



Technical Bulletin

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|------------------------|------------|-----------|-------------|----------------|--------------|
| New Beetle | 1998-2010 | All | All | All | All |
| New Beetle Convertible | 2003-2010 | All | All | All | All |
| Beetle | 2012-2014 | All | All | All | All |
| Beetle Convertible | 2013-2014 | All | All | All | All |
| Jetta | 2005-2014 | All | All | All | All |
| Golf | 2006- 2014 | All | All | All | All |
| Passat | 2006-2014 | All | All | All | All |
| City Jetta | 2007-2010 | All | All | All | All |
| City Golf | 2008-2010 | All | All | All | All |
| Eos | 2007-2014 | All | All | All | All |
| Tiguan | 2008-2014 | All | All | All | All |
| Jetta SportWagen | 2010-2014 | All | All | All | All |
| CC | 2009-2014 | All | All | All | All |
| Touareg | 2005-2014 | All | All | All | All |

Condition

92 13 01 May 6, 2012 2026253 Supersedes T. B. V921202 dated April 5, 2012 to include additional model and model year applicability.

Customer States Windshield Wipers Streak or Smear

To avoid unnecessary replacement of wiper blades, a few potential causes such as, the condition / cleanliness of the windshield and wiper blades, should be checked first.

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Customer may complain that wipers are ineffective. Complaints may include that the wipers:

- Streak or smear.
- Do not clear across entire length of blade.
- Chatter or skip as wiper travels across windshield glass.

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If addressed, the wiper performance is significantly improved, as is the longevity of the wiper blades.

The following causes are possible:

- The car wash and care products leave wax residues as well as remnants of high gloss drying aid on all glass surfaces.
- Use of Nano coating on the windshield and rear glass.
- The rubber sections of the blade are worn.

Production Solution

No production change required.

Service

BEFORE REPLACING THE WIPER BLADES:

Check Wiper and Washer Operation

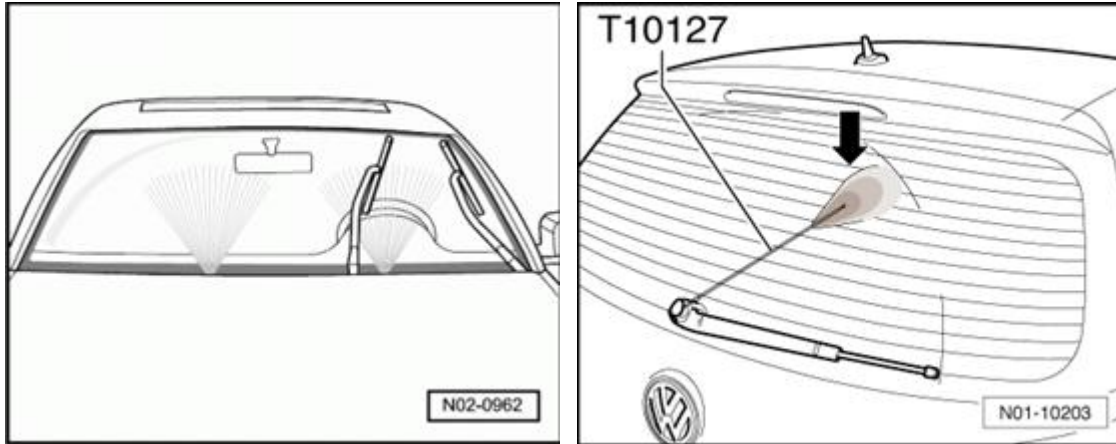
- Verify operation of windshield and rear window washer(s).



Note:

DO NOT attempt to wipe or clean windshield wiper edge. Wiper(s) are manufactured with treated surface that requires no maintenance.

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- If the washer(s) need to be adjusted, see Repair Manual Group 92 Windshield Wiper/Washer System in ElsaWeb.
- Verify when in operation and after correct adjustment of washer(s) that wipers do not streak and properly clear the windshield.
- If there is a concern, **and before wipers are replaced**, proceed with the following steps:
 - Confirm that there is no foreign matter that can be cleaned/removed from glass.
 - Clean glass using 3M™ Gloss enhancer and cleaner clay. See the steps outlined below.

Exterior Glass Cleaning

Residue on windshield, i.e., industrial fallout (rough surface, snake skin appearance, streaking) must be removed prior to replacing wiper blades.

The procedure for cleaning the windshield glass (removing industrial fallout) is as follows:



With vehicle exterior (including all glass surfaces) washed and dried, perform the following:

- Apply 3M™ Perfect-It™ Gloss Enhancer Part No. 39034 to windshield.

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Using 1/3 of a bar 3M™ Perfect-It™ III Cleaner Clay Part No. 38070:

- Flatten clay into a small palm size pancake.
- With clay flat between windshield and your hand, rub windshield (with light friction) using a vertical motion (up/down) across windshield.



Tip:

Ensure glass stays moist with gloss enhancer. Clay can be flipped over when dirty.

Wipe dry with a clean/dry towel.



Tip:

It may be necessary to apply a small amount of Gloss Enhancer to the glass again when wiping dry.

Inspect glass surface using the palm of your hand (feel for rough surface).

If rough surface is found:

- Repeat process until clean.



Tip:

The Cleaner Clay can be reused several times by kneading clay, however; 3M™ Perfect-It™ III Cleaner Clay used on glass surface (mixed with Gloss Enhancer) must now only be used on glass surfaces.

DO NOT use clay mixed with gloss enhancer on exterior body surfaces of vehicle.

Waxes, particularly those applied by car washes and industrial fallout from various sources, may leave a residue on the windshield and wipers which affects wiping efficiency.

If after cleaning and inspecting components, the wiper blades still streak or smear, replace windshield wipers.

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Additional Considerations

Nano coating

- Nano coating prevents moisture from covering the windshield with an even amount of water, which can lead to streaking / chattering.
- Once applied, the Nano coatings cannot be fully removed. The residues of the Nano coating can leave marks and/or residue on the windshield. These residues can impair the driver's vision.



Tip:

Windshields or rear glass with marks or streaks because of residues of the Nano coating cannot be claimed under warranty component replacement, and will be debited.

Wiper blades worn

- When working on wipers or rubber sections observe the repair manual.
- Do not adjust Aero wiper blades.

Warranty

Information only.

Required Parts and Tools

No Special Parts required.

No Special Tools required.

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.