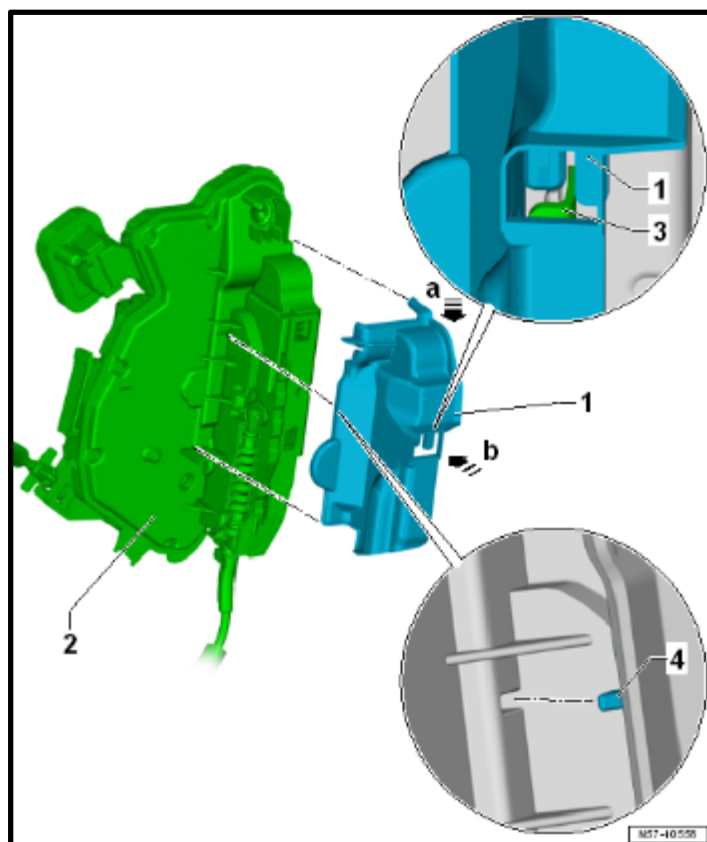
- Turn the cable <5> 90° and remove it <arrow a>.
- Move the cable <arrow b> until it can be guided through the eye in the door lock <1> in the direction shown <arrow c>.
- Turn the cable <4> 90° and remove it.
- Move the cable <arrow d> until it can be guided through the eye in the door lock <1> in the direction shown <arrow e>.

## Installation Procedure

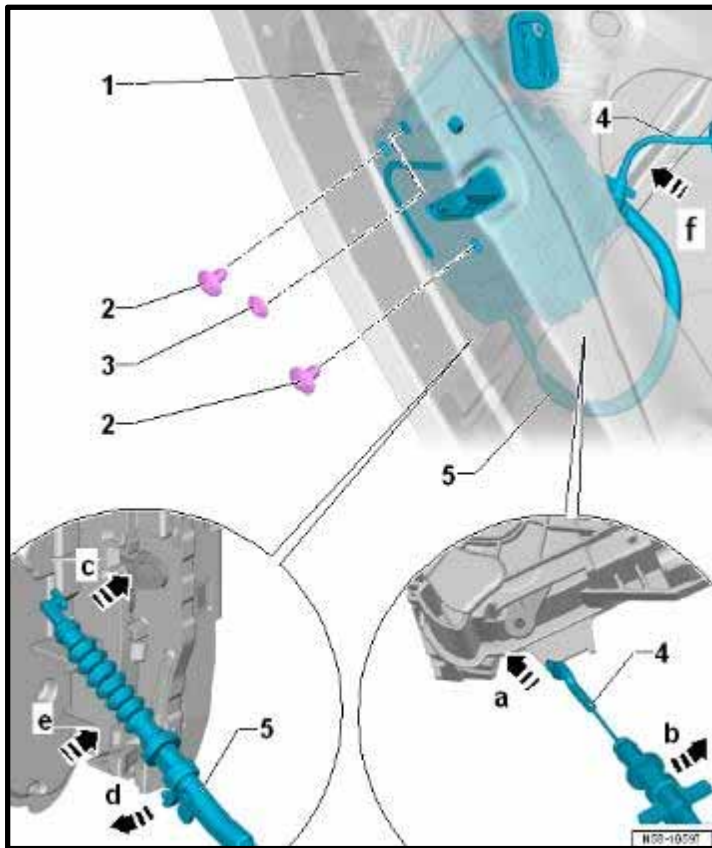


- Install the cables <4> and <5> to the new door lock <1>.

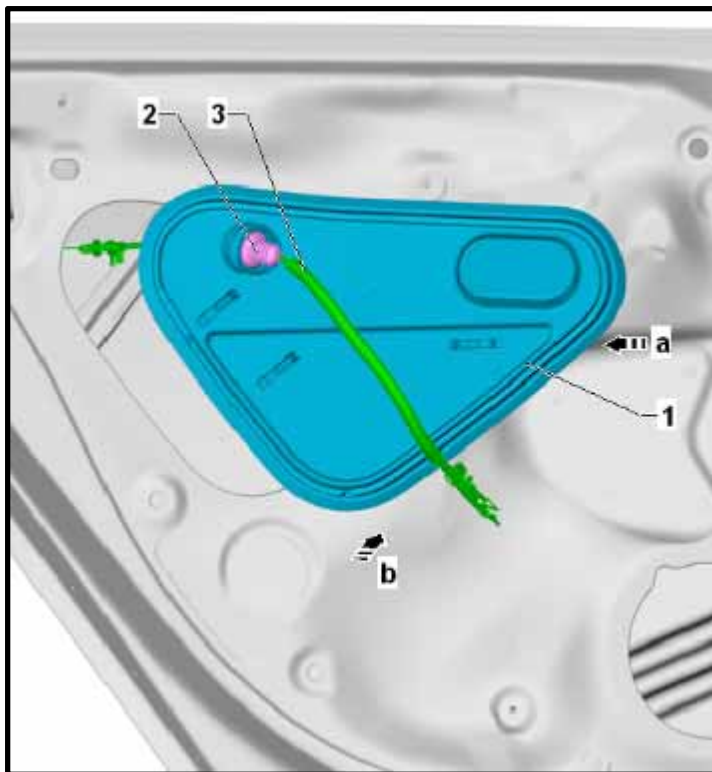
Part Number	Part Description
5K4 839 015 S	Rear Left Door Lock
5K4 839 016 S	Rear Right Door Lock



- Reinstall the cover by pushing the mount <1> onto the bracket <3> on the door lock <2> in the direction shown <arrow a>.
- Engage the catch <4> with the retainer <2> in the direction shown <arrow b>.



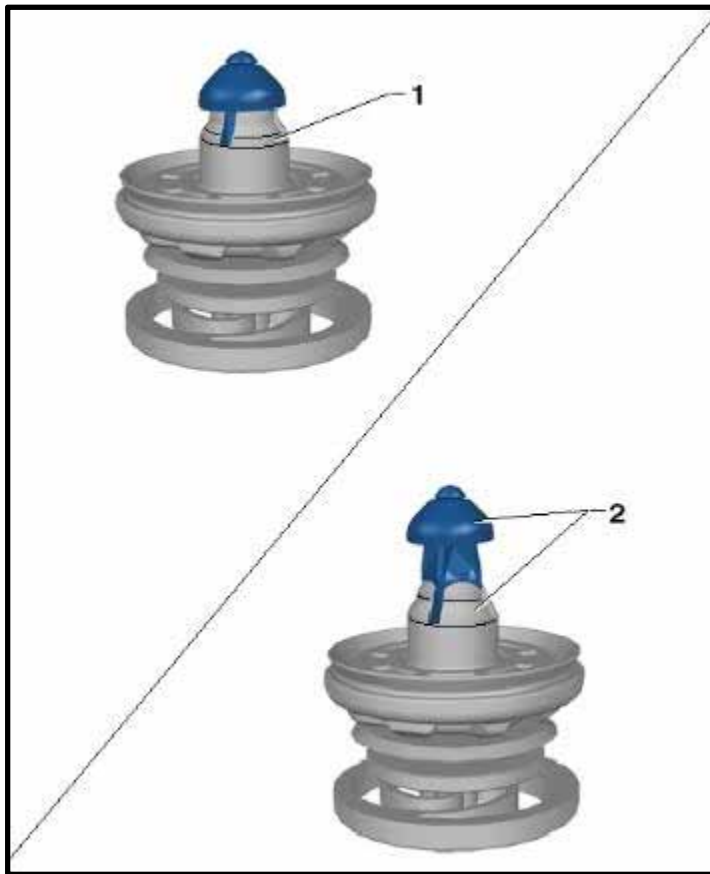
- Install the door lock <1> in the door <arrow f>.
- If equipped, connect the connector.
- Install the bolts <2> and tighten to 18 Nm.
- Install the cap <3>.



- Guide the door inner cover cable <3> with the grommet <2> into the cover <1>.
- Install the grommet <2> into the cover <1>.
- Install the cover <1> to the door in the direction shown <arrow a>.
- Engage the cover <1> all around in the direction shown <arrow b>.

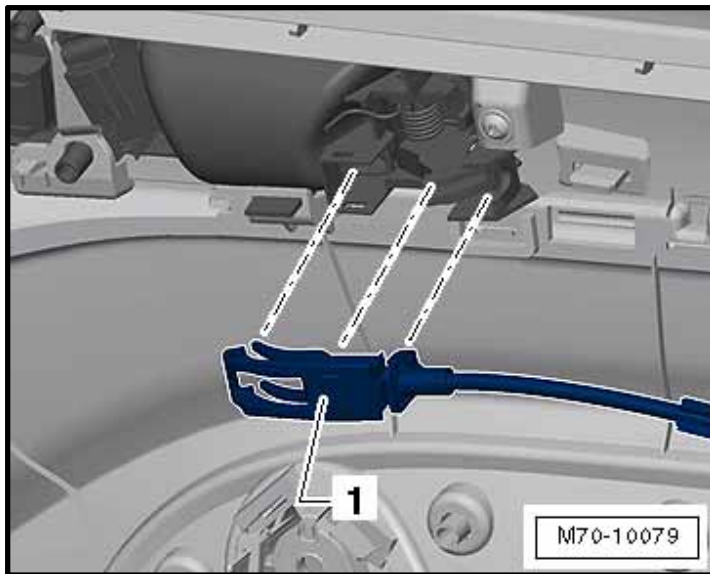
#### NOTE

Check the edges of the cover all the way around to make sure it is installed correctly.



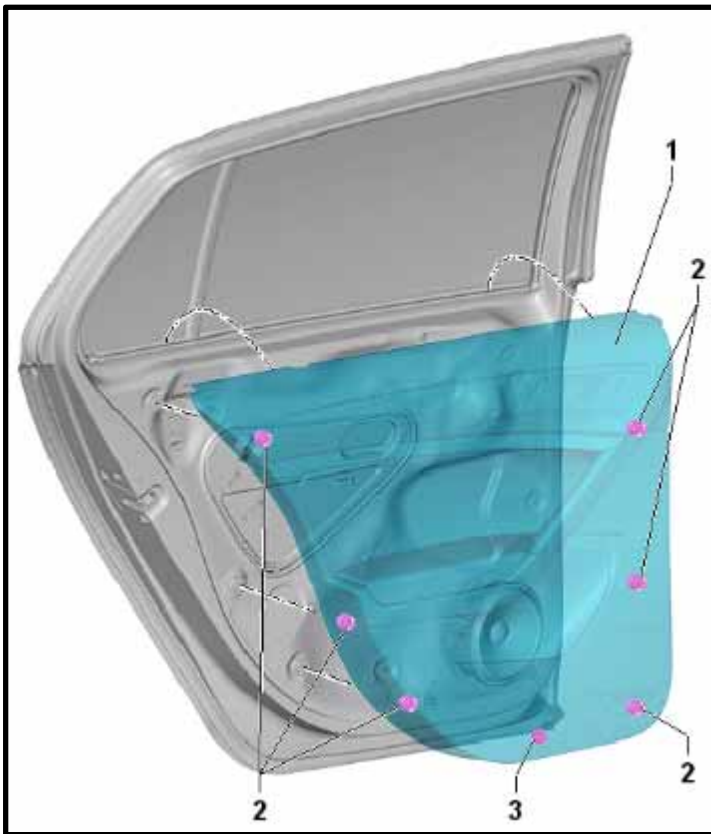
**NOTE**

- Before installing the door trim, make sure the locking mechanisms of all clip connections are in the <1> position.
- It is not possible to install the door trim correctly if the clips are in the <2> position.
- Check all the fasteners for damage and replace if necessary.



- Reconnect the cable <1> to the interior door mechanism.

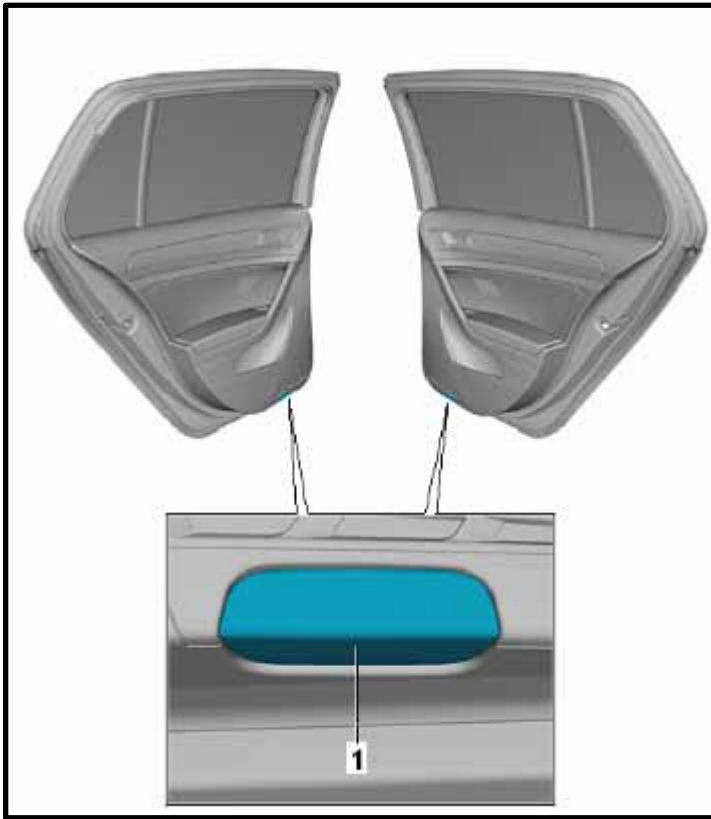




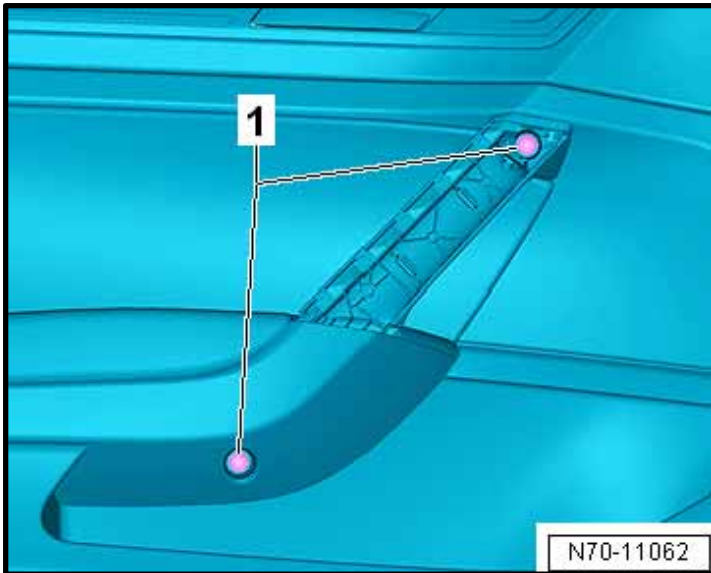
- Depending on the vehicle equipment level, connect the connectors to the door trim panel <1>.
- Reinstall the door trim panel <1> vertically into the window shaft strip.
- Reattach the clips <2> for the door trim panel <1> into the mounts.



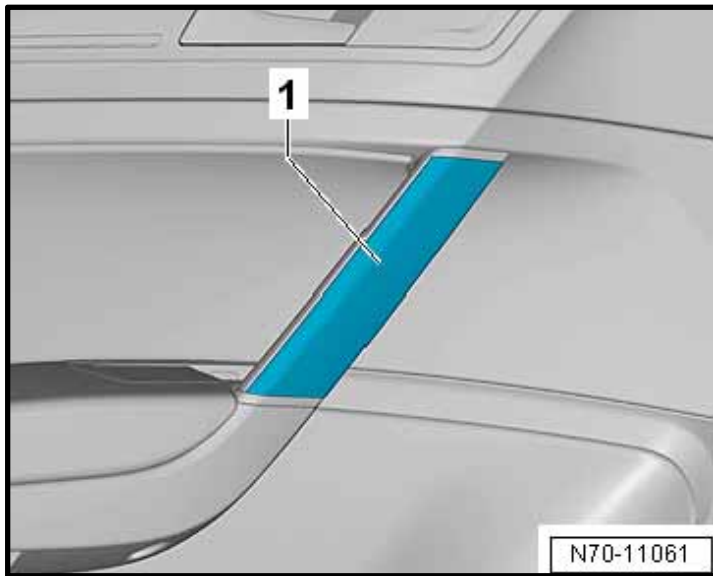
- Turn the clip <1> 90° in direction shown <arrow> (1/4 of a turn) using a TORX® T30.



- Reconnect the connector and reinstall the lamp.



- Install the bolts <1> and tighten to 4.5 Nm.



- Reinstall the handle molding upper section <1> to the mounts in the door trim panel.
- Perform a function check to ensure that the replaced door lock is operating properly.

**Proceed to Section F.**

## Section F – Campaign Completion Label and Parts Return/Disposal

### Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

#### **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

- Close the hood.

## Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and SAGA for Canada.

**ALL WORK IS COMPLETE**