



Safety Recall

Code: 57J5

Subject	Door Handles															
Document History	<table border="1"><thead><tr><th>Date</th><th>Summary</th></tr></thead><tbody><tr><td>03/22/2024</td><td>Updated claiming and work instructions</td></tr><tr><td>08/25/2023</td><td>Updated instructions for door handles without a port Corrected parts table Additional customer letter examples added</td></tr><tr><td>08/08/2023</td><td>Original publication</td></tr></tbody></table>	Date	Summary	03/22/2024	Updated claiming and work instructions	08/25/2023	Updated instructions for door handles without a port Corrected parts table Additional customer letter examples added	08/08/2023	Original publication							
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Affected Vehicles	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2021</td><td>2022</td><td>ID4</td><td>35,325</td></tr><tr><td>CAN</td><td>2021</td><td>2022</td><td>ID4</td><td>2,519</td></tr></tbody></table> <p>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 & verification source.</p> <ul style="list-style-type: none">✓ 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.	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2022	ID4	35,325	CAN	2021	2022	ID4	2,519
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2021	2022	ID4	35,325												
CAN	2021	2022	ID4	2,519												
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 into the printed circuit board can lead to malfunctions causing an "open command" to the door lock. 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 May 05, 2023, the campaign code was applied to affected vehicles.															
Owner Notification	Owner notification will take place in August 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 that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: 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.*

Parts Information (if door handle requires replacement)

CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! The expected need for the following parts is less than 2%. Ordering parts unnecessarily will cause delays.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	As required	11B-837-205-AR-GRU	HANDLE (driver front)	VIN to Order
	As required	11A-837-205-BR-GRU	HANDLE (driver rear)	
	As required	11A-837-206-CB-GRU	HANDLE (passenger front)	
	As required	11A-837-206-CF-GRU	HANDLE (passenger rear)	
	Up to 1	11K-867-129	Foam Pad (required only if a front door handle requires replacement)	
			NOTE: the membranes included in the foam pad kit are not required for the 57J5 repair.	

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • 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
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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 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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	57J5		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if all four door handles are ok Mark <u>only one</u> Support* as causal part if a door handle requires replacement		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: 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. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	<u>Vehicles with 57J5 and 57J8 assigned:</u> Update software for door control modules.		
	LABOR		
	Labor Op	Time Units	Description
	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
	<i>NOTE: Door handles will be replaced under the 57J8.</i>		

Continued on next page

Criteria I.D.	01		
	<u>Vehicles with only 57J5 assigned:</u> Inspect all four door handles. Update software for door control modules.		
	LABOR		
	Labor Op	Time Units	Description
	5719 01 99	40	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

AND (ONLY if necessary)	Add as needed if a door handle(s) required replacement. <u>NOTE: applies to vehicles with only 57J5 assigned.</u>		
	LABOR		
	Labor Op	Time Units	Description
	5719 55 99	100	Replace one front door handle
	5719 56 99	180	Replace two front door handles
	5811 55 99	80	Replace one rear door handle
	5811 56 99	160	Replace two rear door handles
	PARTS		
	<i>Mark only one HANDLE* as causal part if a door handle requires replacement</i>		
	Quantity	Part Number	Description
	1.00	11B837205ARGRU	HANDLE (left front)*
	1.00	11A837206CBGRU	HANDLE (right front)*
	1.00	11A837205BRGRU	HANDLE (left rear)*
	1.00	11A837206CFGRU	HANDLE (right rear)*
	Up to 1.00	11K867129	Foam pad (required only if a front door handle is replaced)

Continued on next page

AND (ONLY if necessary)	Add the following as needed only if the interior door handle trim was damaged during door handle replacement. <u>NOTE: applies to vehicles with only 57J5 assigned.</u>		
	PARTS		
	Quantity	Part Number	Description
	1.00	10B867197B 041	COVER (driver front – black)
	1.00	10B867197B 7CN	COVER (driver front – grey)
	1.00	10B867198B 041	COVER (passenger front – black)
	1.00	10B867198B 7CN	COVER (passenger front – grey)
	1.00	10A867227B 041	COVER (driver rear – black)
	1.00	10A867227B 7CN	COVER (driver rear – grey)
	1.00	10A867228B 041	COVER (passenger rear – black)
	1.00	10A867228B 7CN	COVER (passenger rear – grey)

Customer Letter Example (USA) – 57J5 Only

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

NHTSA: 23V312

Subject: Safety Recall 57J5 –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 2021-2022 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 into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. 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?	<p>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.</p> <p>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.</p> <p>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.</p>
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 .
Precautions you should take	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) – 57J5 Only

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

Transport Canada Recall: 2023-263

Subject: Safety Recall 57J5 –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 into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. 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.

Precautions you should take 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

Customer Letter Example (USA) – 57J5/57J8

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

NHTSA: 23V312

**Subject: Recall Remedy Available for Safety Recall 57J5 – Door Handle Inspection & Software Update
Interim Recall Notification for Safety Recall 57J8 – Door Handle Replacement**

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 2021-2022 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 into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. 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 provide you with two recall remedies, as follows:

Safety Recall 57J5 – Door Handle Inspection & Software Update

- Recall remedy status: **AVAILABLE**
- Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible. To set up an appointment online, please visit www.vw.com/find-a-dealer.
- Your dealer will inspect each door handle and perform a vehicle software update to 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.
- 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.

Safety Recall 57J8 – Door Handle Replacement

- Recall remedy status: **NOT YET AVAILABLE**
- Your dealer will replace your vehicle’s door handles, free of charge. Right now, your dealer does not have the parts available to perform the door handle replacement.
- Volkswagen is working to make the recall remedy available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. The recall work will be performed for you free of charge.
- As a reminder, Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible.

Precautions you should take

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 these actions to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA) – 57J5/57J8

Transport Canada Recall: 2023-263

**Subject: Recall Remedy Available for Safety Recall 57J5 –Door Handle Inspection & Software Update
Interim Recall Notification for Safety Recall 57J8 – Door Handle Replacement**

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 into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. 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 provide you with two recall remedies, as follows:

Safety Recall 57J5 – Door Handle Inspection & Software Update

- Recall remedy status: **AVAILABLE**
- Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible.
- Your dealer will inspect each door handle and perform a vehicle software update to 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.
- 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.

Safety Recall 57J8 – Door Handle Replacement

- Recall remedy status: **NOT YET AVAILABLE**
- Your dealer will replace your vehicle’s door handles, free of charge. Right now, your dealer does not have the parts available to perform the door handle replacement.
- Volkswagen is working to make the recall remedy available as quickly as possible, and we will send you another letter once repairs can begin. At that time, you will be able to schedule this work with your authorized Volkswagen dealer. The recall work will be performed for you free of charge.
- As a reminder, Volkswagen strongly recommends that you have Safety Recall 57J5 completed on your vehicle as soon as possible.

What should you do?

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

Precautions you should take

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.

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. ©2024 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Sincerely,

Volkswagen Customer Protection

Repair Overview



- **Vehicles assigned 57J5 + 57J8:**
 - Update door control module software via SVM.
- **Vehicles assigned only 57J5:**
 - Inspect door handles and replace handle, if necessary.
 - Update door control module software via SVM.

CRITICAL REPAIR STEP

 **STOP!** 

The 57J5 inspection and repair is similar to the 57J4 inspection, but not the same.

- There is no pressure test included in the 57J5 repair. Only the position and installation of the membrane is evaluated in the 57J5 repair.
- 57J5 repairs will utilize the full door handle assembly, however the door handle will be removed from the new assembly and installed in the vehicle. This will avoid having to paint the door handle assembly components.
- Door handles without a pressure equalization hole will be replaced during the 57J8 repair.
- Pay attention to which campaign is being performed.
- A video outlining the differences in the repairs is available. Click on the link below, or scan the QR code to access the video.




<https://vwcup.track360.com/library/13068>



 **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.

Required Tools (if door handle requires replacement)

 <p>Wedge Set -T10383- (or equivalent)</p>	 <p>Elbow Assembly Tool -T10118- (or equivalent)</p>
 <p>Release Tool -T10615-</p>	

Required Tools (for software update)

 <p>Battery Tester/Charger -VAS5908-</p>	 <p>Diagnostics Interface W-LAN -VAS6154A-</p>
 <p>Diagnostic Tester -VAS6150D- (or higher)</p>	 <p>USB Module -VAS6154/4A- (included with -VAS6154A-)</p>

Required Shop Materials



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



Lint Free Towels
(locally sourced)


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

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 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- 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.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Vehicles with 57J5 and 57J8:**
 - **Only the software update is required under the 57J5.**
 - **Proceed to Section F.**
- **Vehicles with 57J5 only:**
 - **Proceed to Section B.**

Section B – Door Handle Inspection (vehicles with only 57J5 assigned)

Inspection overview steps:

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

! NOTE

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

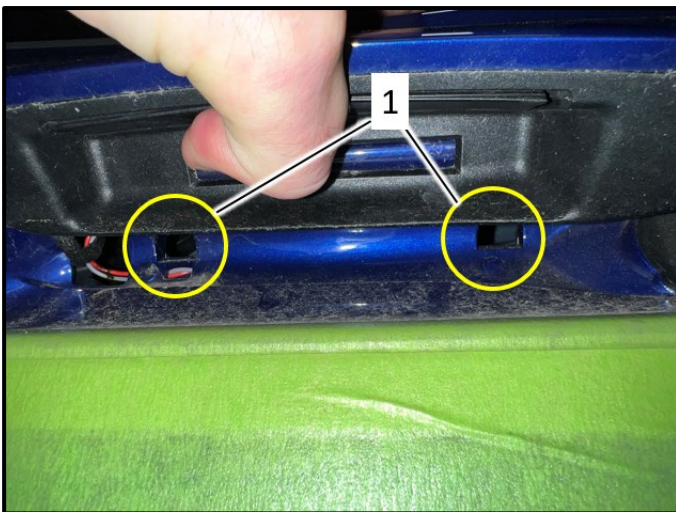
Step 1 – Remove Door Handle Trim Covers

Remove door handle trim covers:

- All four door handles must be inspected.
- The front door handle covers must not be completely removed from the door handle.

Front door handle cover removal:

- 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.





⚠ CAUTION

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

- Insert suitable plastic wedge into the cut outs to keep the door handle in the extended position.



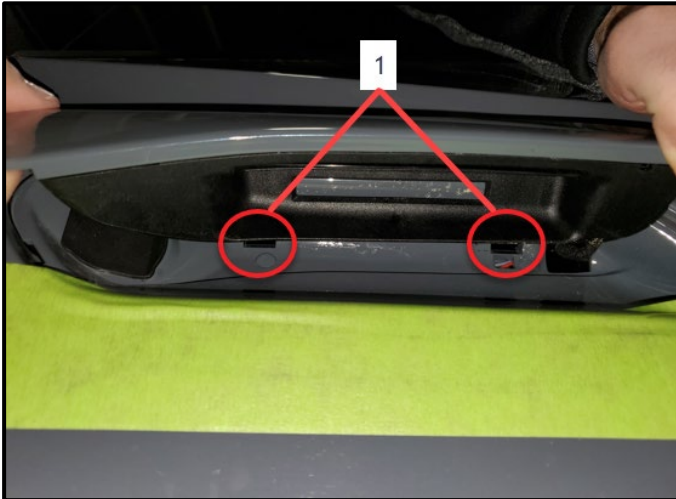
⚠ CAUTION

Only pull back the cover enough to inspect the membrane.

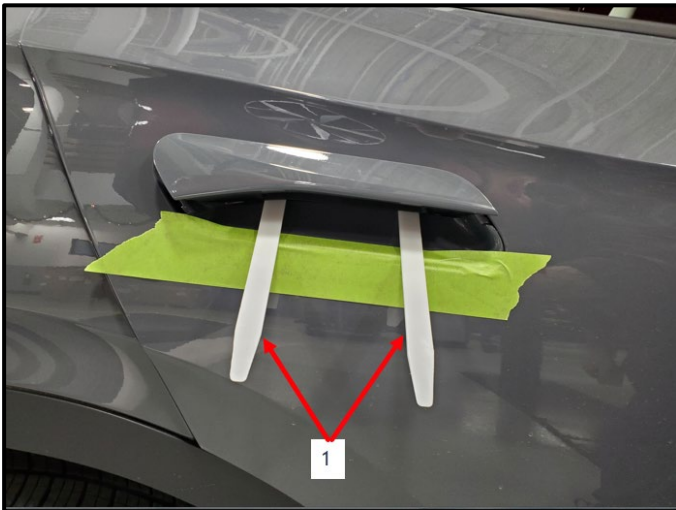
DO NOT fully remove the front door handle covers. Fully removing the covers or unclipping the rear portion of the cover will damage the foam pads, which are not being replaced during the inspection process.

- Carefully unclip the cover <1> ONLY in the front (in direction of vehicle travel).
- Pull cover back just enough so the membrane <2> is visible and can be inspected.

Rear door handle cover removal:



- 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.



⚠ CAUTION

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

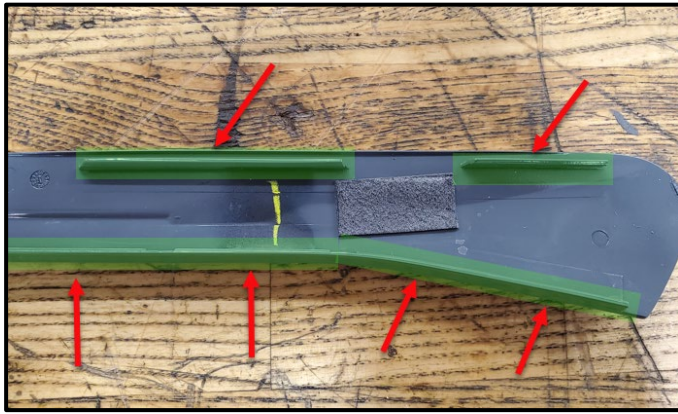
- Insert suitable plastic wedges <1> into the cut outs to keep the door handle in the extended position.



- 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>.

ⓘ NOTE

The rear door handles do not have foam pads, therefore they can be fully removed.



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.

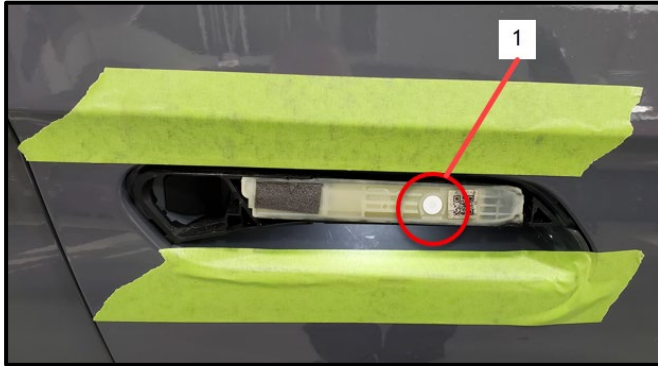
Step 2 – Door Handle Testing Procedure

CRITICAL REPAIR STEP

 **STOP!** 

The 57J5 inspection is similar to the 57J4 inspection, except that there is no pressure test included in the 57J5 repair. Only the position and installation of the membrane is evaluated in the 57J5 repair. Pay attention to which campaign is being performed.

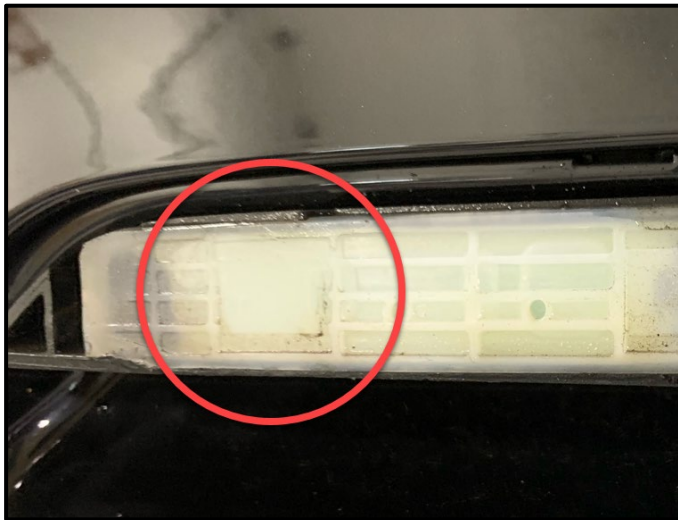
After the inspection, the software update for door control modules must be performed.



NOTE

Door handle covers shown removed for clarity.

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



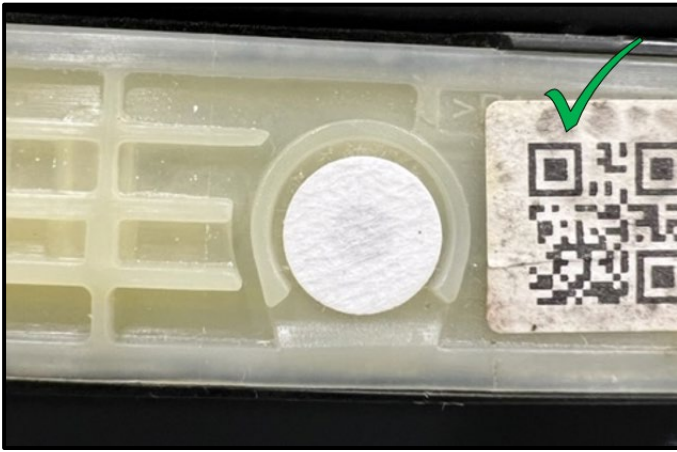
CRITICAL REPAIR STEP

 **STOP!** 

- Some door handles may not have a pressure equalization port, and will not have a recessed area for the membrane.
- **These door handles will not be replaced during the 57J5 repair. They will instead be replaced during the 57J8 repair.**
- **The door control module update must still be carried out during the 57J5 repair.**
- See Step 3 for door handle cover reassembly.



- Check the current installation of the membrane.
- If the membrane is not adhered properly (membrane is missing, 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.



- If the membrane appears to be adhered properly, see Step 3 for door handle cover reassembly.
- Once all door handles are reassembled, Proceed to Section F to update the door control module software.

NOTE

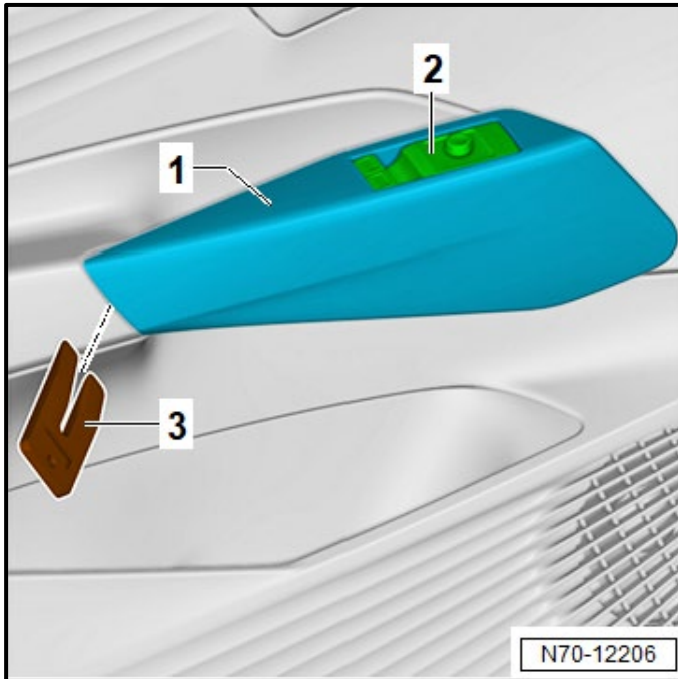
As long as the membrane is located completely in the recessed area, the door handle would be considered OK.

Step 3 – Door Handle Reassembly



- Install the door handle cover.
- Attach the bottom first; then clip in the top in the direction of <arrows>.
- Once all door handles are reassembled, Proceed to Section F to update the door control module software.

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.

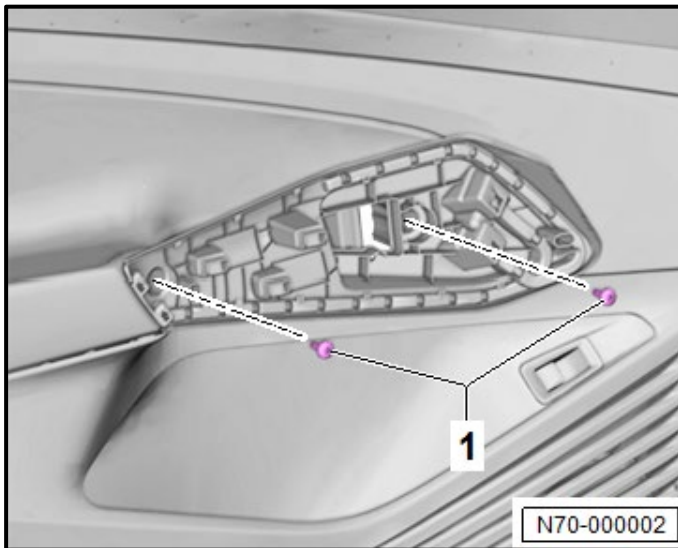


CAUTION

Risk of consequential damage!

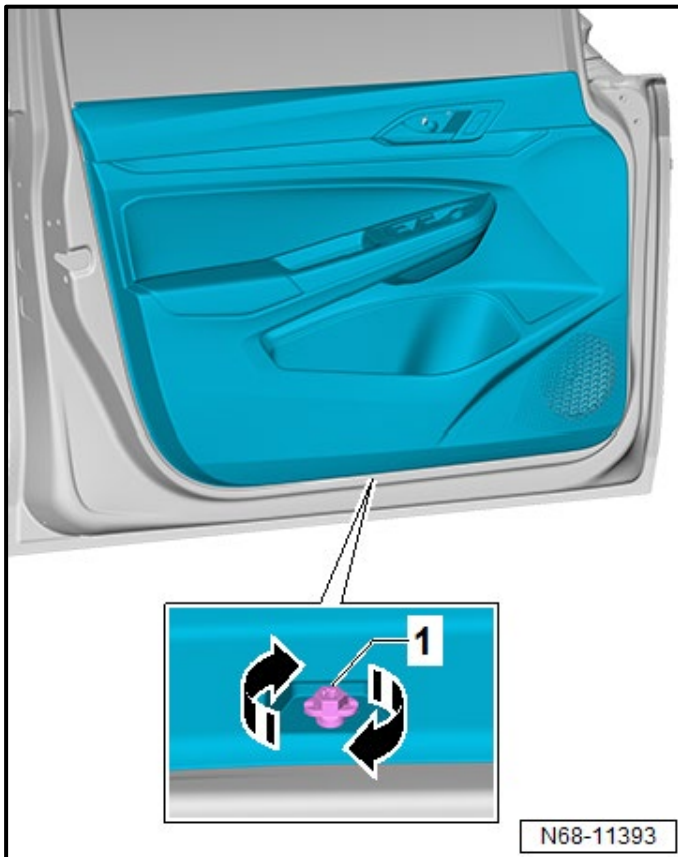
Use extreme care when removing the button trim.

- 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.

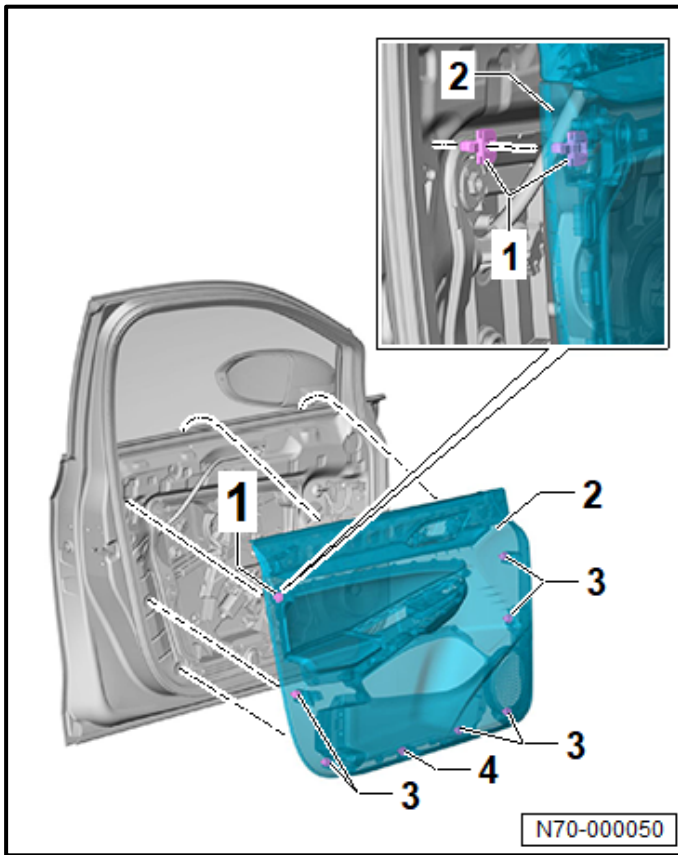


Remove door panel:

- Remove the bolts <1>.



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



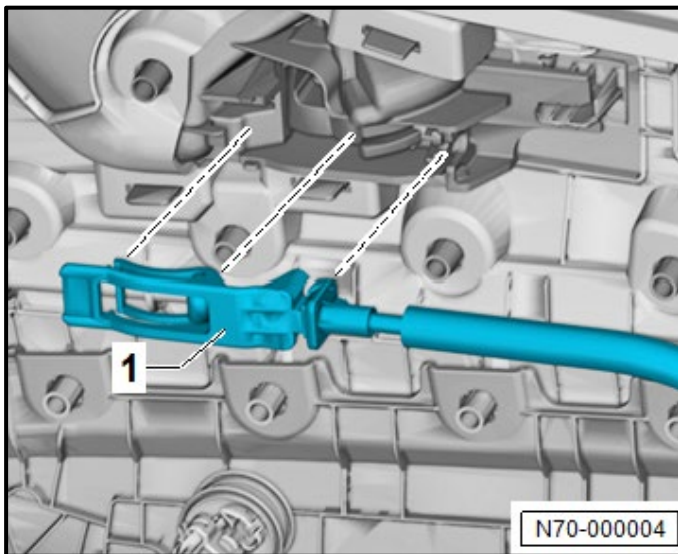
⚠ CAUTION

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

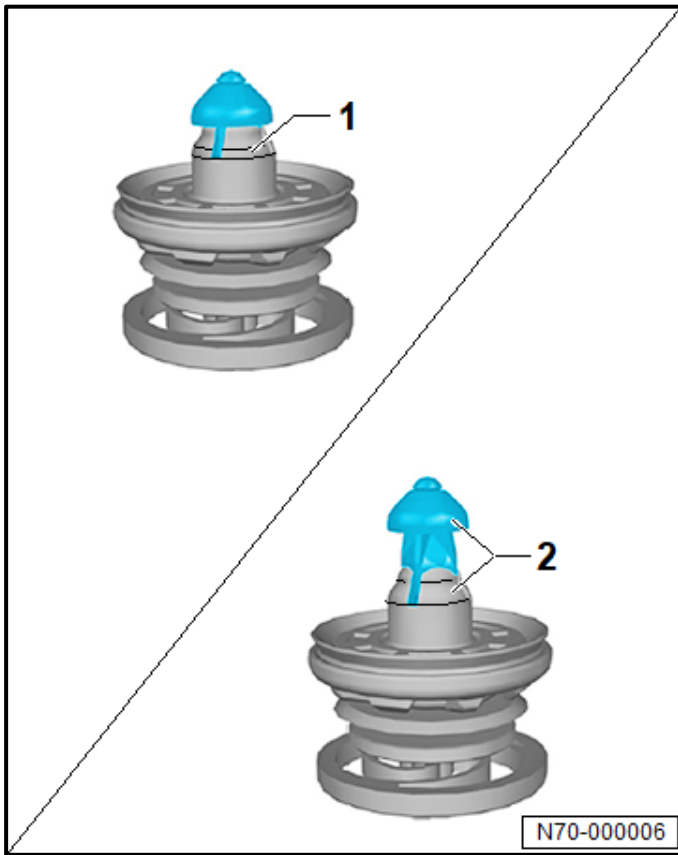
- Loosen the clips <3> in the front door trim panel <2> using a Wedge -T10383-.
- Pull the front door trim panel <2> upward out of the inner window shaft strip.
- Disconnect any connectors present on the door panel.

i TIP

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.

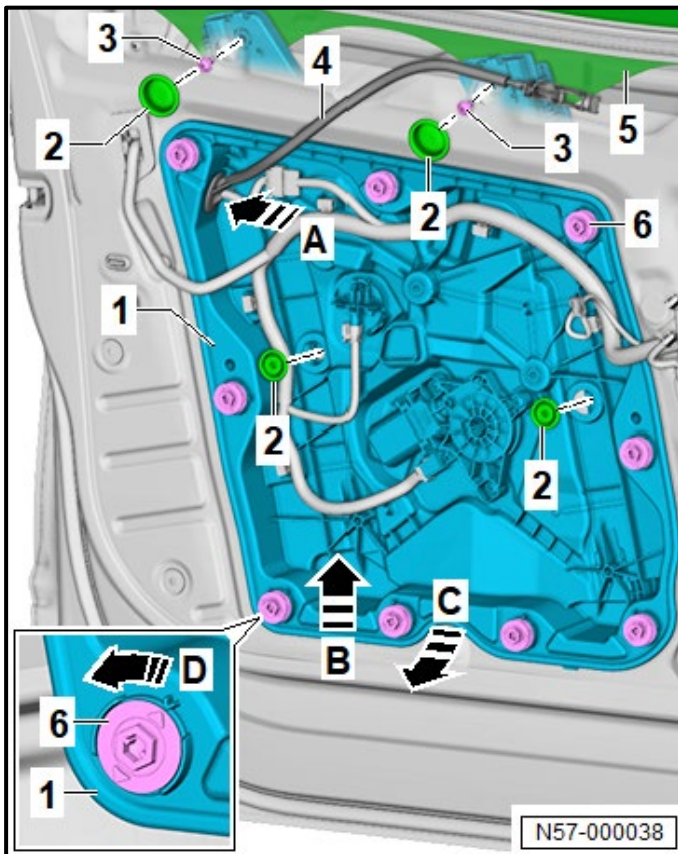


- Disengage the release cable <1>.
- Set the door panel off to the side.

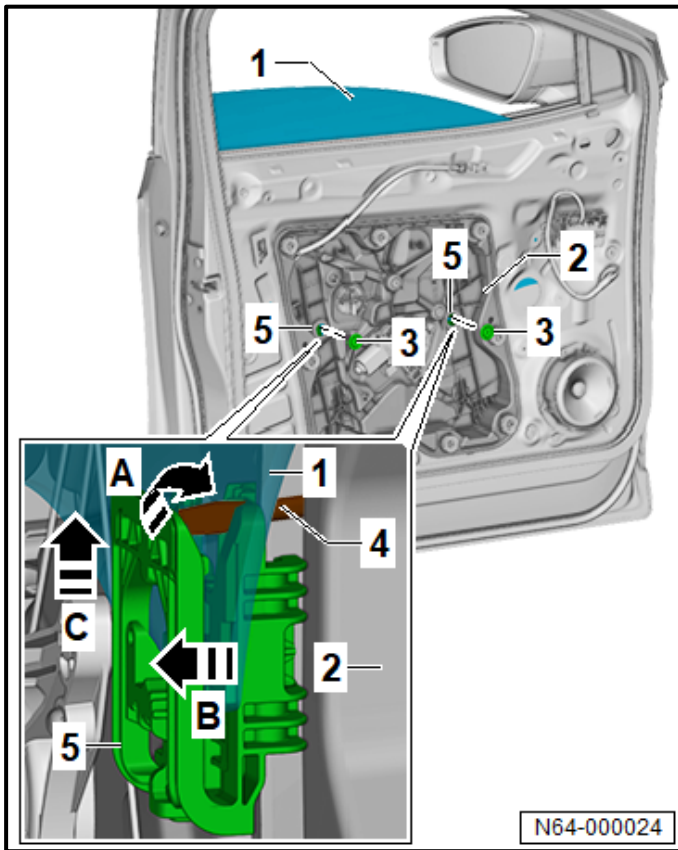


⚠ CAUTION

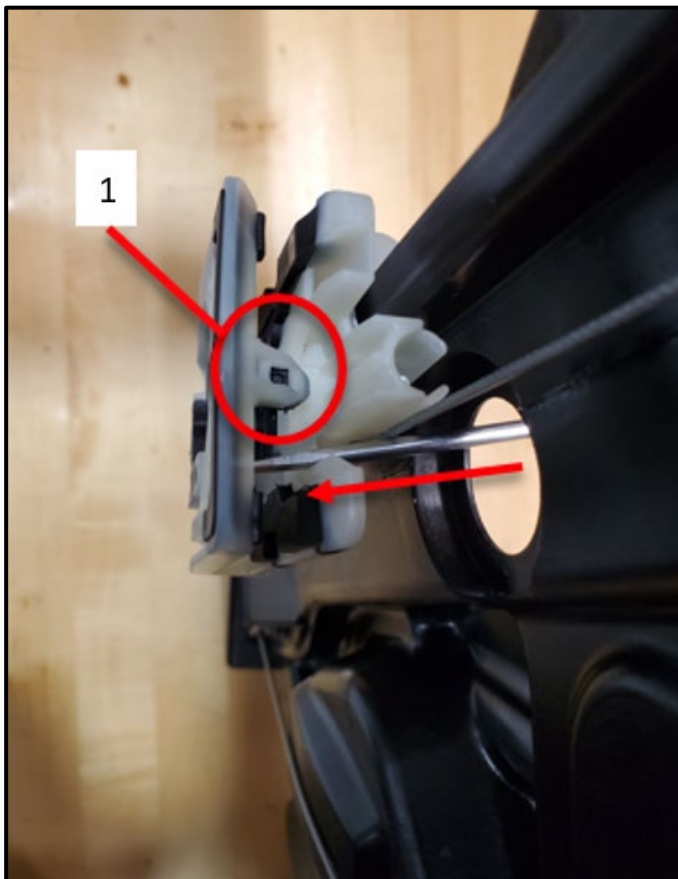
- Risk of damaging the locking mechanism.**
- Always turn the locking mechanism from position <2> to position <1>.
 - The door trim panel can only be installed when the locking mechanism is in position <1>.



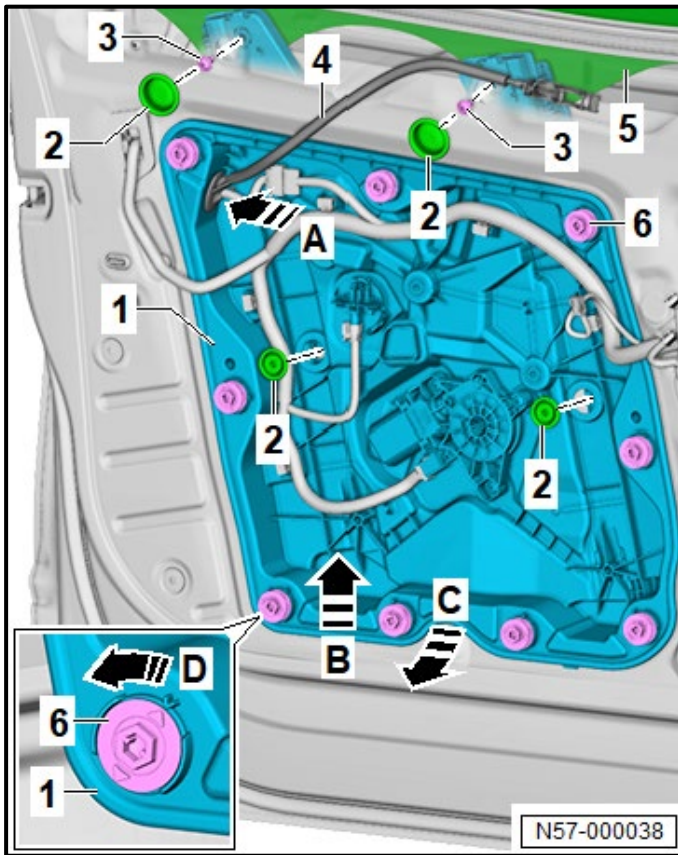
- Remove support for door components:**
- Pry off/remove the caps/adhesive tape <2> from the support <1> using a commercially available plastic wedge.



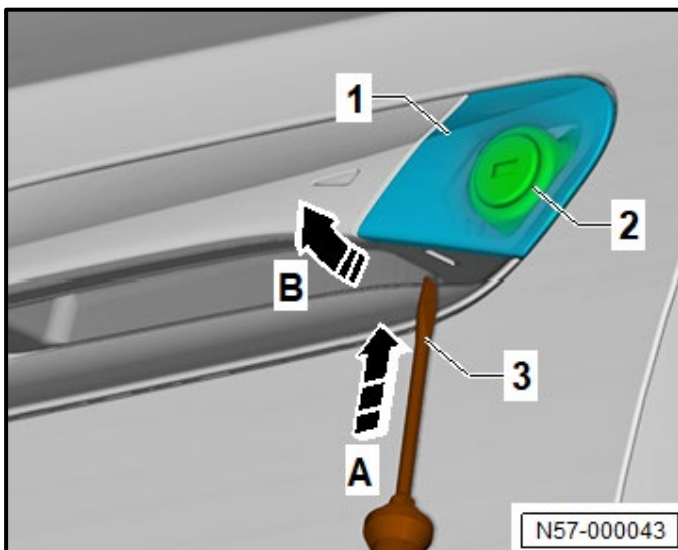
- Reconnect window switch temporarily.
- Lower the front door window <1> until the clamping brackets on the sub-frame <5> are accessible through the opening in the sub-frame <2>.
- Guide a suitable screwdriver <4> through the openings in the sub-frame <2> and the front door window <1> toward the sub-frame 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.



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



- 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):

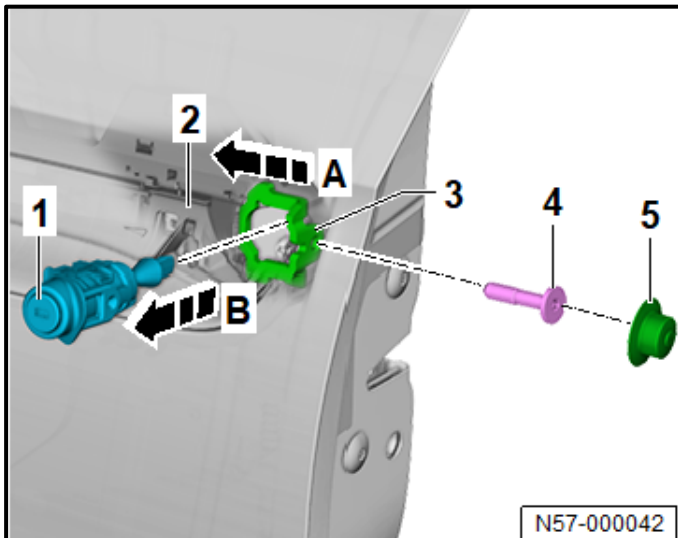
CAUTION

Risk of damaging component surfaces!

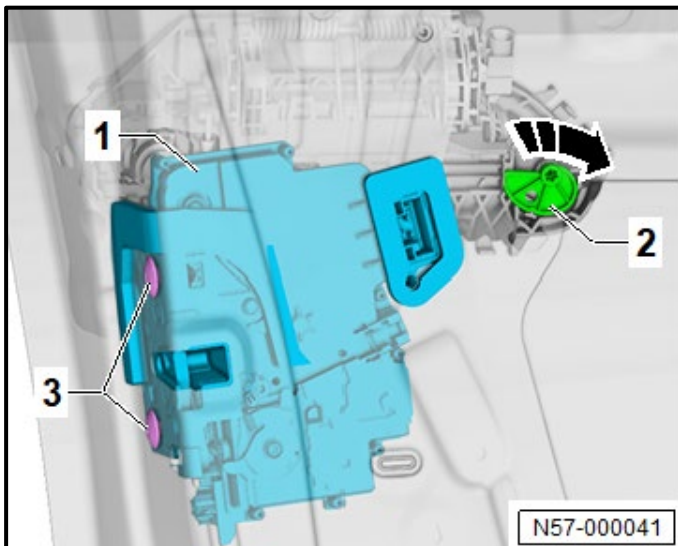
Do not turn the flat-head screwdriver.

Do not pry using a flat-head screwdriver.

- Press a small, commercially available flat-head 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>.



- 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>.

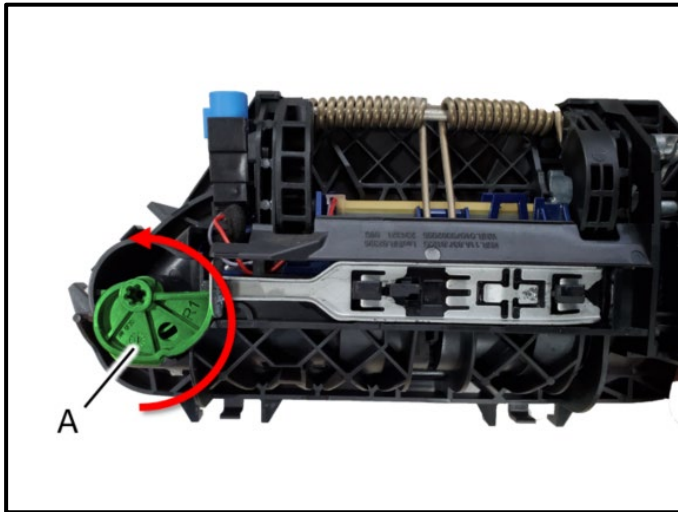


Lower the door lock unit:

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

! NOTE

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

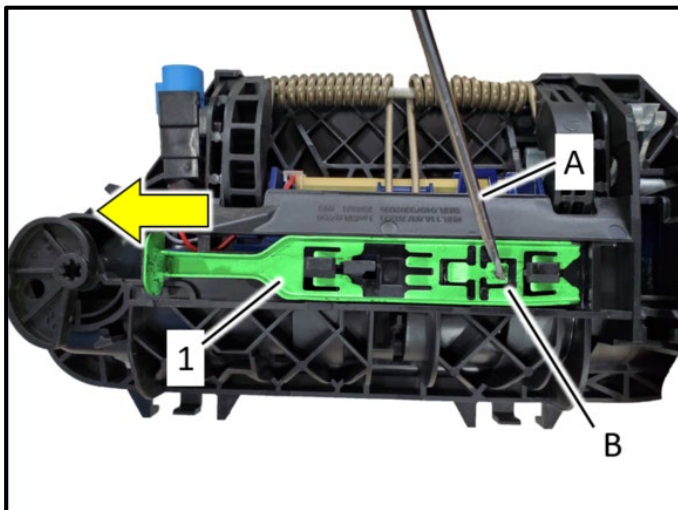


Remove door handle assembly:

NOTE

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

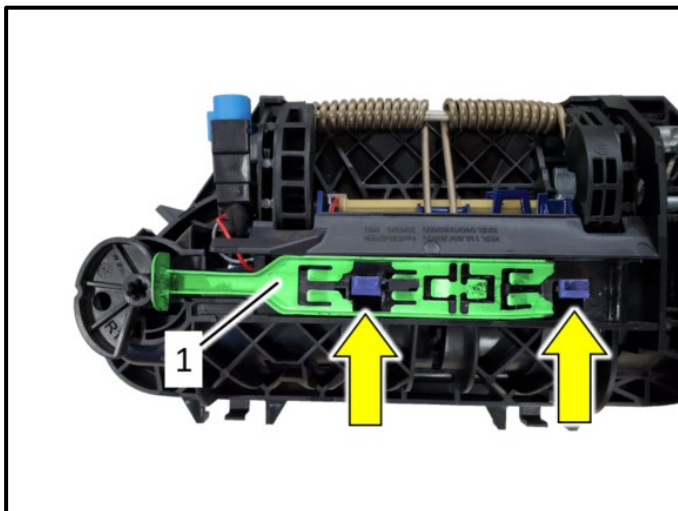
- Rotate the eccentric cam <A> 270° using a T30 Torx screwdriver.
 - Clockwise for driver side.
 - Counter clockwise for passenger side.



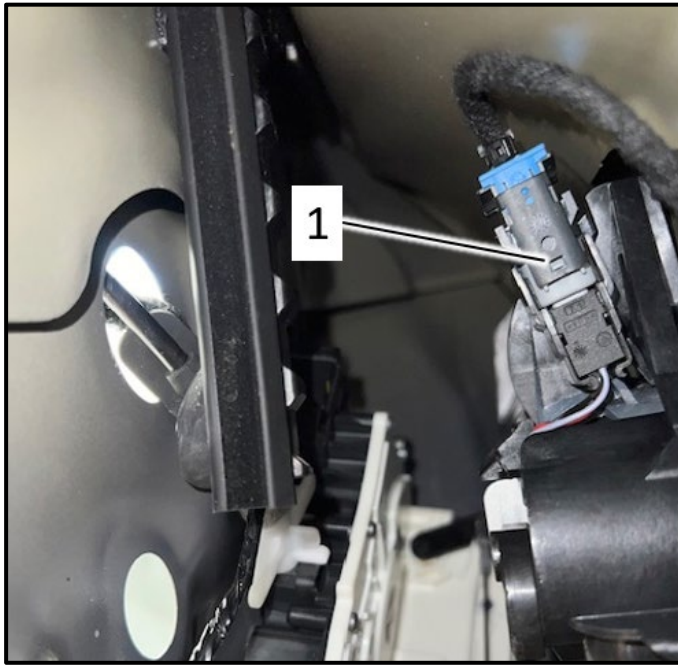
- Press on the locking tab with a screwdriver <A>.
- While holding the locking tab , slide the lock plate <1> in the direction of <arrow>.

TIP

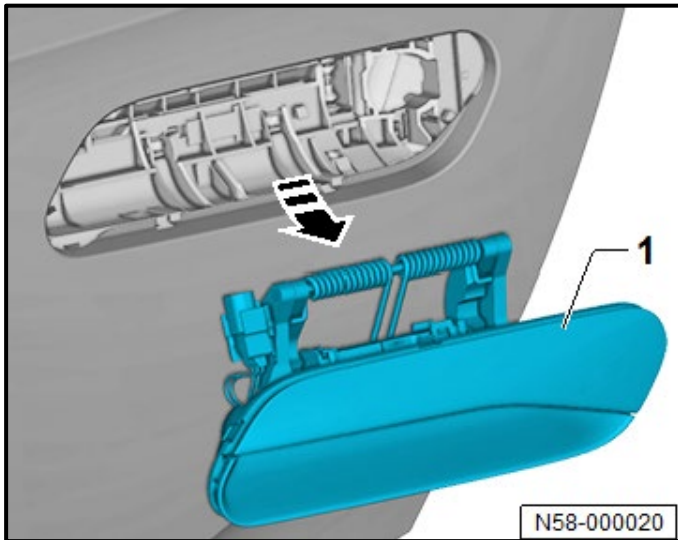
A small amount of silicone spray can be used on the plate <1> if movement of the plate is stiff.



- 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.



- 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.

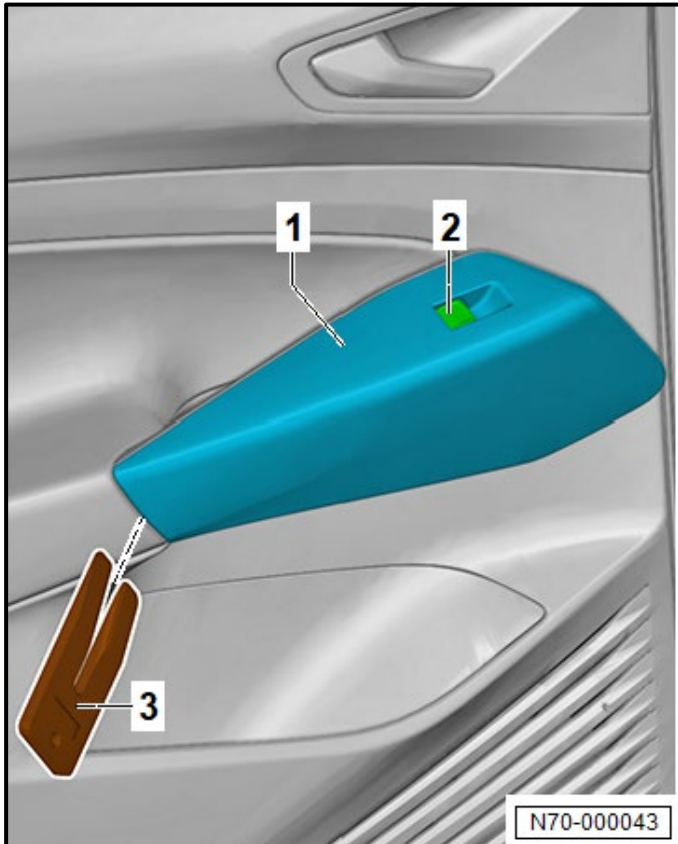
- Re-install door handle assembly in the reverse order of removal.

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.

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.

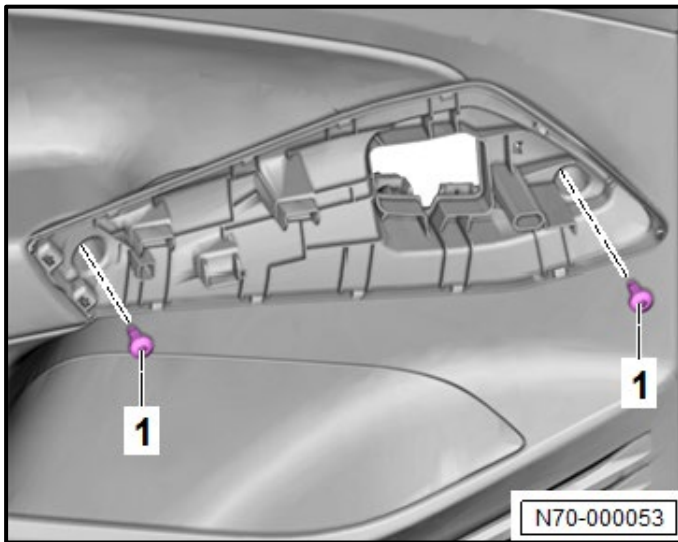


CAUTION

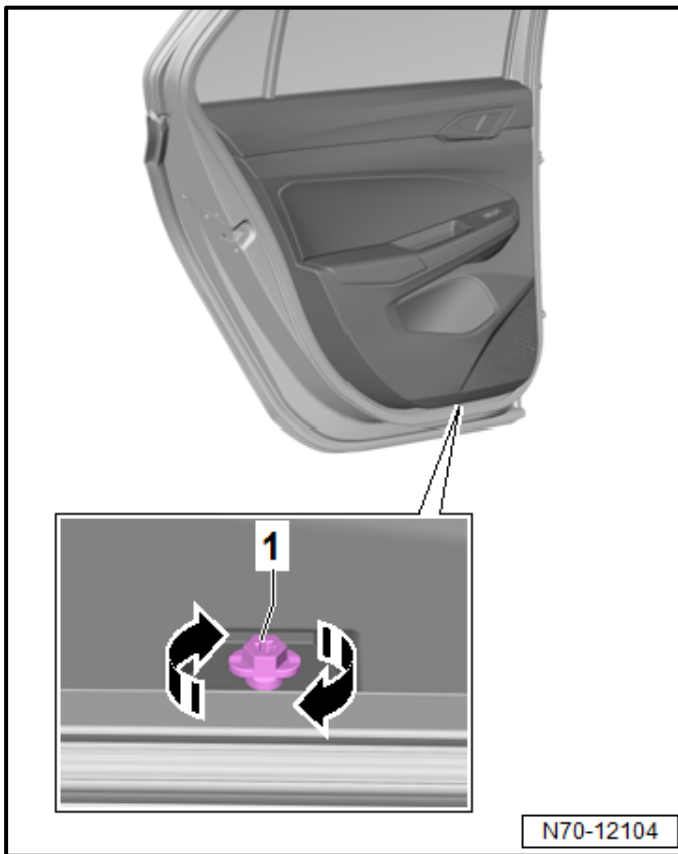
Risk of consequential damage!

Use extreme care when removing the button trim.

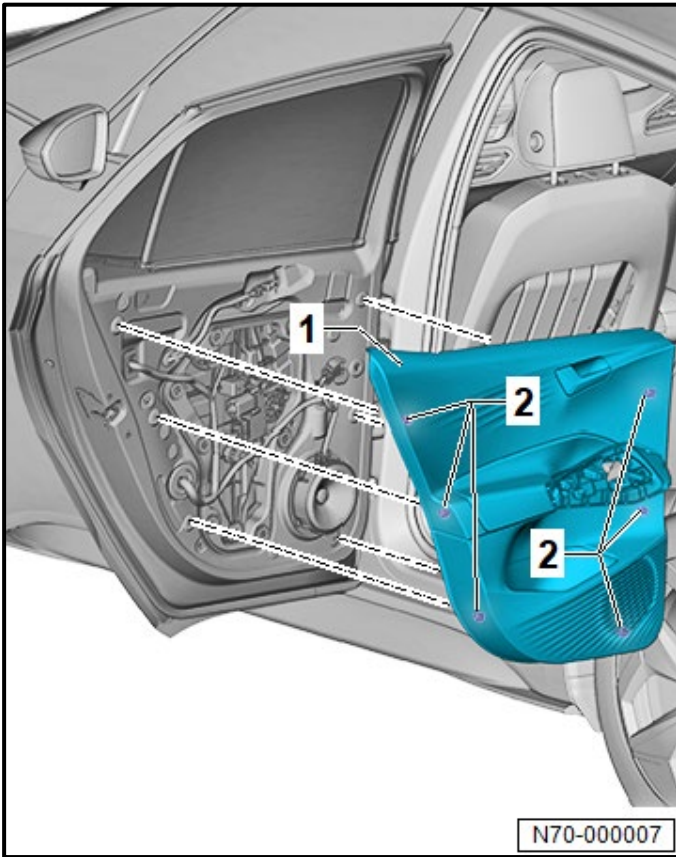
- After the rear section of the button trim is loose, rotate the wedge in the direction indicated <red arrow> while carefully pulling the trim in the direction indicated <green arrow>.
- Driver's rear door shown. Procedure for all doors is similar.



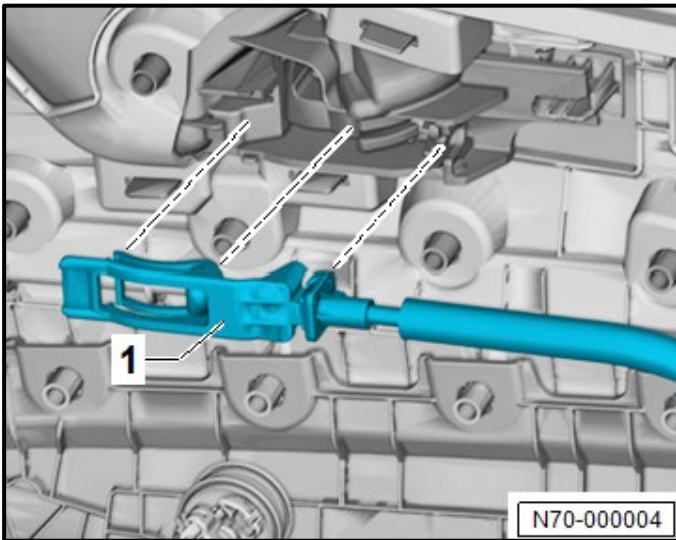
- Remove the bolts <1>.



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



- 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.

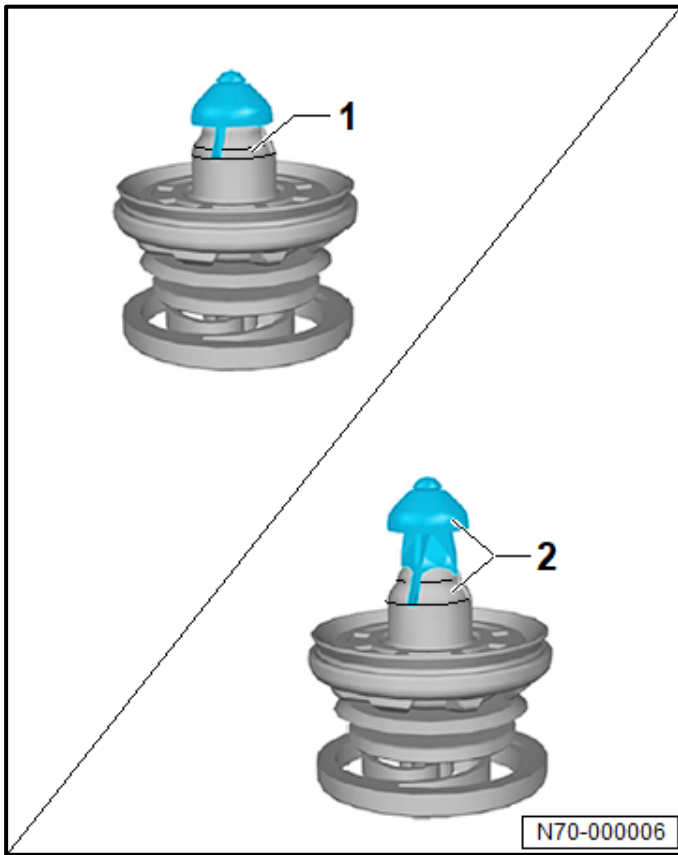


⚠ CAUTION

Risk of consequential damage!

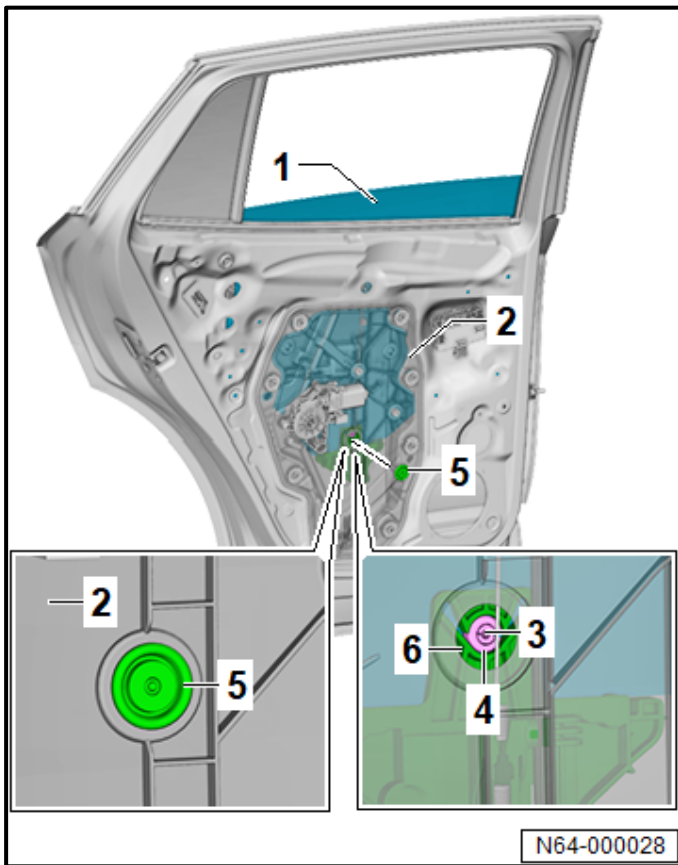
There is a risk of damaging the release cable by deforming it. Do not bend or kink the release cable!

- Disengage the release cable <1>.



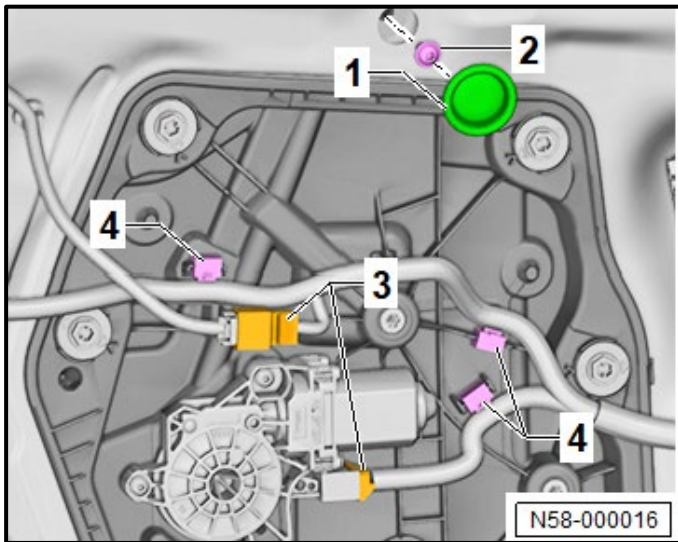
⚠ CAUTION

- 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>.

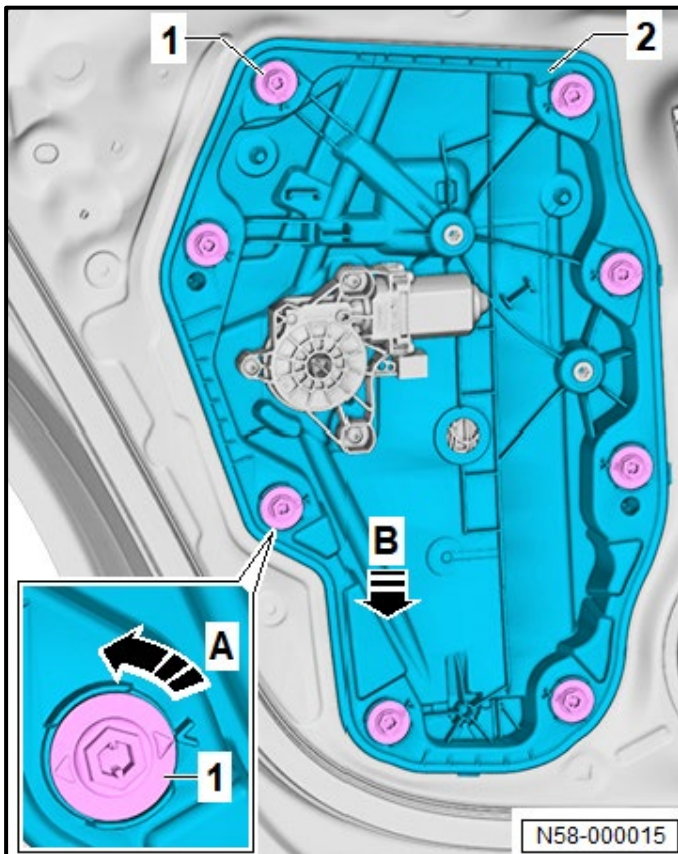


Loosen the rear door window from the window regulator.

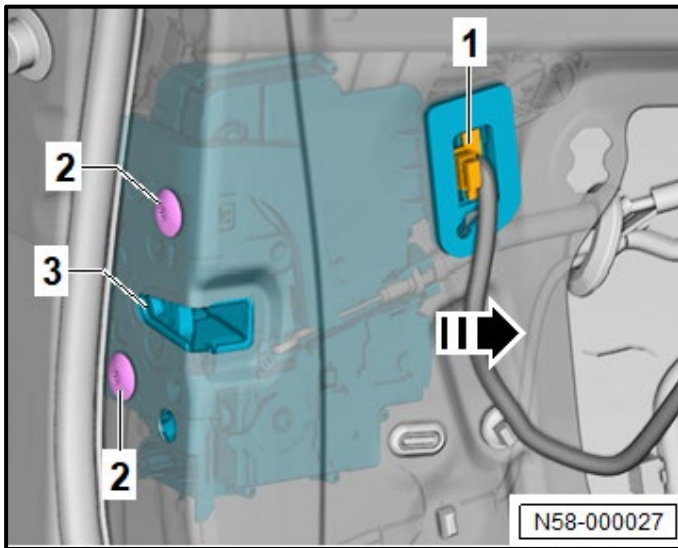
- Pry the cap <5> out of the subframe <2> using a commercially available plastic wedge.
- Temporarily install the window switch and lower the rear door window <1> until the expanding pin <3> and spreader plug <4> are accessible through the opening in the subframe <2>.
- Remove the expanding pin <3> from 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.



- 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.



Lower the door lock assembly:

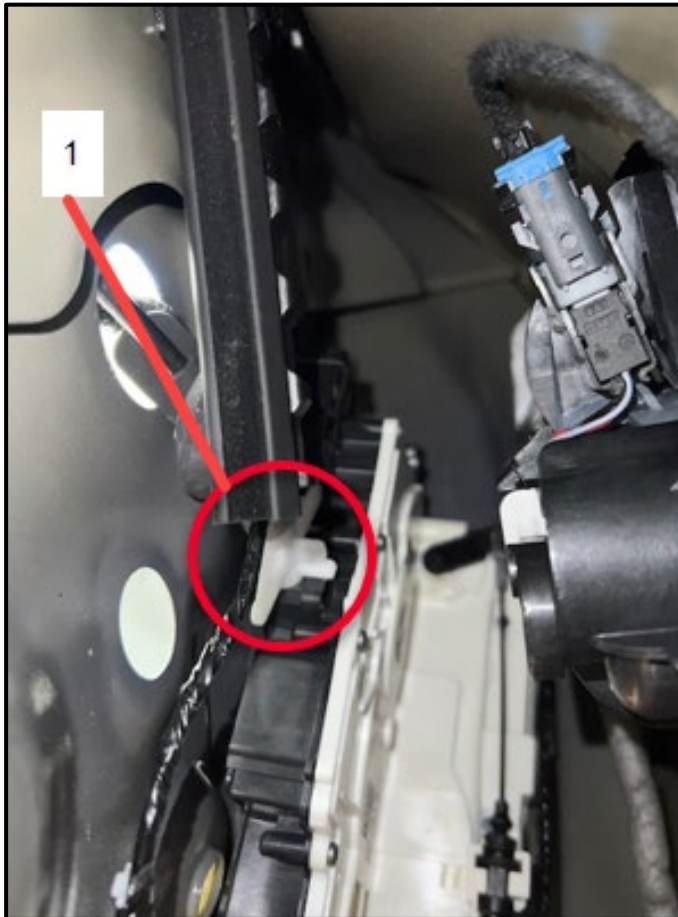
- Disconnect the connector <1>.
- Remove the bolts <2> and lower the rear Door Lock Unit <3> downward.

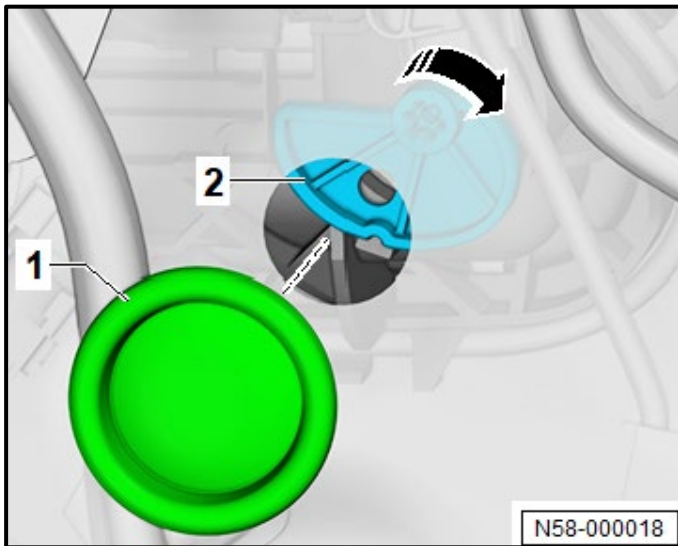
NOTE

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

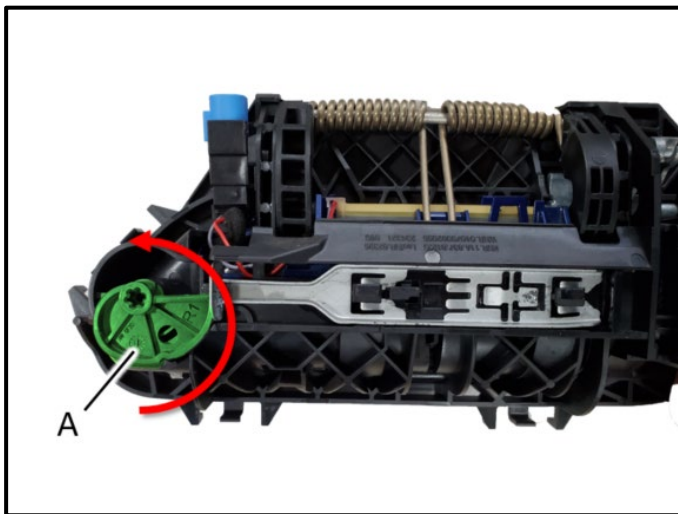
TIP

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.





- Pry out the plug <1>.

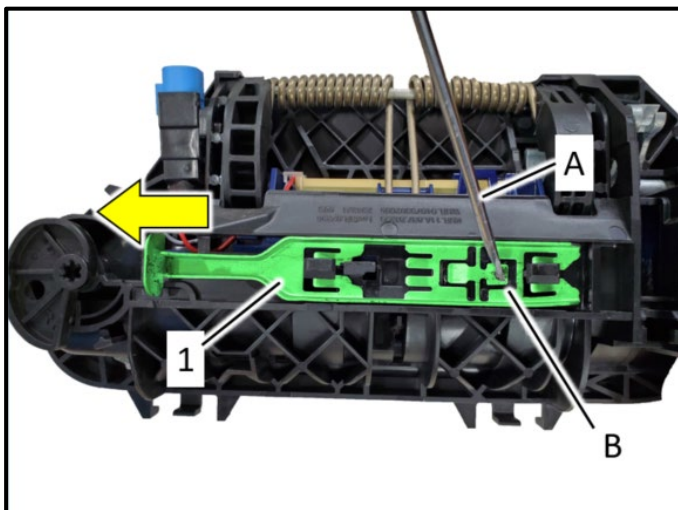


Remove door handle assembly:

ⓘ NOTE

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

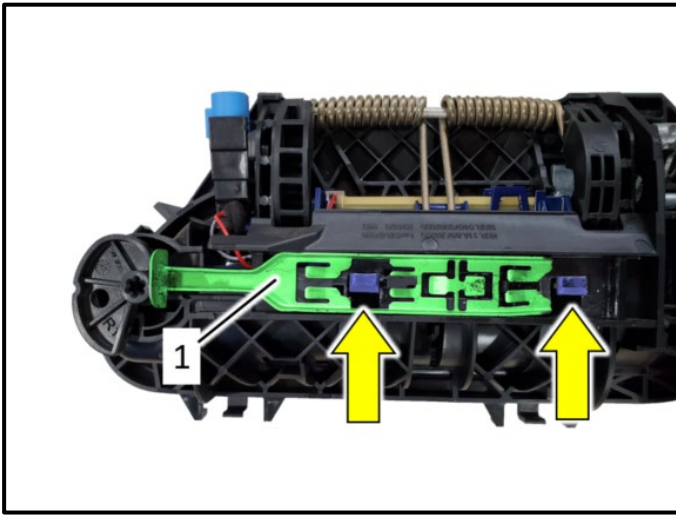
- Rotate the eccentric cam <A> 270° using a T30 Torx screwdriver.
 - Clockwise for driver side.
 - Counter clockwise for passenger side.
- Push the pushover plate <1> all the way in the direction indicated <arrow>.



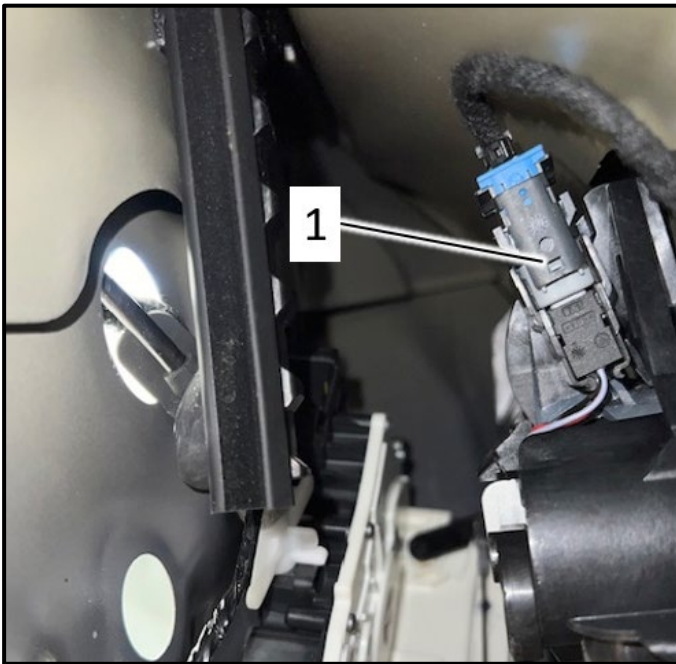
- Press on the locking tab with a screwdriver <A>.
- While holding the locking tab , slide the lock plate <1> in the direction of <arrow>.

ⓘ TIP

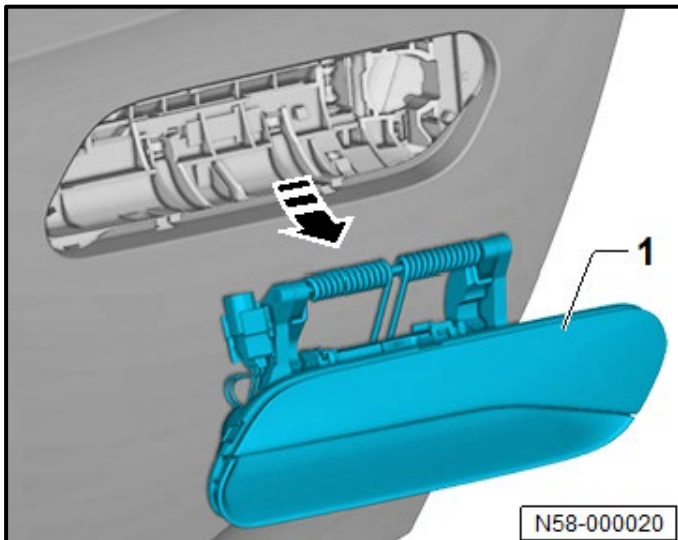
A small amount of silicone spray can be used on the plate <1> if movement of the plate is stiff.



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



- 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.

Section E – Door Handle Replacement



CRITICAL REPAIR STEP

 **STOP!** 

The part numbers ordered for this repair are the full door handle assemblies (door handle + carrier).

The full assembly will not be installed during this repair.

The new door handle will be removed from the carrier and then be installed into the vehicle.

The gasket from the new door handle assembly will be transferred to the carrier removed from the vehicle.

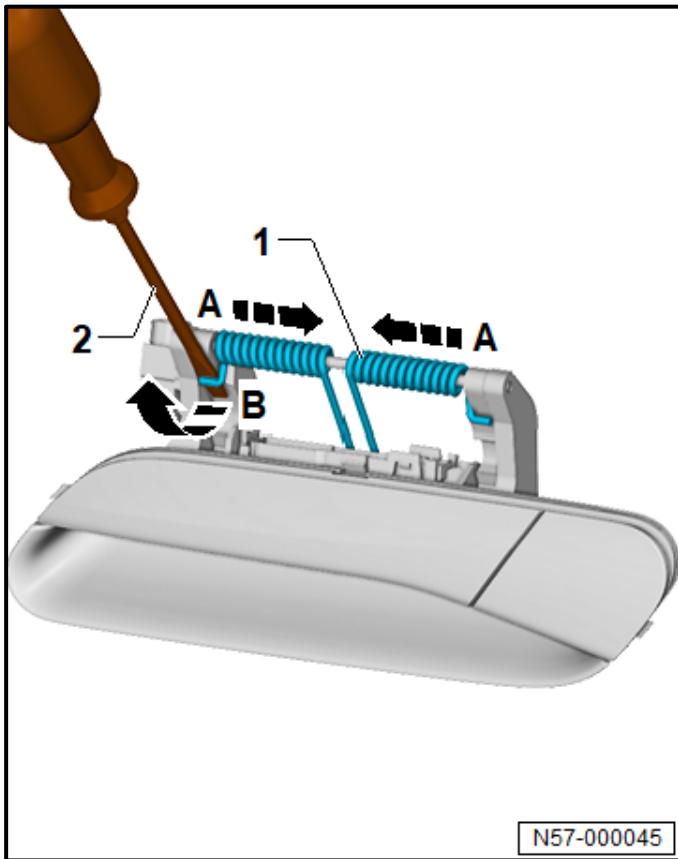
The carrier and cover from the new assembly can then be discarded.

The instructions that follow can be used for disassembling the new door handle.

CRITICAL REPAIR STEP

 **STOP!** 

To ensure the new and old door handles are not mixed up, mark the door handles accordingly.



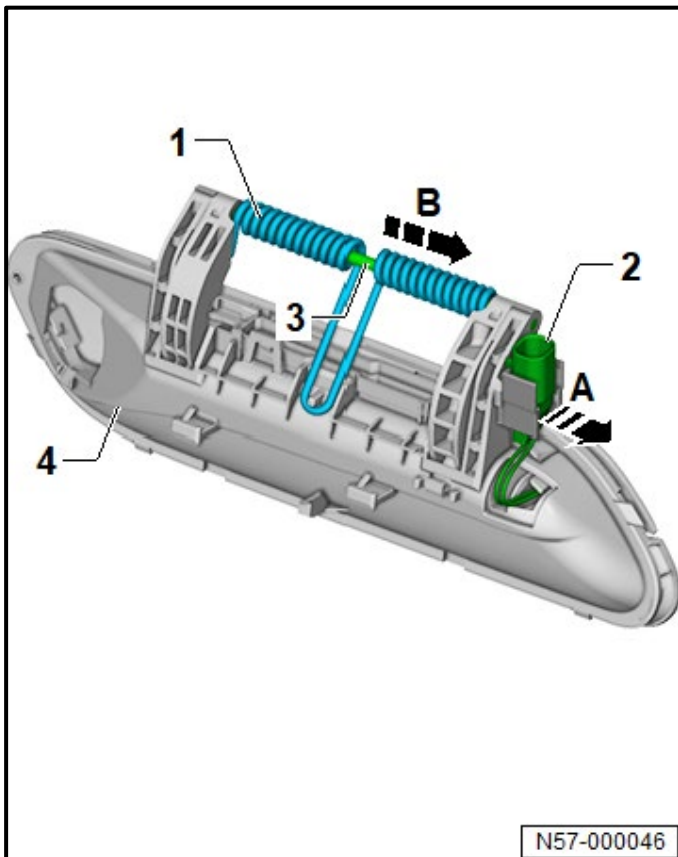
Remove spring:

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.



- 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>.

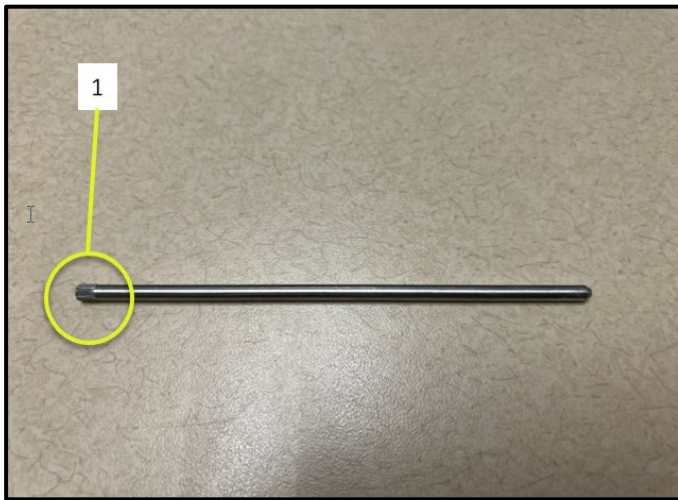


NOTE

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

Only one side of the pin has splines.

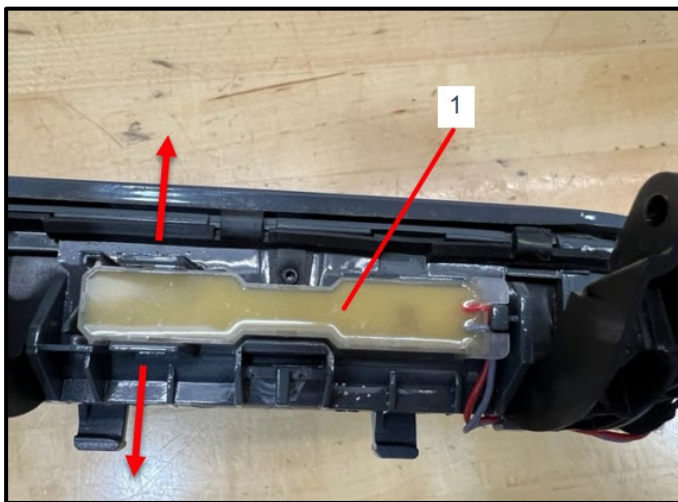
When driving out the pin, drive the pin out in direction of <arrow>.



NOTE

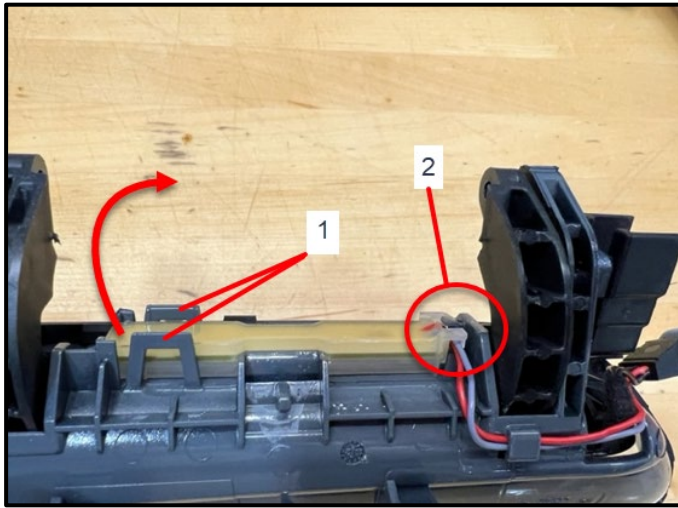
Pin shown removed for clarity.

Note the splined end <1>.

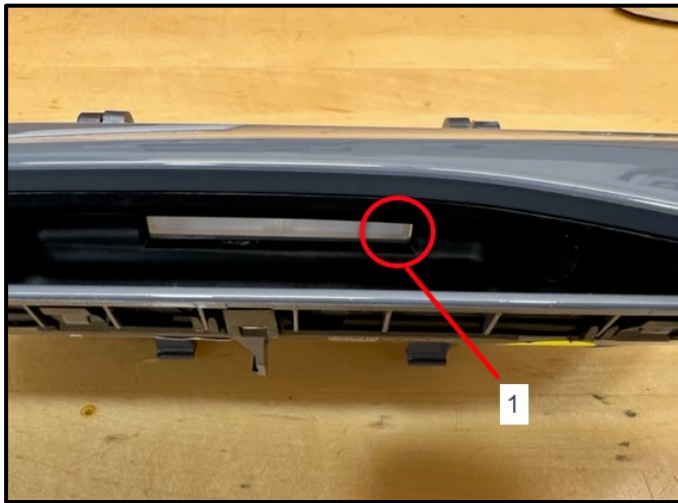


Remove lamp:

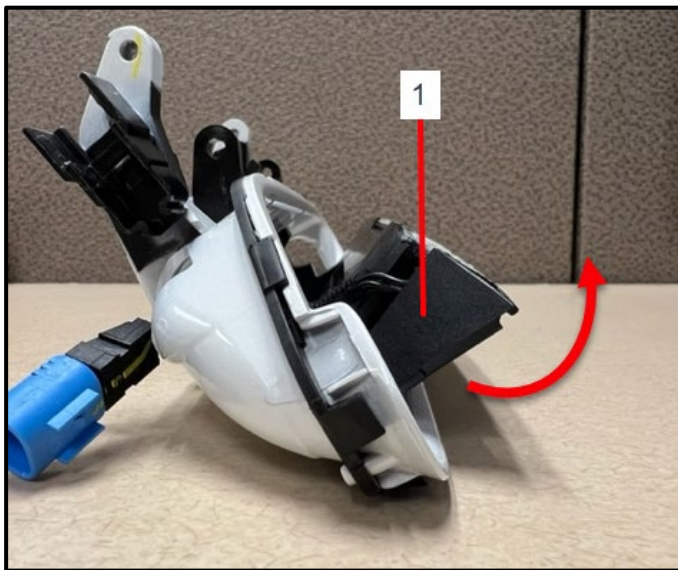
- With the pin and spring removed, release the door handle lamp <1> by spreading the tabs in the direction indicated <arrows>.



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



- 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>.



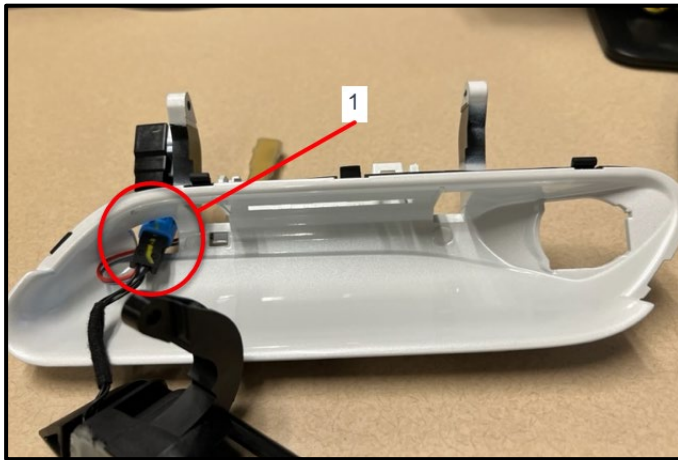
Remove door handle from the carrier:

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



NOTE

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

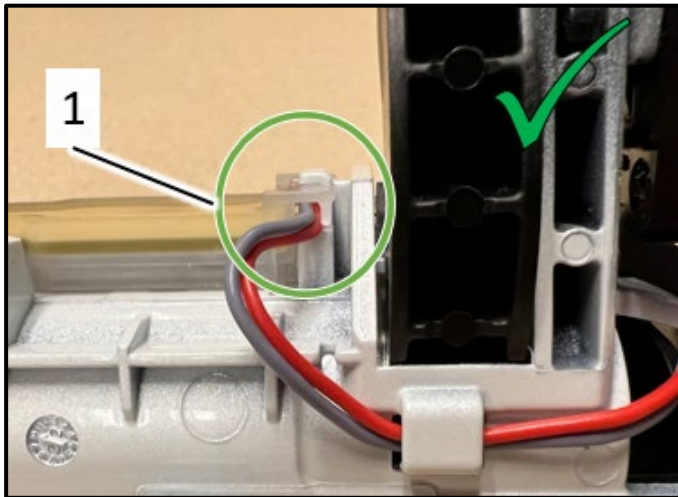


Installing new door handle:

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



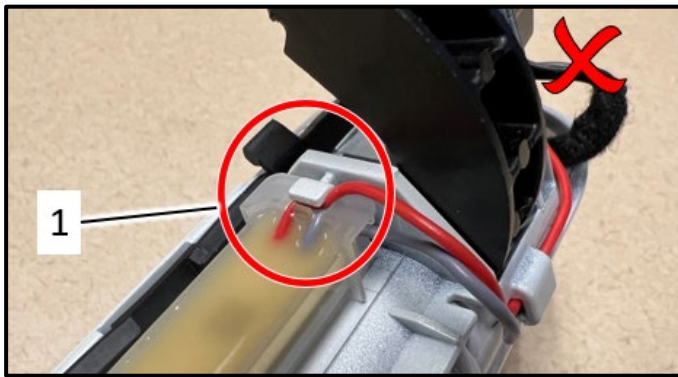
- Insert the new door handle <1> into the carrier in the reverse order of removal.
- Install the connector and lamp back into their retainers in the carrier.



⚠ 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.



- Incorrect installation of wires <1> shown.



Reinstall the spring:

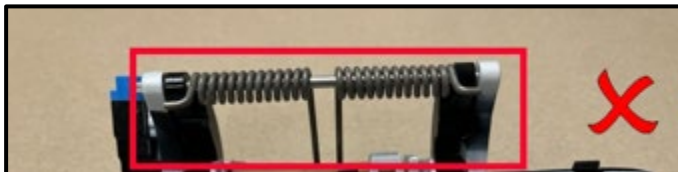
⚠ CAUTION

Risk of injury!
Spring is under tension! Use caution when reinstalling the spring!

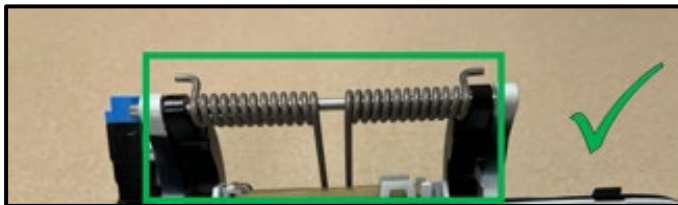
- Reinstall the spring with pin <1> in the direction indicated <arrow>.

ⓘ NOTE

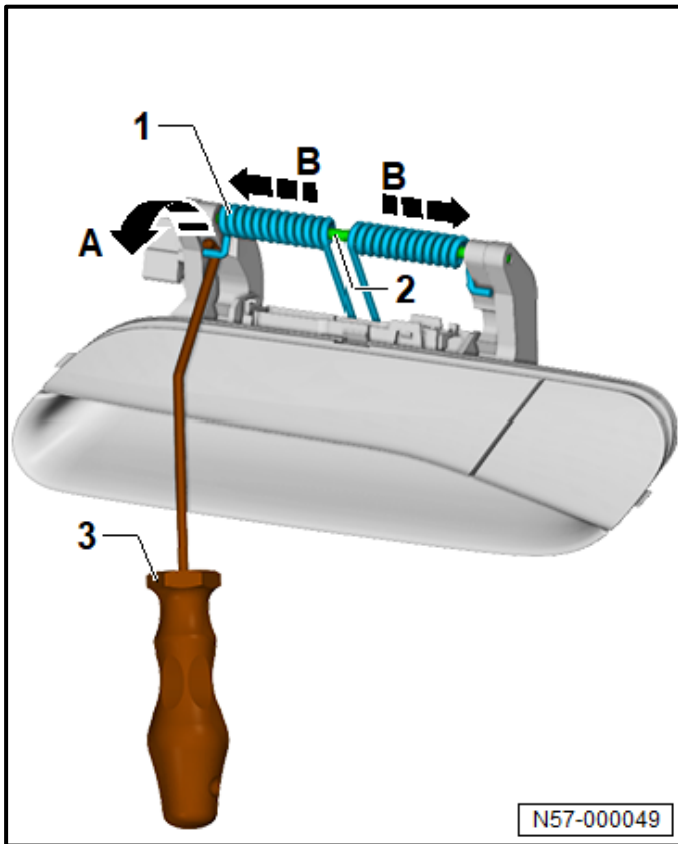
Be mindful of the direction the spring is installed. See the images below for examples of correct and incorrect installation.



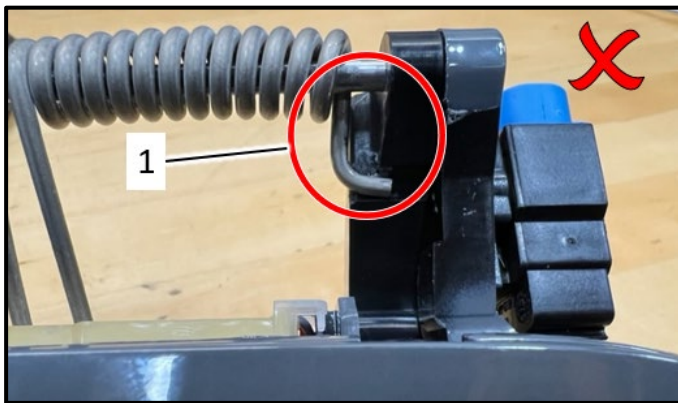
- Incorrect spring installation = Spring tabs facing the front of the door handle.



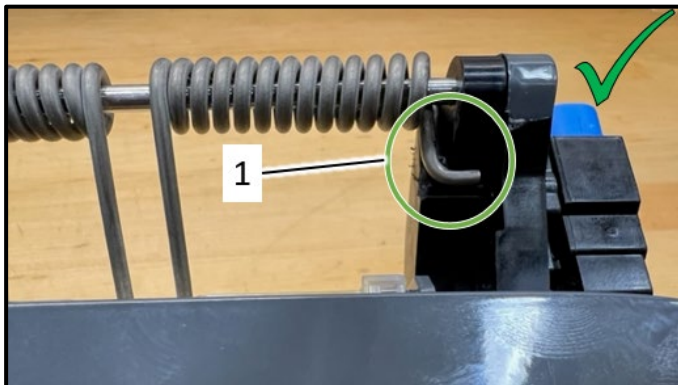
- Correct spring position = Spring tabs facing the back of the door handle.



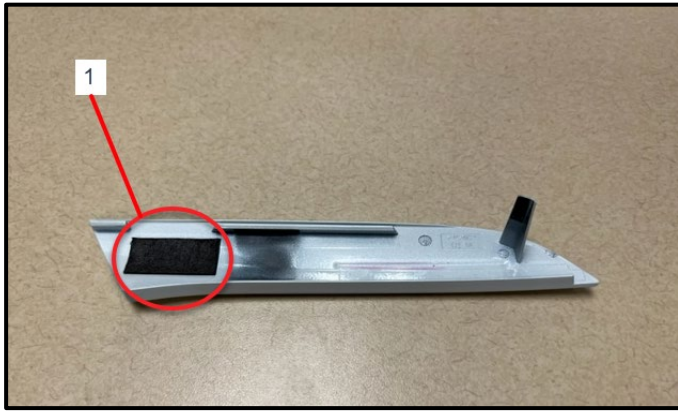
- Turn the spring <1> 90° in direction of <arrow A> using the Assembly Tool -T10118- <3>, until the hook engages in the mount.
- Push apart the spring <1> in the center area <2> in the direction of <arrow B>.



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



- Spring tab <1> that is fully engaged.

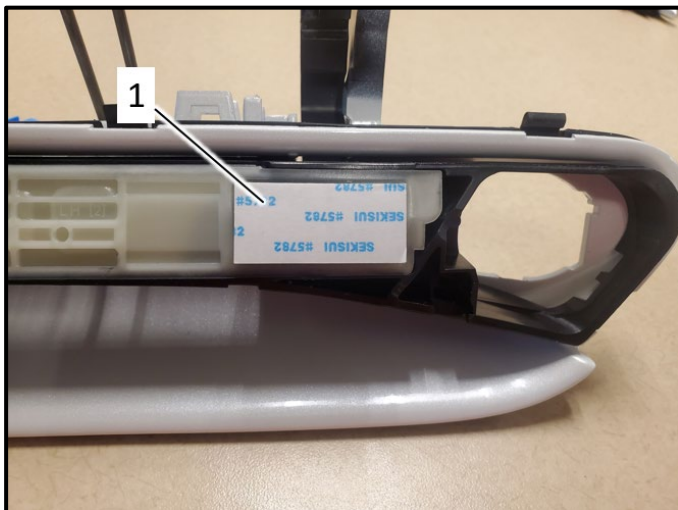


Clean foam pad residue from front door handle cover:

- 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.

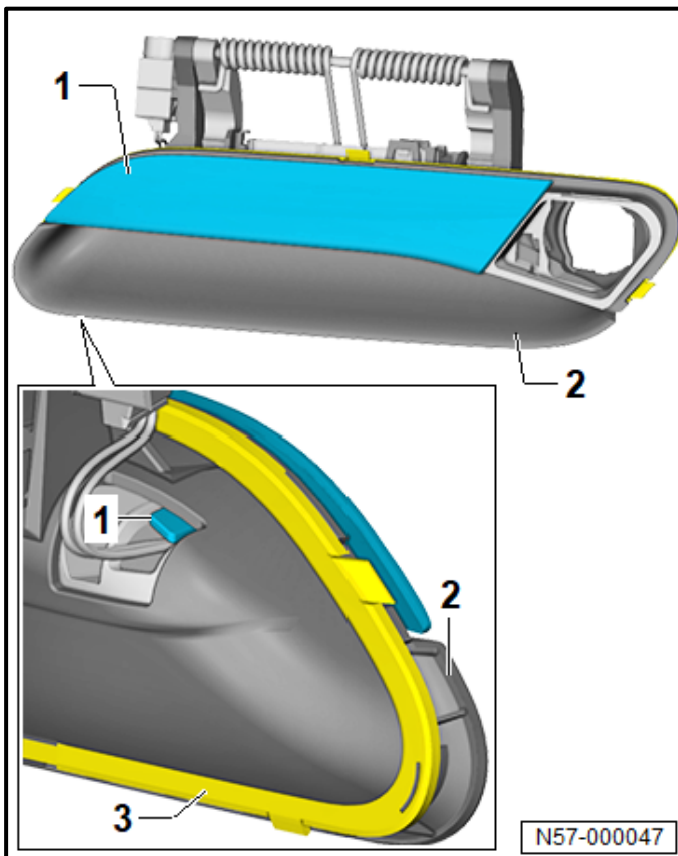


Install door handle cover:

- Front door handles only:
 - Remove the original foam pad and clean all adhesive using isopropyl alcohol.
 - Install a new foam pad from the repair kit.
 - Remove the adhesive backing from the foam pad <1>.



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



Replace door handle assembly gasket:

- Transfer the gasket from the new carrier to the carrier removed from the vehicle.
- Remove the gasket <3> from the door handle <2> and remove adhesive residue if necessary.

Re-install door handle assembly into door:

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

Section F – Update Door Control Modules (all vehicles)

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.

WARNING

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!

TIP

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.

 **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.

 **NOTE**

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.

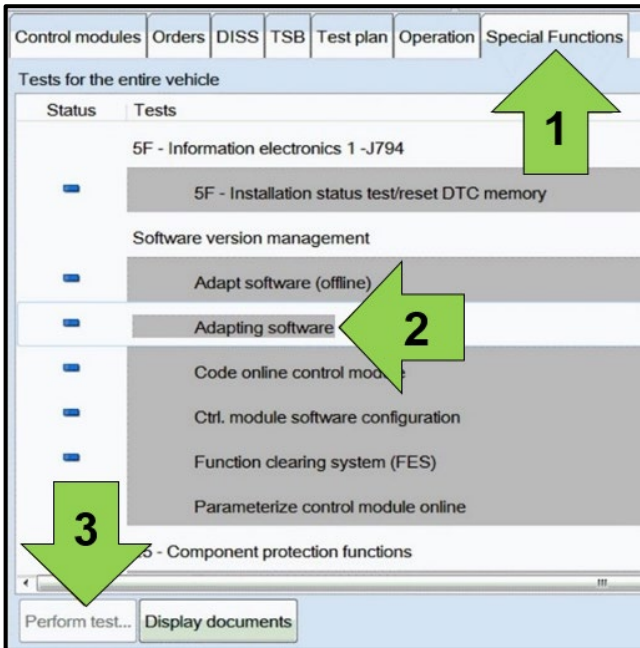
- Turn the hazards on.

 **CAUTION**

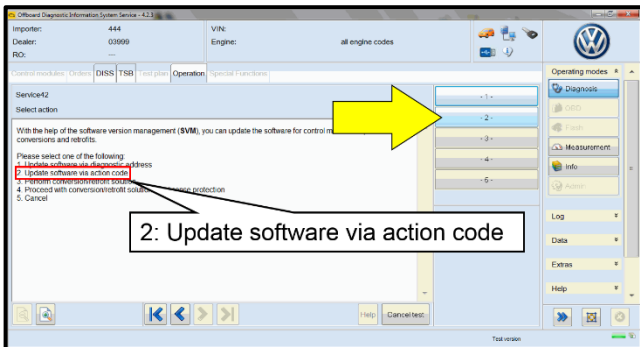
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



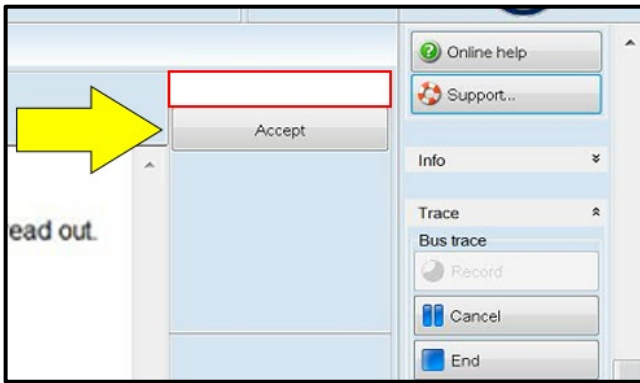
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify 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”



NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

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

CRITICAL REPAIR STEP

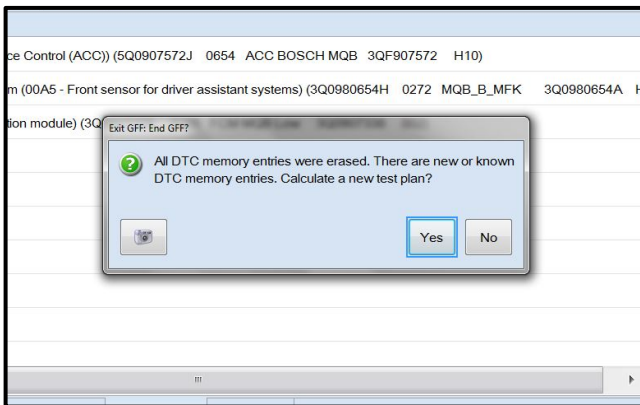
STOP! STOP!

The SVM code used in the 57J5 differs from the code used in the 57J4. To avoid errors, be sure to use the correct SVM.

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

SVM code
4BE4

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



NOTE

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 diagnostic tester on a test drive above 20 mph/ 35 kph (before returning the vehicle to the customer).

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

 **CRITICAL REPAIR STEP**

 **STOP!** 

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

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.



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.