

Safety Recall Code: 57J4

Subject

Door Handles

Release Date

May 17, 2023

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID4	15,989
CAN	2023	2023	ID4	1,668

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 only valid campaign inquiry & verification source.

- Campaign status must show "open."
- 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.

Problem Description

The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress. Water ingress at the printed circuit board assembly of the door handle may cause a situation where a vehicle door could open unexpectedly when the vehicle is subject to high lateral forces at speeds below 9 mph/15 kmh. An open door on a moving vehicle puts occupants at risk of injury, and can cause damage to objects and people who may be outside of the vehicle.

Corrective Action

Inspect each door handle and replace it if necessary. A vehicle software update will also be performed to update the door handle parameters.

Precautions

If the recall condition is present in the vehicle, occupants may notice an audible clicking noise (similar to the sound of a vehicle door being locked/unlocked). Should this occur. customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

Code Visibility

On April 03, 2023, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in May 2023. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL

New Vehicles in Dealer Inventory: 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

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that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

<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.

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.

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Parts Information

Parts Control Type: VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers use AVA
- CAN Dealers contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation: Inspection Kit 11K-867-129 only

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair	Projection	n Tool:
(right c	click to ope	en)



T	The following part is required for all vehicles in order to perform the door handle inspection:				
С	riteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
	01	1	11K-867-129	foam Pad (Inspection Kit)	VIN to Order

The following parts are required only if a door handle requires replacement:

The technician inspecting the vehicle and the highest level of technican at the dealer must both sign off on the repair order that the door handle has failed the test.

The VIN and the signed copy of the repair order must be e-mailed to <u>VWoAPartsSpecialists@vw.com</u> for review.



DO NOT ORDER DOOR HANDLES FOR STOCK!

- THE REPLACEMENT RATE IS EXPECTED TO BE VERY LOW.
- LIMITED PARTS ARE AVAILABLE.
- PARTS SHOULD **ONLY** BE ORDERED IF THEY ARE ABSOLUTLEY REQUIRED.

Dealers are required to e-mail the VIN and the signed copy of the RO when placing a parts order.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
	As required	11K-867-919-A	Support (driver front)	
	As required	11K-867-919	Support (driver rear)	
	As required	11K-867-920-A	Support (passenger front)	
01	As required	11K-867-920	Support (passenger rear)	e-mail to order
	As required	11K-837-209-C GRU	PACKING (driver front or rear door handle gasket)	
	As required	11K-837-210-C GRU	PACKING (passenger front or rear door handle gasket)	



The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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 <u>open on the day of repair</u> to the repair order.

- If customer refused campaign work:
 - ✓ U.S. dealers: Submit request via WISE under the Campaigns/Update/Recall Closure option.
 - ✓ <u>Canada dealers:</u> Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Ciosure.				
Service Number	57J4			
Damage Code	0099			
Parts Vendor Code	wwo			
Claim Type	Sold vehicle: 7			
	Unsold vehicle: 7 90			
Causal Indicator	Mark labor as c	ausal if all four door han	dles are ok	
	Mark only one	Support* as causal part i	f a door handle requires replacement	
Vehicle Wash/Loaner	Do not claim wa	ash/loaner under this act	tion	
	<u>U.S.A.:</u> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.			
	<u>Canada:</u> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.			
Criteria I.D.	01			
	Inspect all four door handles. All four door handles are ok. Perform update to door control modules.			
	LABOR			
	Labor Op	Time Units	Description	
	5719 01 99	70	Inspect all four door handles	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol (up to 40 TU)	Update door control modules via SVM	
	0121 00 04	10	Test drive	
	PARTS			
	Quantity	Part Number	Description	
	1.00	11K867129	foam Pad (Inspection kit)	

Continued on next page

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AND (ONLY if necessary)	Add as needed if a door handle(s) required replacement		
	LABOR		
	Labor Op	Time Units	Description
	5719 55 99	90	Replace one front door handle
	5719 56 99	160	Replace two front door handles
	5811 55 99	70	Replace one rear door handle
	5811 56 99	140	Replace two rear door handles
	PARTS		
	Mark only one Support* as causal part if a door handle requires replacement		
	Quantity	Part Number	Description
	1.00	11K867919A	Support*
	1.00	11K867920A	Support*
	1.00	11K867919	Support*
	1.00	11K867920	Support*
	Up to 2.00	11K837209C GRU	PACKING
	GF 13 2.00		(door handle gasket; left front or left rear)
	Up to 2.00	11K837210C GRU	PACKING (door handle gasket; right front or right rear)

AND (ONLY if necessary)	Add the following as needed only if the interior door handle trim was damaged during door handle replacement		
	PARTS		PARTS
	Quantity	Part Number	Description
	1.00	11K867197 041	COVER (driver front – black)
	1.00	11K867197 7CN	COVER (driver front – white)
	1.00	11K867198 041	COVER (passenger front – black)
	1.00	11K867198 7CN	COVER (passenger front – white)
	1.00	11K867227 041	COVER (driver rear – black)
	1.00	11K867227 7CN	COVER (driver rear – white)
	1.00	11K867228 041	COVER (passenger rear – black)
	1.00	11K867228 7CN	COVER (passenger rear – white)

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Customer Letter Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 23V213

Subject: Safety Recall 57J4 - Door Handles

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 2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress. Water ingress at the printed circuit board assembly of the door handle may cause a situation where a vehicle door could open unexpectedly when the vehicle is subject to high lateral forces at speeds below 9 mph/15 kmh. An open door on a moving vehicle puts occupants at risk of injury, and can cause damage to objects and people who may be outside of the vehicle.

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect each door handle and replace it if necessary. A vehicle software update will also be performed to update the door handle parameters. The inspection and software update will take about an hour to complete and will be performed for you free of charge.

If any door handle requires replacement, your dealer will need to order parts for your vehicle. Door handle replacement can take up to one hour per door to complete and will be performed free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

take

Precautions you should If the recall condition is present in the vehicle, occupants may notice an audible clicking noise (similar to the sound of a vehicle door being locked/unlocked). Should this occur, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

Lease vehicles and address changes

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.

Can we assist you further?

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 reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and **Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (Canada)

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2023-184

Subject: Safety Recall 57J4 - Door Handles

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress. Water ingress at the printed circuit board assembly of the door handle may cause a situation where a vehicle door could open unexpectedly when the vehicle is subject to high lateral forces at speeds below 9 mph/15 kmh. An open door on a moving vehicle puts occupants at risk of injury, and can cause damage to objects and people who may be outside of the vehicle.

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect each door handle and replace it if necessary. A vehicle software update will also be performed to update the door handle parameters. The inspection and software update will take about an hour to complete and will be performed for you free of charge.

If any door handle requires replacement, your dealer will need to order parts for your vehicle. Door handle replacement can take up to one hour per door to complete and will be performed free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

take

Precautions you should If the recall condition is present in the vehicle, occupants may notice an audible clicking noise (similar to the sound of a vehicle door being locked/unlocked). Should this occur, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Can we assist you further?

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 www.vw.ca.

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.

Sincerely,

Volkswagen Customer Protection

Repair Overview



- Inspect door handle assemblies and replace handle, if necessary.
- Update door control module software via SVM.

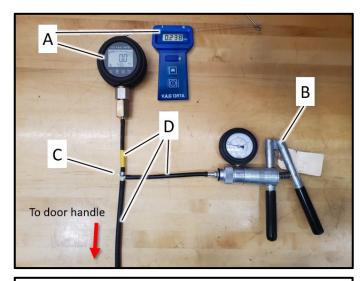
U NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not
 identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

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Required Tools (for testing procedure)





A IMPORTANT

Risk of false readings!

Test your assembly set up before testing a car to ensure the testing system holds pressure.

If using commercially available vacuum hoses, use clamps at the connections as needed.

A - Digital pressure gauge:

VAG1397A or VAG1397B can be used.

B - Hand vacuum/pressure pump:

• VAS6213 or equivalent, commercially available pump can be used.

C - Three way hose adapter:

- Included with VAG1397A kit.
- Commercially available options are ok to use.

D - Vacuum hose:

- VAG1397A kit includes hose and three-way adapter.
- VAG1397B/6 (optional tool) includes hose and 3-way adapter.
- Bare vacuum line (without quick couplings) can be used with either digital gauge (VAG1397A/B).

E - Testing adapter:

- Commercially available
- Adapter must fit opening in door handle tightly.
- Adapter must not protrude too far into the door handle, otherwise damage to the circuit board may occur.

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! NOTE

If using VAG1397B, the reading can be changed from bar to psi as follows:

- 1. Hold down MENU <button A>.
- 2. Select the units by pressing the MENU button until PSI is visible.
- 3. Press and hold OK <button B> to confirm the change.

! NOTE

If using VAG1397B, the reading can be changed from absolute pressure to relative pressure as follows:

- 1. Press and release MENU <button A>.
- 2. Select the pressure setting by pressing the MENU button again until "rEL" is visible.
- 3. Press OK <button B> to confirm the change.

! NOTE

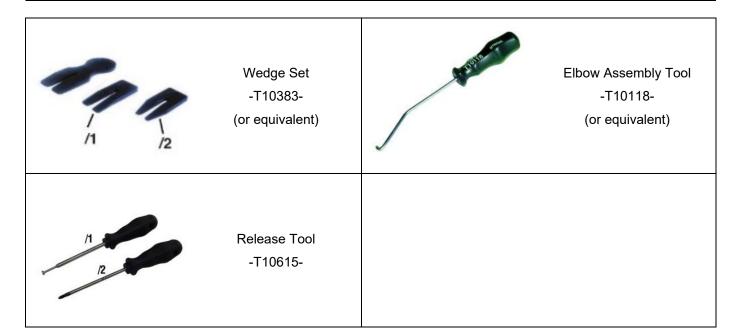
If using VAG1397A:

- Set to setting II <arrow 1> for relative pressure.
- Install vacuum line to position II <arrow 2>.

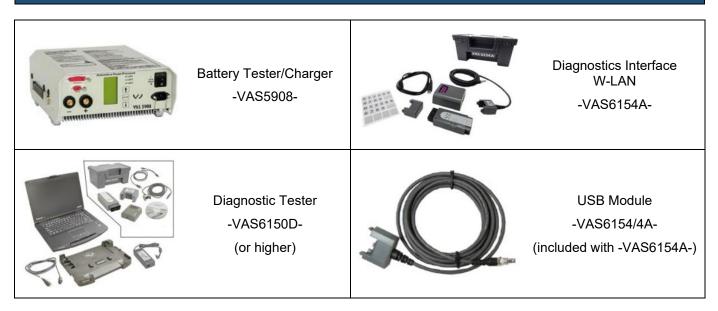
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Required Tools (if door handle requires replacement)



Required Tools (for software update)



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Required Shop Materials





Cleaner D -009-401-04 (shop supply) -OR-91% Isopropyl Alcohol

(locally sourced)

<u>NOTE</u>: Use only 91% Isopropyl alcohol as a cleaner (9% water). Do not use Isopropyl with any additional surfactants (cleaners) or additives (scents).



Lint Free Towels (locally sourced)

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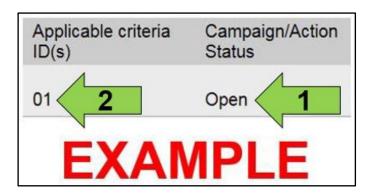
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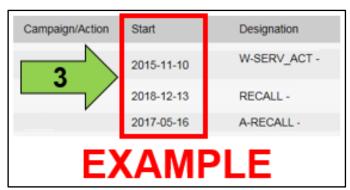
Repair Instruction

Section A - Check for Previous Repair

i TIP

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





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

i 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.



All Safety Recalls must be completed prior

date <arrow 3>. The oldest should be performed

to completing this campaign.

· Proceed to Section B.

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Section B – Door Handle Inspection

Inspection overview steps:

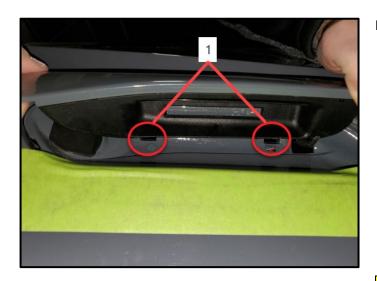
- 1. Remove trim covers
- 2. Perform inspection
- 3. Evaluate results



① NOTE

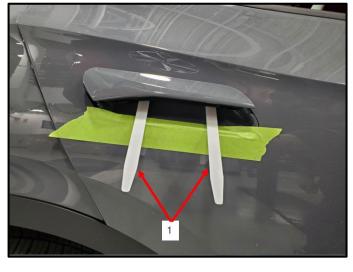
Regardless of the results, the update to the door control modules via SVM is mandatory for all vehicles.

Step 1 - Remove Door Handle Trim Covers



Remove door handle trim cover:

- All four door handles must be inspected.
- Apply masking tape as needed to protect painted surfaces.
- Lift the door handle to the position shown.
- Locate the cutouts <1> in the door handle assembly.



A CAUTION

Do not insert plastic wedges into cut outs that have wires visible.

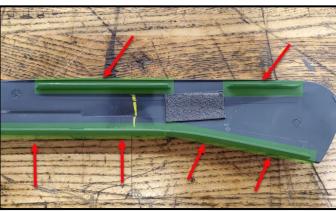
Insert suitable plastic wedges <1> into the cut outs to keep the door handle in the extended position.

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- Unclip the door handle cover at the front (in direction of travel) <arrow 1> first.
- Then continue unclipping at the bottom <arrows 2 and 3>.



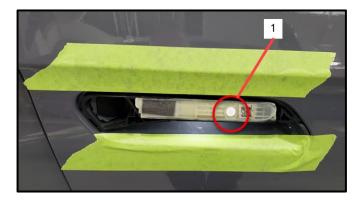
i TIP

The door handle covers are held in by retaining tabs <arrows>.

On the bottom, the retaining tabs run the length of the cover.

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Step 2 - Door Handle Testing Procedure



• Locate the membrane <1> on the door handle.



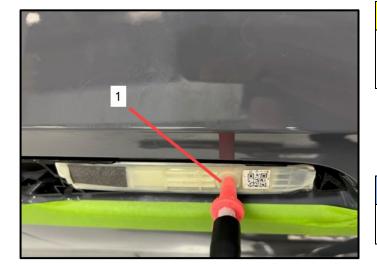


- Check the current installation of the membrane.
- If the membrane is not adhered properly (edge is lifted or partially applied on the circular boss, for example):
 - The door handle must be replaced.
 - Front doors Proceed to Section C for front door handle assembly removal.
 - Rear doors Proceed to Section D for rear door handle assembly removal.

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 If the membrane appears to be adhered properly, continue with the door handle testing.

! NOTE

As long as the membrane is located completely in the recessed area, the door handle would be considered OK.



Risk of consequential damage!

Ensure that the test adapter will not make contact with the circuit board inside the door handle.

- Carefully remove the membrane from the door handle to expose the opening.
- Press the pressure tester adapter <1> to the test port, being sure that a good seal is made.



Be sure that the hand pump being used is set to apply **pressure** and not vacuum.

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DO NOT exceed specified pressures!

Unnecessary damage to the door handle will occur if the specified pressures are exceeded.

- Pressurize the door handle to 240 mbar or 3.5 psi and monitor for 20 seconds
- If there is less than 7 mbar/0.1 psi pressure loss after 20 seconds:
 - The door handle is ok.
 - Proceed to Step 3 in this section for door handle re-assembly.
 - If all four door handles are ok, proceed to Section F to perform SVM update.

A IMPORTANT

Risk of unnecessary replacement!

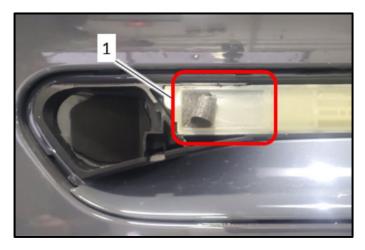
If immediate pressure loss is noted, be sure that the test adapter is fully seated in the test port and a good seal is present.

- If there is over 7 mbar/0.1 psi pressure loss after 20 seconds:
 - The door handle requires replacement.
 - Front doors Proceed to Section C for front door handle removal.
 - Rear doors Proceed to Section D for rear door handle removal.
- If all four door handles are OK:
 - Proceed to Section F to perform SVM update.

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Step 3 - Door Handle Reassembly



Front door handles ONLY:

- Remove the old foam tape from the area indicated <1>.
- Clean the area where the new foam pad will be applied using isopropyl alcohol and a lint free cloth.
- Allow the cleaner to dry completely.

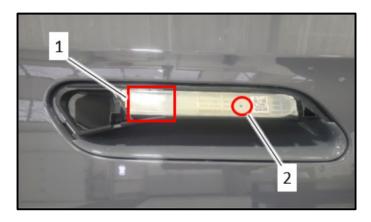


A IMPORTANT

Risk of repeat repair!

Be sure that all of the old adhesive residue is cleaned off before the front door handle cover is reinstalled. Failure to do so can result in an improper seal and possible Kessy system malfunctions.

- Clean the front door handle cover in the area shown <1> of any adhesive residue using isopropyl alcohol and a lint free cloth.
- DO NOT spray any cleaners directly onto the door handle.
- Allow the cleaner to dry completely.



ALL door handles:

A IMPORTANT

Risk of repeat repair!

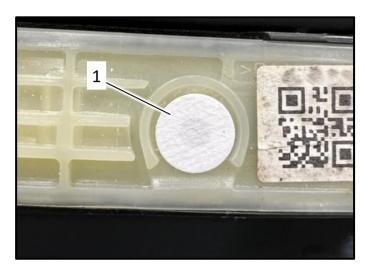
Be sure that all of the old adhesive residue is cleaned off before proceeding. Failure to do so can result in an improper seal and possible water ingress into the door handle.

- Clean the area where the new membrane will be applied <2> using isopropyl alcohol and a lint free cloth.
- DO NOT spray any cleaners directly onto the door handle.
- Allow the cleaner to dry completely.

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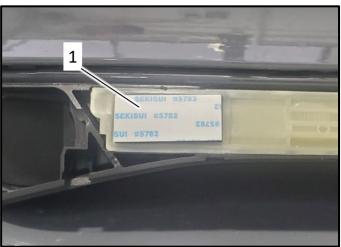
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Part Number	Part Description	
11K-867-129	Inspection kit	
	(4 membranes and 2 foam pads)	



ALL door handles:

- Apply new membrane <1> to the door handle.
- Ensure the membrane is placed precisely in the center of the recessed area.
- Press evenly so the entire membrane is adhered to the door handle.
- Ensure there are no air pockets.



Front door handles ONLY:

- Peel the backing off ONE side of the foam pad.
- Apply new foam pad <1> to the door handle.
- Ensure the foam pad is placed precisely in the center of the recessed area.
- Press evenly so the entire foam pad is adhered to the door handle.
- Ensure there are no air pockets.



• Remove the adhesive backing from the exposed side of the foam pad.

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Continued for all vehicles:

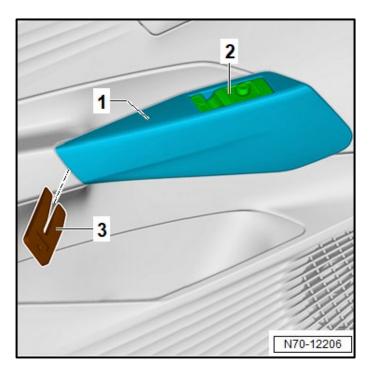
- Install the door handle cover.
- Attach the bottom first, then clip in the top in the direction of <arrows>.



 Press firmly in the area shown on the front door handle covers to adhere the foam pad to door handle cover.

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Section C – Front Door Handle Assembly Removal and Installation (if necessary)



Remove button trim:

- Unclip the button trim <1> with controls <2> using the Wedge -T10383- <3>.
- Disconnect the connectors.
- Replace the button trim if damaged.



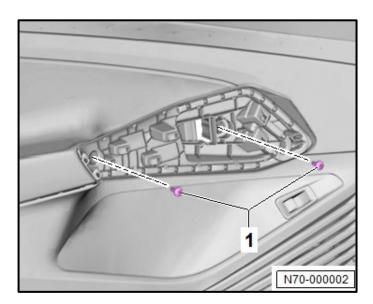
A CAUTION

Risk of consequential damage!

Use extreme care when removing the button trim.

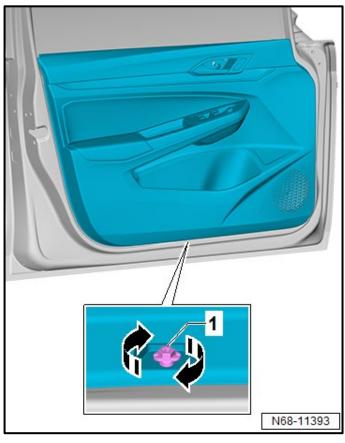
- After the rear section of the button trim is loose, rotate the wedge in the direction indicated <red arrow> while carefully pulling the trim in the direction indicated <green arrow>.
- Driver's rear door shown. Procedure for all doors is similar.

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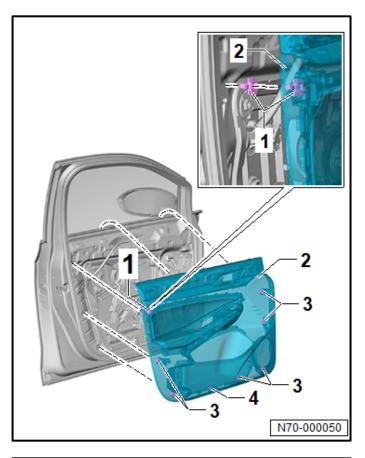
Remove door panel:

Remove the bolts <1>.



 Turn the rotating clip <1> 90° in the direction of <arrow> and release it.

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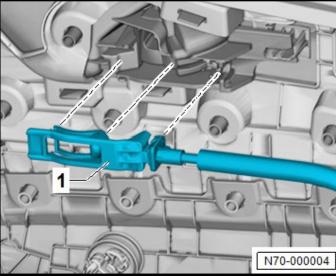
Risk of consequential damage!

There is a risk of damaging the release cable by deforming it. Do not bend or kink the release cable.

- Loosen the clips <3> in the front door trim panel <2> using a Wedge -T10383-.
- Pull the front door trim panel <2> upward out of the inner window shaft strip.
- Disconnect any connectors present on the door panel.



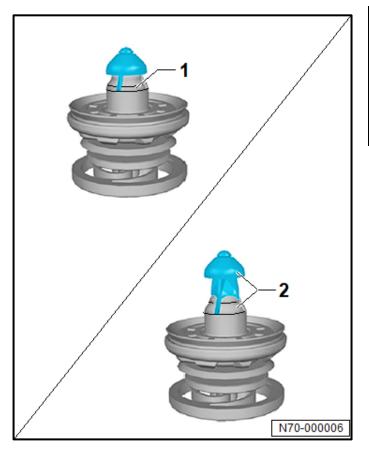
The upper left crash clip <1> is automatically released from the inner window shaft strip when the front door trim panel <2> is lifted out.



- Disengage the release cable <1>.
- Set the door panel off to the side.

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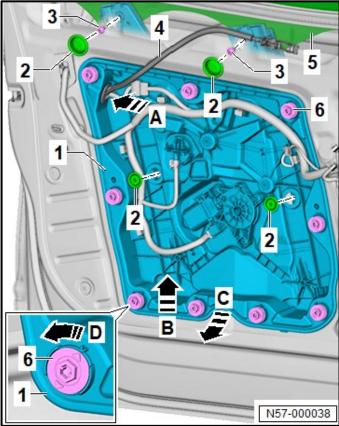
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A CAUTION

Risk of damaging the locking mechanism.

- Always turn the locking mechanism from position <2> to position <1>.
- The door trim panel can only be installed when the locking mechanism is in position

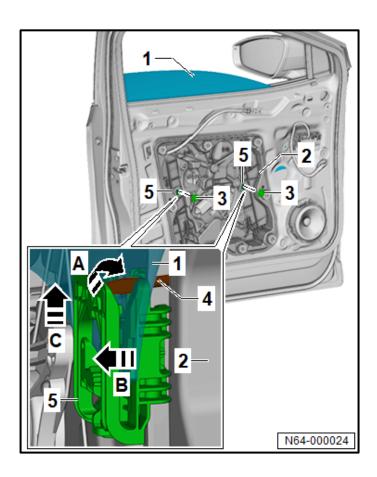


Remove support for door components:

 Pry off/remove the caps/adhesive tape <2> from the support <1> using a commercially available plastic wedge.

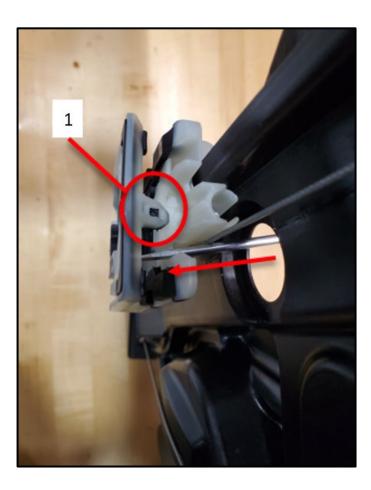
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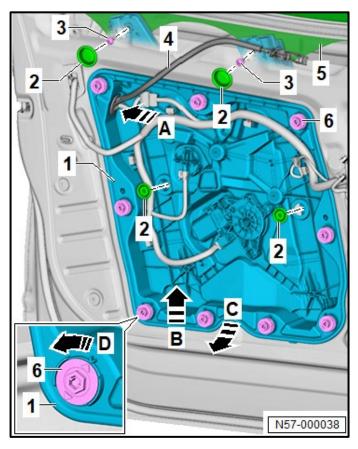
- Reconnect window switch temporarily.
- Lower the front door window <1> until the clamping brackets on the sub-frame <5> are accessible through the opening in the subframe <2>.
- Guide a suitable screwdriver <4> through the openings in the sub-frame <2> and the front door window <1> toward the sub-frame clamping bracket <5>.
- Turn the screwdriver <4> 90° in the direction of <arrow A> and press in the direction of the <arrow B> in the hook on the sub-frame clamping brackets <5> until they disengage.
- Slightly lift the front door window <1> in the direction of <arrow C> so that it does not fall back into the hook.

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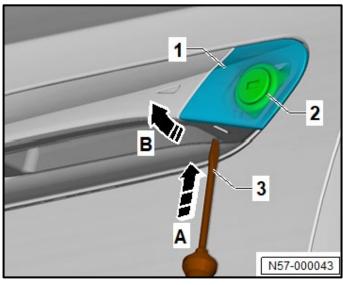


 Clamping bracket <1> shown with sub-frame removed. Screwdriver pressed in the direction indicated <arrow> to disengage the clamp from the window glass panel.

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- Push the front door window <5> upward and secure it from falling using commercially available adhesive tape.
- Disconnect the connectors on the sub-frame components.
- Unclip the wires.
- Remove the bolts <3>.
- Turn the clips <6> in the direction of <arrow D> 90° and remove it slightly.
- Guide the release cable with the grommet <4>
 in the direction of <arrow A> out of the support
 <1>.
- Push the support <1> slightly in the direction of <arrow B>.
- Remove the support <1> in the direction of <arrow C> out of the door.



Remove lock cylinder (driver door only):

A CAUTION

Risk of damaging component surfaces!

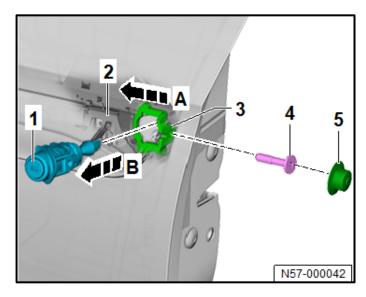
Do not turn the flat-head screwdriver.

Do not pry using a flat-head screwdriver.

- Press a small, commercially available flathead screwdriver <3> in the direction of <arrow A> into the opening on the underside of the cap <1>.
- Unclip the cap <1> using a commercially available flat-head screwdriver <3>.
- Remove the cap <1> in the direction of <arrow
 B> from the lock cylinder <2>.

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- Pry out the cap <5>.
- Remove the bolt <4> all the way.
- Press the bolt <4> with locking mechanism
 <3> in the direction of <arrow A> until the lock
 cylinder <1> is released.
- Remove the lock cylinder <1> in the direction of <arrow B> out of the mounting bracket <2>.



Lower the door lock unit:

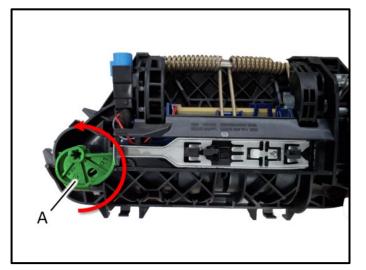
- Disconnect the connector from the door lock unit <1>.
- Remove the bolts <3> and lower the door lock unit <1> downward.



The door lock unit <1> does not have to be completely removed, only lowered out of the way.

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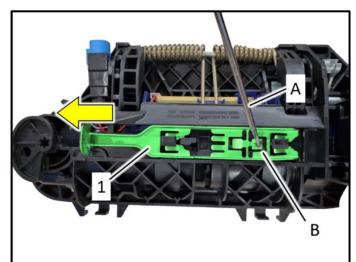


Remove door handle assembly:

① NOTE

Front passenger side door handle shown removed for clarity. Procedure is similar for all doors.

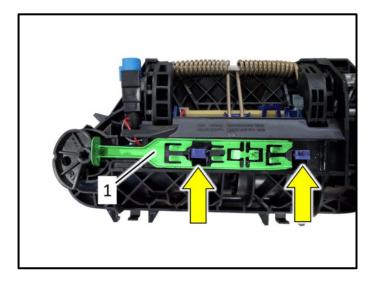
- Rotate the eccentric cam <A> 270° using a T30 Torx screwdriver.
 - Clockwise for driver side.
 - Counter clockwise for passenger side.



- Press on the locking tab with a screwdriver <A>.
- While holding the locking tab , slide the lock plate <1> in the direction of <arrow>.



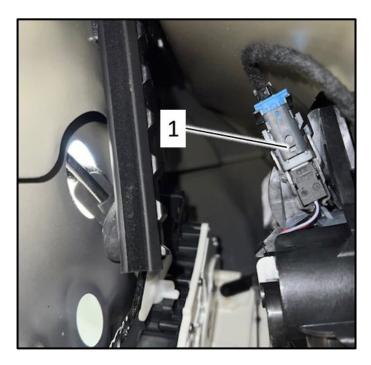
A small amount of silicone spray can be used on the plate <1> if movement of the plate is stiff.



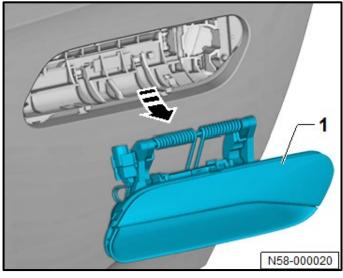
 Once the locking plate <1> is in the unlocked position (as shown), the pins <arrows> on the door handle will be released and the door handle assembly can be removed from the door.

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 Disconnect the connector <1> from the door handle assembly.



 Pivot out the door handle assembly <1> in the direction of <arrow> and remove.

See Section E for door handle replacement.

 Re-install door handle assembly in the reverse order of removal.

Reassemble the door components in the reverse order of removal while noting the following:

• Door lock unit bolts: 18 Nm

• Carrier for door component bolts: 8 Nm

Door trim panel securing bolts: 4.5 Nm

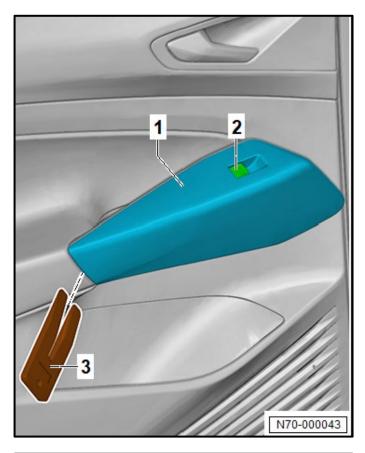
Replace any damaged door trim panel clips.

Proceed to Section F.

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Section D - Rear Door Handle Assembly Removal and Installation (if necessary)



Remove button trim:

- Unclip the button trim <1> with controls <2> using the Wedge T10383- <3>.
- Disconnect the connectors.
- Replace the button trim if damaged.



A CAUTION

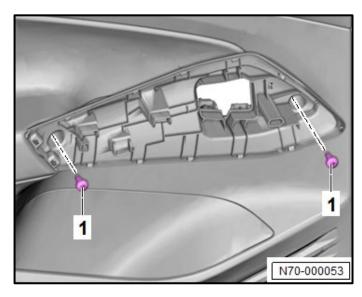
Risk of consequential damage!

Use extreme care when removing the button trim.

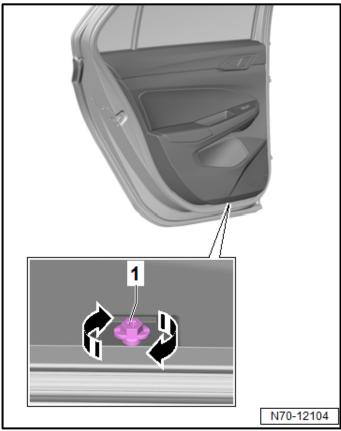
- After the rear section of the button trim is loose, rotate the wedge in the direction indicated <red arrow> while carefully pulling the trim in the direction indicated <green arrow>.
- Driver's rear door shown. Procedure for all doors is similar.

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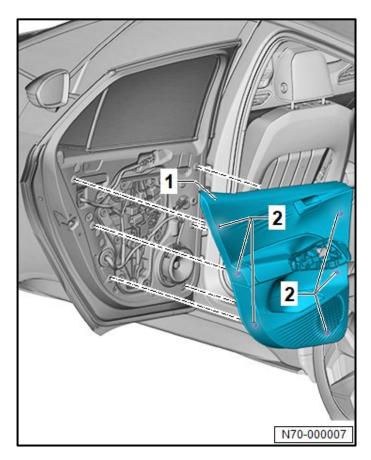


Remove the bolts <1>.

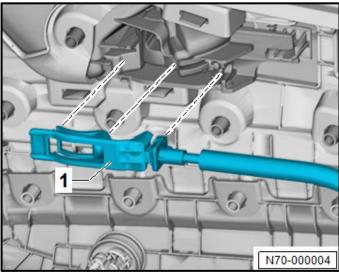


 Turn the rotating clip <1> 90° in the direction of <arrow> and release it.

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- Loosen the clips <2> for the rear door trim panel <1> using the Wedge Set -T10383-.
- Pull the rear door trim panel <1> upward out of the inner window shaft strip.
- Disconnect any connectors present.



A CAUTION

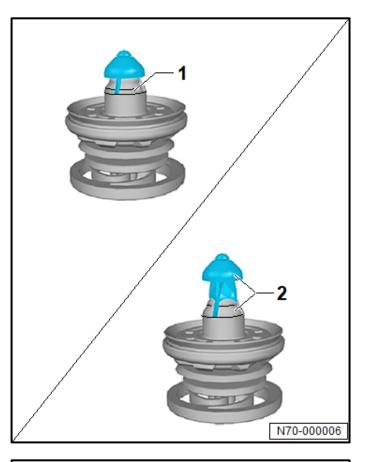
Risk of consequential damage!

There is a risk of damaging the release cable by deforming it. Do not bend or kink the release cable!

• Disengage the release cable <1>.

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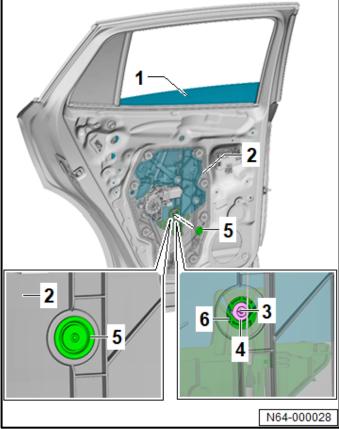
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A CAUTION

Risk of damaging the locking mechanism.

- Always turn the locking mechanism from position <2> to position <1>.
- The door trim panel can only be installed when the locking mechanism is in position <1>

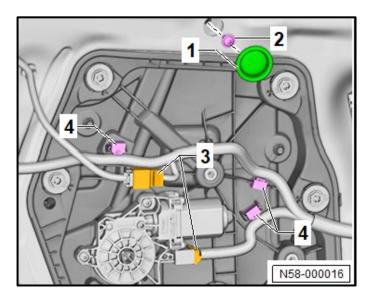


Loosen the rear door window from the window regulator.

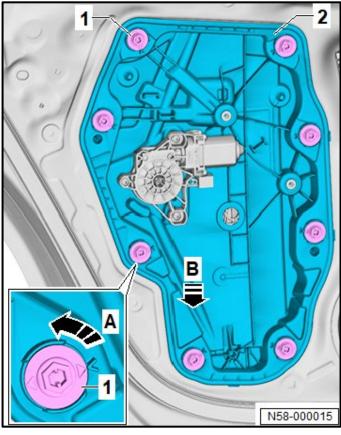
- Pry the cap <5> out of the subframe <2> using a commercially available plastic wedge.
- Temporarily install the window switch and lower the rear door window <1> until the expanding pin <3> and spreader plug <4> are accessible through the opening in the subframe <2>.
- Remove the expanding pin <3> from the spreader plug <4> using the Release Tool -T10615-.
- Remove the spreader plug <4> from the window regulator guide <6> using the Release Tool - T10615-.
- Push the rear door window upward and secure it from falling using adhesive tape.

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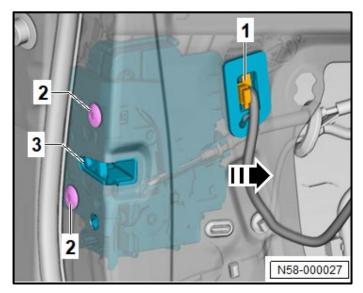


- Pry out the plugs <1>.
- Remove the bolt <2>.
- Disconnect the connectors <3>.
- Loosen the clips <4> and move the wires to the side.



- Turn the clips <1> 90° in the direction of <arrow A> and pull them out slightly.
- Remove the door components carrier <2> in the direction of <arrow B> out of the door.

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Lower the door lock assembly:

- Disconnect the connector <1>.
- Remove the bolts <2> and lower the rear Door Lock Unit <3> downward.



The door lock unit <1> does not have to be completely removed, only lowered out of the way.

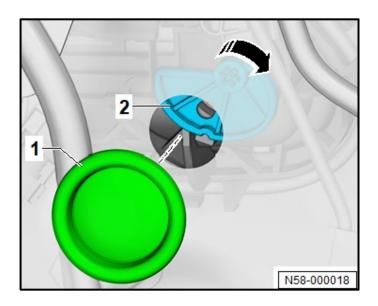


i TIP

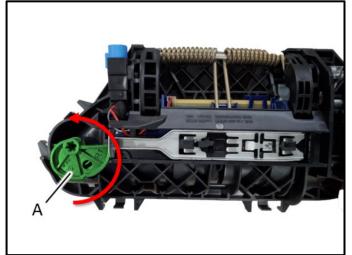
The door cable connection <1> can be unlocked to aid in lowering the door lock. The cable does not have to be completely removed, only unlocked so it can move freely.

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• Pry out the plug <1>.

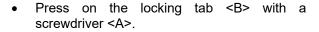


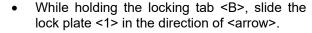
Remove door handle assembly:

U NOTE

Passenger side door handle shown removed for clarity. Procedure is similar for all doors.

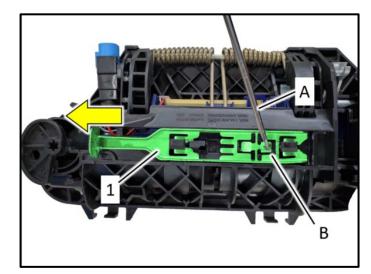
- Rotate the eccentric cam <A> 270° using a T30 Torx screwdriver.
 - o Clockwise for driver side.
 - Counter clockwise for passenger side.
- Push the pushover plate <1> all the way in the direction indicated <arrow>.



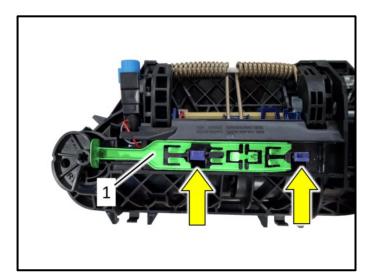




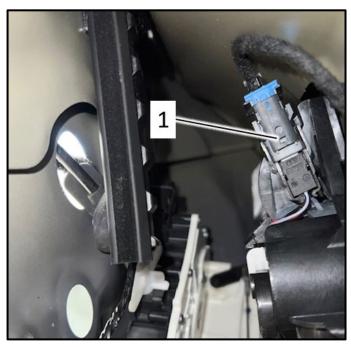
A small amount of silicone spray can be used on the plate <1> if movement of the plate is stiff.



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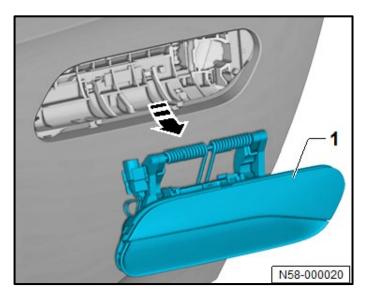


 Once the locking plate <1> is in the unlocked position (as shown), the pins <arrows> on the door handle will be released.



 Disconnect the connector <1> from the door handle assembly.

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• Pivot out the door handle assembly <1> in the direction of <arrow> and remove.

See Section E for door handle replacement.

 Re-install door handle assembly in the reverse order of removal.

Reassemble the door components in the reverse order of removal while noting the following:

Door lock unit bolts: 18 Nm

Carrier for door component bolts: 8 Nm

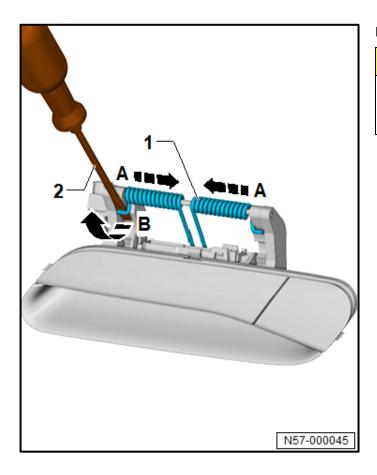
Door trim panel securing bolts: 4.5 Nm

Replace any damaged door trim panel clips.

Proceed to Section F.

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Section E - Door Handle Replacement



Remove spring:

A CAUTION

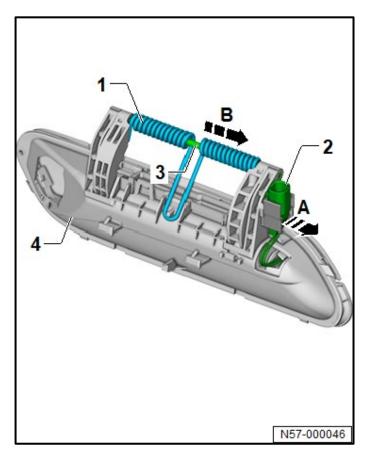
Risk of injury!

Spring is under tension! Use caution when releasing the spring!

- Push the spring <1> in the direction of <arrow A>.
- Turn the spring <1> using a Flat-Head Screwdriver <2> 90° in direction of <arrow B> and then remove from the mount.

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- Disengage the connector for the exterior door handle illumination and exterior door handle touch sensor <2> in the direction of <arrow A>.
- Note the installation position of the spring.
- Drive out the pin <3> in the direction of <arrow
 B> using a Drift Punch and remove the pin.
- Remove the spring <1> from the door handle <4>.



• NOTE

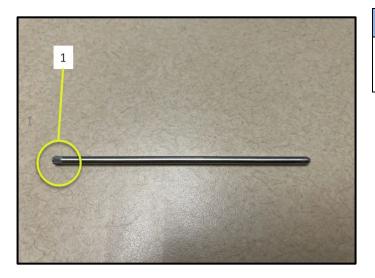
Pin <1> shown partially removed to show the splines.

Only one side of the pin has splines.

When driving out the pin, drive the pin out in direction of <arrow>.

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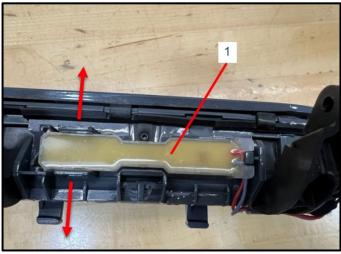
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① NOTE

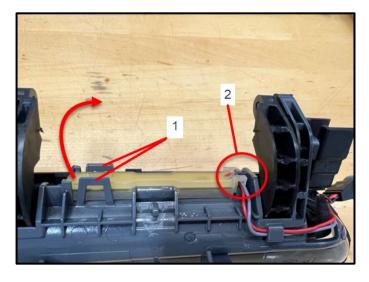
Pin shown removed for clarity.

Note the splined end <1>.



Remove lamp:

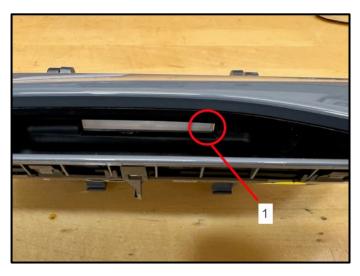
 With the pin and spring removed, release the door handle lamp <1> by spreading the tabs in the direction indicated <arrows>.



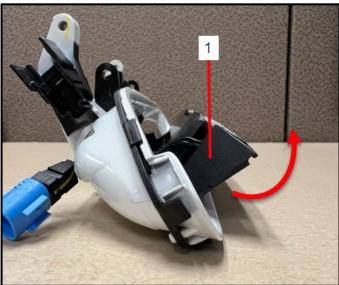
 Once the tabs <1> have been released, rotate the lamp out of the retaining tab <2> in the direction indicated <arrow>.

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 To aid in removal of the lamp, once the tabs have been released, using a few fingers, push on the lamp from inside the handle in the area shown <1>.



Remove door handle from the carrier:

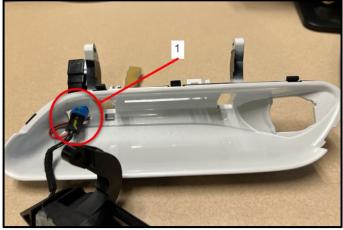
- Carefully rotate the door handle <1> out in the direction indicated <arrow>.
- Feed the lamp and connector housing out of the carrier.

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Door handle <1> shown from a different angle for clarity.



Installing new door handle:

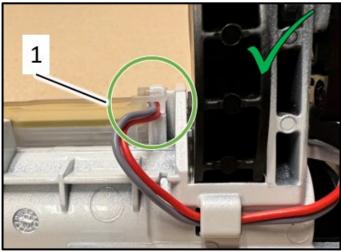
 Feed the door handle lamp and connector through the carrier in the area indicated <1>.

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- Insert the new door handle <1> into the carrier in the reverse order of removal.
- Install the connector and lamp back into their retainers in the carrier.



A CAUTION

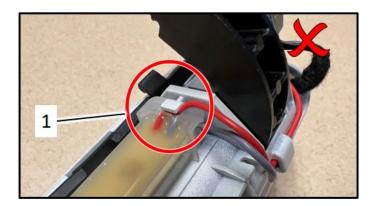
Risk of damage!

When installing the lamp back into the carrier, be mindful of the wire positioning or damage can occur.

Correct installation of wires <1> shown.

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Incorrect installation of wires <1> shown.



Reinstall the spring:

A CAUTION

Risk of injury!

Spring is under tension! Use caution when reinstalling the spring!

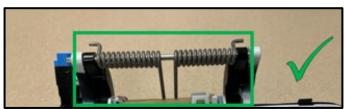
 Reinstall the spring with pin <1> in the direction indicated <arrow>.



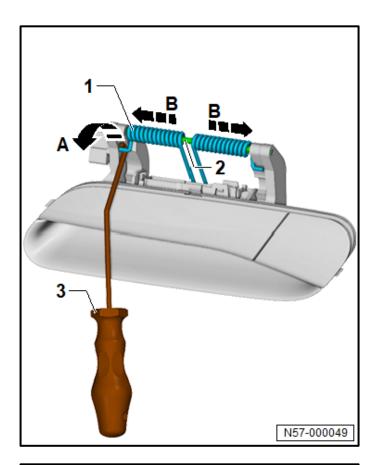
Be mindful of the direction the spring is installed. See the images below for examples of correct and incorrect installation.

- Incorrect spring installation = Spring tabs facing the front of the door handle.
- Correct spring position = Spring tabs facing the back of the door handle.

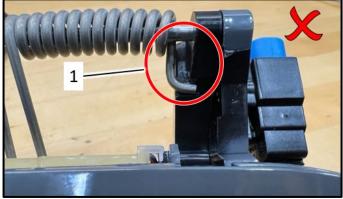




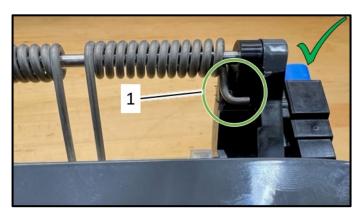
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- Turn the spring <1> 90° in direction of <arrow
 A> using the Assembly Tool -T10118- <3>,
 until the hook engages in the mount.
- Push apart the spring <1> in the center area
 2> in the direction of <arrow B>.

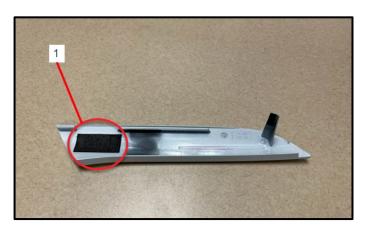


• Spring tab <1> that is not fully engaged.



Spring tab <1> that is fully engaged.

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Clean foam pad residue from front door handle cover:

 Remove the old foam tape <1> from the door handle cover.



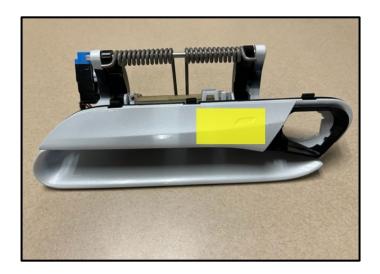
- Using isopropyl alcohol and a lint free cloth, clean the area <1> where the foam tape was.
- Ensure no residue remains.
- Allow the cleaner to dry completely.



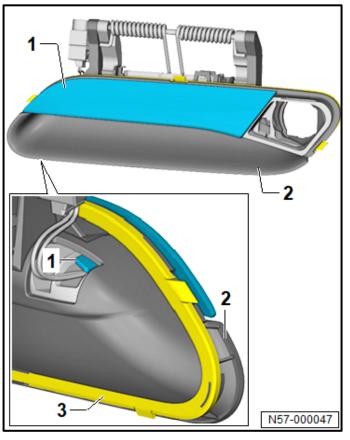
Install door handle cover:

 <u>Front door handles only</u>: Remove the adhesive backing from the foam pad <1>.

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- Reinstall the door handle cover.
- Ensure it's fully clipped into place.
- <u>Front door handles only:</u> Press firmly in the area shown to adhere the foam pad to door handle cover.



Replace door handle assembly gasket:

Remove the gasket <3> from the door handle
 2> and remove adhesive residue if necessary.

Part Number	Part Description
11K-837-209-C GRU	Gasket Driver front and rear
11K-837-210-C GRU	Gasket Passenger front and rear

Re-install door handle assembly into door:

- Refer back to Sections C or D for reinstallation instructions.
- After door handle is replaced, proceed to Section F for performing SVM update.

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Section F – Update Door Control Modules

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met:

- The ODIS software is completely up to date.
 - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.
- The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- The screen saver and power saving settings are off.
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- The VAS Diagnostic Tester is plugged in using the supplied power adapters.
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.
 - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

MARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during **Update Process!**



To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: Software Version Management (SVM) Operating Instructions.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

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U 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

• NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session.
 You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.
 - · Open the hood.
 - Open the battery cover.
 - Switch the ignition on.
 - Apply the parking brake.
 - Switch off all consumers (headlights, heated seats, climate control, etc.).
 - Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
 - Start the ODIS program.
 - Attach the battery charger to the vehicle battery.



Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

Turn the hazards on.

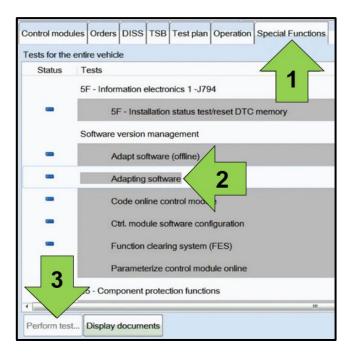


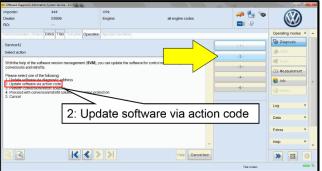
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

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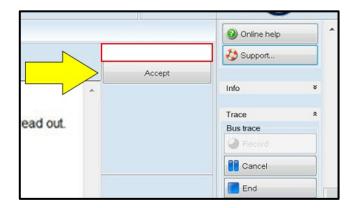


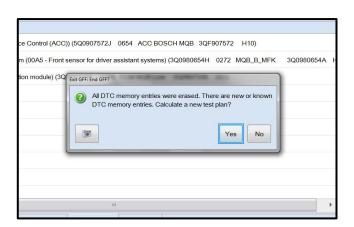
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.
- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.

 Select the correct option to "Update software via action code"

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U NOTE

Using <u>Bluetooth or WiFi</u> for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

• Enter the corrective action code (SVM code) as listed below.

SVM code

4B7F

- Select "Accept" <arrow> and follow the on screen prompts.
- Exit GFF and send diagnostic protocol online when prompted.



At the end of the diagnosis, the diagnostic tester requires the calibration of the three-phase drive -VX54-.

The calibration does not have to be performed at the end of the diagnosis; it can be carried out without the diagnosis tester on a test drive above 20 mph/35 kph (before returning the vehicle to the customer).

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- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.





Perform a test drive above 20 mph/ 35 kph to calibrate the three-phase drive -VX54-.

When performing this road test, the vehicle will momentarily lose acceleration when the three-phase drive -VX54- calibrates. Ensure the road test is performed in a safe manner.

Proceed to Section G

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Section G - Campaign Completion Label

Install Campaign Completion Label

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

i TIP

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

Proceed to Section H

Section H - 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 the Part Destruction and Core Disposition Report for Canada.

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