

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	2008-2013	All	All	All	All

Condition

92 12 04 November 2, 2012 2024878 Supersedes T.B. V921201 dated January 17, 2012 to add additional model year applicability.

Wiper Blade Inspection for Proper Warranty Coding

Wiper blade inspection guidelines for wear and tear, outside influence and factory defect.



Note:

This bulletin applies to all models except Routan.

Technical Background

Wiper blade performance is affected by 3 conditions.

- Wear and tear due to normal environmental conditions and normal use through the 6 Month/6000 Mile warranty period.
- Outside influence.
- Factory defect where the part has failed due to a part assembly problem. Covered under New Vehicle Limited Warranty (NVLW).

Production Solution

No production change required.



Service

Examples of normal wear and tear covered under 6/6 warranty period.

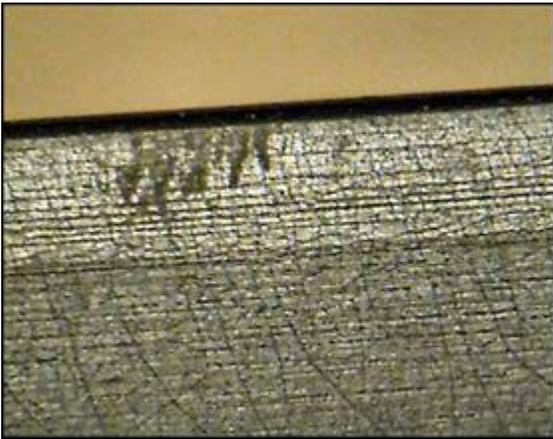


Figure 1

Worn wiper edges.

Wiper rubber insert dried out, hardened and cracked (figures 1 and 2).



Note:

Normal life and wiper blade performance is covered through the 6month /6000 mile warranty period.

Conditions in Figures 1, 2, 3 are considered wear and tear and are limited to 6 months/6,000 miles, whichever occurs first.

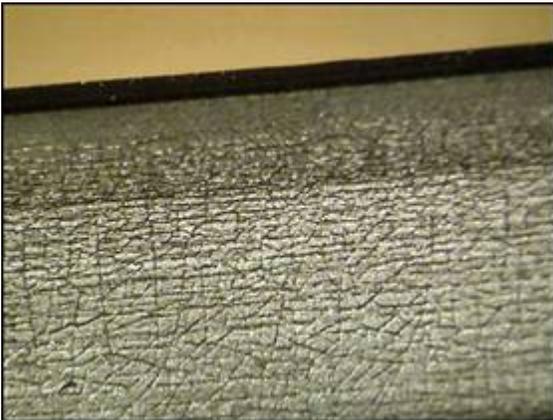


Figure 2

Wipers exposed to extreme hot or dry weather conditions can dry out and harden wipers over time.



Wiper blade torn or insert separated.

Figure 3

Examples of outside influence.



Contamination

Wiper blades found with contamination of tree sap, dirt and debris, wax, windshield Nano coatings, or any other substance are not covered under warranty.



Note:

Refer to technical bulletin instance 2026253 (USA) or 2018568 (Canada) for proper windshield inspection and cleaning before wiper blade replacement occurs.

Figure 4



Figure 5

Wiper insert pulled from guides

Wiper insert separating from guide.

This is usually due to the wiper blade being frozen to windshield, damaged from ice scrapers, or any other object used to free wiper blade.



Note:

This is not a factory defect if not identified at time of PDI.



Figure 6

Wiper blade physically bent



Note:

This is not a factory defect if not identified at time of PDI.

Example of Factory Defects



Figure 7

Wiper pinched inside guide retainers

Wiper blade is pinched between retainers during assembly.



Note:

Wiper blades should be inspected for factory defects at time of the PDI.

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New Beetle / New Beetle Convertible wiper insert retainer coming out

Due to incorrect wiper arm attack angle adjustment from the factory.

Condition can only be corrected by adjusting wiper arm attack angle using Special Tool #3358B.



Note:

Refer to Elsa Web/Repair Manual/ Maintenance/ Maintenance Procedures/ Wind shield Wiper Blades, Checking End Position and Angle.

Figure 8

Wiper blades sent back to the WPRC should have the following information in order.

- Customer concern.
- Defect explanation.
- Correct wiper blade removed from the vehicle.
- Correct supplier code documented on the claim.

Model	Supplier (Code)	OE Part Number	New OE Part Number	2011 OE Part Number
2011 Jetta	Valeo (YRG)	-	-	5C795542_
Jetta	Federal Mogul (YJE,ZH6)	1Q1955-42_	5K1955-42_	-
Jetta Wagon	Federal Mogul (YJE,ZH6)	1Q1955-42_	5K1955-42_	5K1955-42_
Golf	Federal Mogul (YJE,ZH6)	1Q1955-42_	5K1955-42_	5K1955-42_
Eos	Federal Mogul (YJE,ZH6)	1Q1955-42_	5K1955-42_	5K1955-42_
Tiguan	Valeo (SWF)	5N1955-42_	5N1955-42_	5N1955-42_
2011 Passat	Valeo (SWF)	-	-	5C795542_
Passat	Federal Mogul (CH6)	3C1955-42_C	3C1955-42_D	-
Passat Wagon	Federal Mogul (CH6)	3C1955-42_C	3C1955-42_D	-

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CC	Valeo (SWF) to Federal Mogul (CH6)	3C8955 42_ (SWF)	3C1955-42_D (CH6)	3C1955-42_D (CH6)
Touareg	Bosch (BC5)	7L0955-42_	7L6955-42_	7P095542_
NB/NBC	DYNA SA (2EN)	1C1955-425_	1C1955-425_	-
2012 New Beetle Successor / New Beetle Successor Convertible	Subensambles Internacionales (YJE)	Left – 5C1955425 Right – 5C2955426	-	-



Note:

Supplier codes and Part Numbers are subject to change. The supplier code should always be used off the replacement part.

Any wiper blades received in the WPRC with incorrect part, incorrect supplier code, or missing technical description of the failure will be charged back.

Warranty

Information only.

Required Parts and Tools

Tool Description	Tool No:
Wiper Adjustment Tool	3358B

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.