

# Technical Bulletin



Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta Sedan	2012	All	All	AJ_CM402958	AJ_CM474080

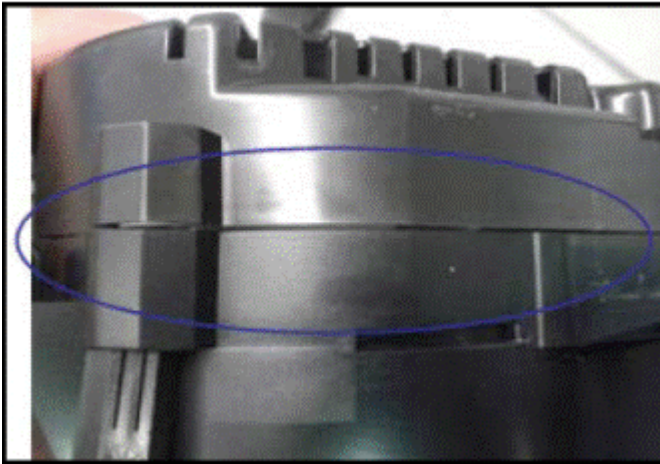
## Condition

90 12 02 November 5, 2012 2031334

**Instrument Cluster Clock and or Trip Buttons Inoperative**

## Technical Background

This bulletin has been released to address concerns related to clock and trip meter adjustment using the instrument cluster buttons. Because of a fitment concern between the instrument cluster halves the buttons mounted on the instrument cluster may not function properly.



Since the lower housing does not fit properly with the upper housing, the buttons do not make contact when time and/or trip meter is being set.

## Production Solution

Improvement in the production process as of September 30<sup>th</sup>, 2012, VIN: AJ\_CM474081.

# Technical Bulletin



## Service

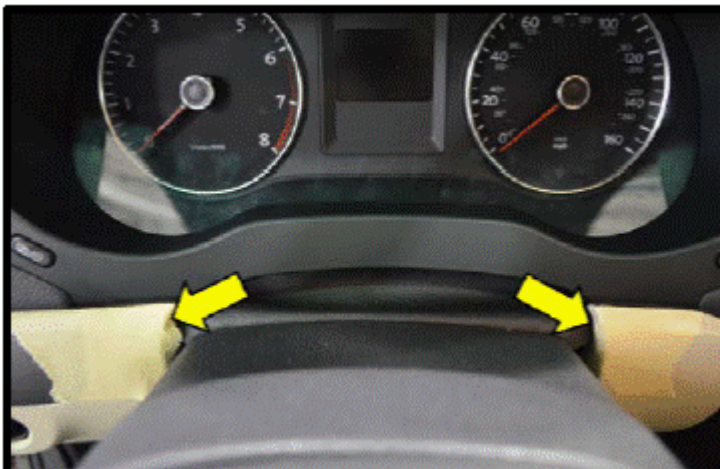
### Tip:

The trim bezel and HVAC vent assemblies should be removed together – if the vents do not come out with the trim bezel they are difficult to remove.

- Switch ignition OFF.
- Disconnect and secure negative battery terminal.

### Note:

DO NOT pull/pry on trim directly around vents.

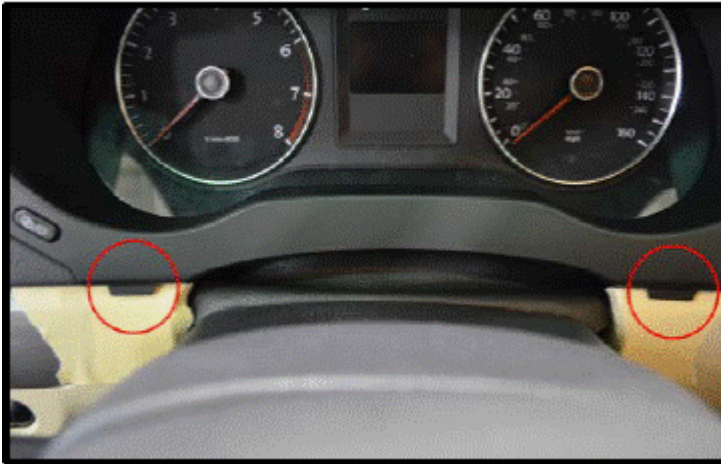


### Tip:

Interior of vehicle should be at or near room temperature prior to removing trim components.

- Verify all three HVAC vents in the instrument cluster trim bezel are in the full-open position.
- Apply protective tape (e.g. masking tape) to the knee bolster trim to prevent damage <arrows>.

# Technical Bulletin



- Gently pry the lower section of the trim bezel loose from the bolster trim.

**Note:**

Take notice to the location of the two tabs on the bottom of the bezel <circles>. **DO NOT** pry directly against these tabs. Instead, gently pry the bottom of the bezel up and over the knee bolster trim.

- Gently pry the bottom of the bezel up and over the knee bolster trim.



- With the locking tabs in front of the knee bolster trim pull directly on the bezel by hand at the 9 o'clock, then the 3 o'clock positions of the cluster <arrows>.

**Tip:**

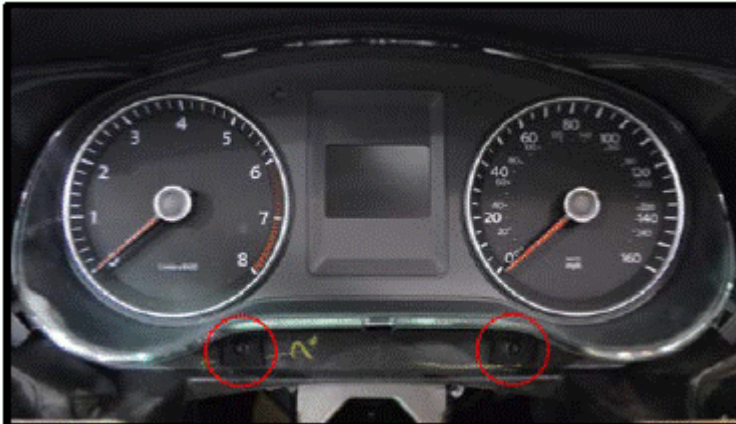
HVAC vents should pull out freely with the trim bezel. If they do not, remove vents from dash and install onto bezel prior to reassembly.

- Disconnect the wire harness attached to the emergency flasher switch prior to fully removing the bezel/vent assembly.
- Remove the upper steering column trim.

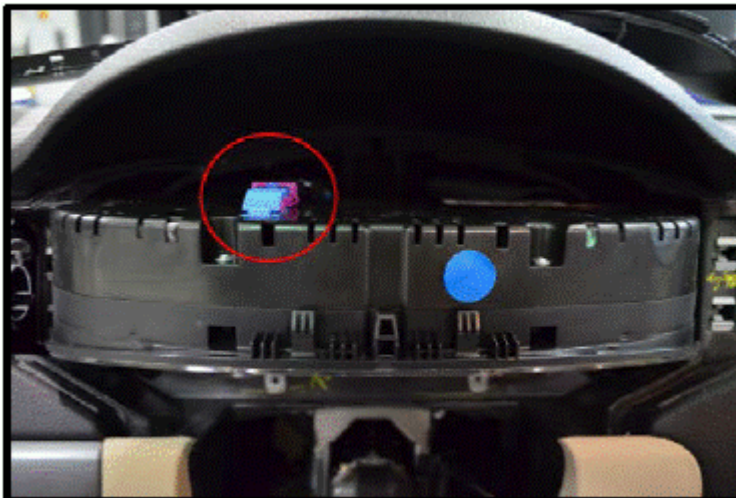
**Note:**

It is not necessary to remove the steering wheel or the lower steering column trim.

# Technical Bulletin



- Remove the instrument cluster mounting bolts <circles>.

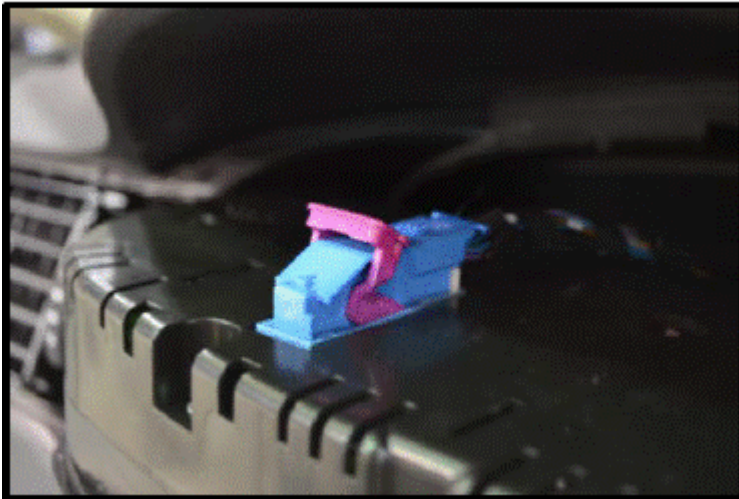


- Carefully pull the instrument cluster rearward slightly, and then tilt the assembly downward to access the wiring harness connection <circle>.

 **Note:**

The slack on the harness connection is limited. Only pull the cluster out far enough to access and disconnect the harness.

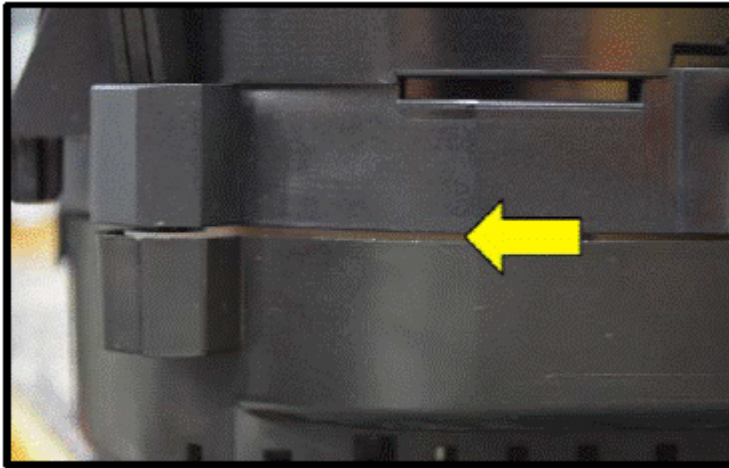
# Technical Bulletin



- Release the locking tab on the connector and unplug the harness from the back of the instrument cluster <as shown>.



- Remove the instrument cluster from the vehicle.
- Place the instrument cluster face up on a clean, sturdy surface.



- With the instrument cluster removed from the vehicle inspect the seam between the two instrument cluster halves <arrow>.



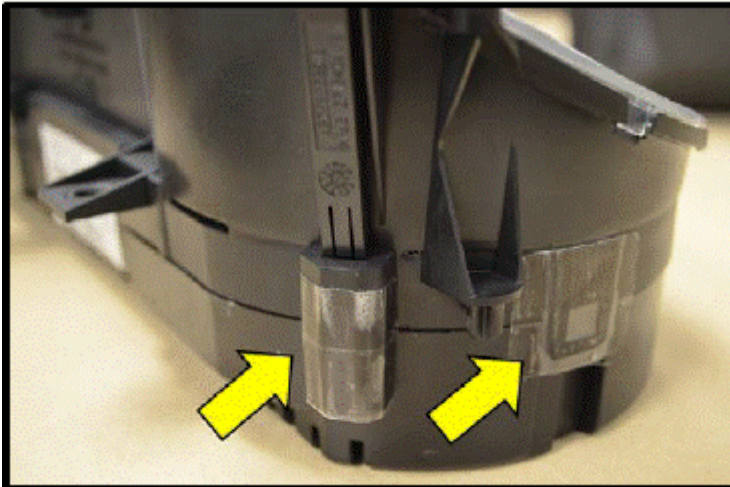
- If the cluster halves are not fully seated together gently press downward on the cluster. Be sure to press on the outside edges of the lens as shown to prevent damage.



**Note:**

Do not push directly on lens!  
Damage to instrument cluster will occur if pushing directly on lens.

# Technical Bulletin



- While pressing down on the cluster, apply adhesive strip from kit# 5C0998870, one strip over the button housing and one over the locking tab <arrows>.
- Perform same procedure on opposite side of instrument cluster.

 **Tip:**

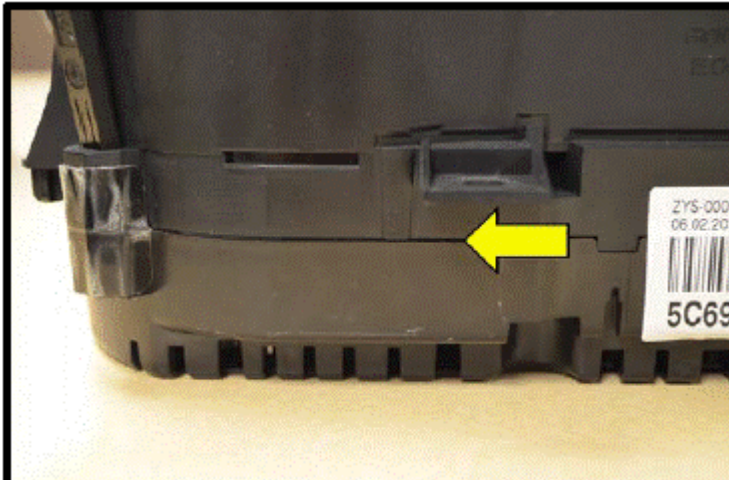
A total of four (4) pieces of adhesive strip from kit# 5C0 998 870 must be applied to the instrument cluster to complete repair.



 **Tip:**

In cases where gray tape may be installed, remove gray tape and replace with adhesive strip from kit# 5C0 998 870.

# Technical Bulletin



- Inspect instrument cluster thoroughly to ensure both halves are fully seated and fastened together <arrow>.



### Tip:

With the repair complete, the seam gap will be approximately 1mm.

- Reconnect electrical connector to instrument cluster and insert cluster into position.
- Reconnect battery ground cable.
- Check for operation of both buttons on instrument cluster before reinstalling.



- Reinstall the instrument cluster and reassemble the vehicle.
- Check for proper instrument cluster button operation <arrows>.



# Technical Bulletin



## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta Sedan	2012	All	All	AJ_CM402958	AJ_CM474080
<b>SAGA Coding</b>					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
9025	0010	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Jetta Sedan				ZYS
Labor Operation <sup>3)</sup> : Instrument Cluster Remove and Install	90251950 = 10 TU				
Labor Operation <sup>3)</sup> : Instrument Panel Trim Strip Remove and Install	70581902 = 30 TU				
Labor Operation <sup>3)</sup> : Instrument Cluster Apply Adhesive Strips (4pc)	90254199 = 20 TU				
Causal Part: Select labor operation	90254199				
<b>Diagnostic Time <sup>4)</sup></b>					
GFF Time expenditure	01500000 = 00 TU max.				NO
Road Test	01210002 01210004				NO
Technical Diagnosis	0132xxxx = 00 TU max.				NO
Claim Comment: Input "As per Technical Bulletin 2031334" in comment section of Warranty Claim.					

# Technical Bulletin



- 1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only
- 2) Code per warranty vendor code policy.
- 3) Labor Time Units (TUs) are subject to change with ELSA updates.
- 4) Documentation required per Warranty Policies and Procedures Manual.

## Required Parts and Tools

Part Description	Part No:	Quantity
Repair Kit	5C0998870	1

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.