



# UPDATE Technical Bulletin

October 09, 2012 2011165

## UPDATE – 64C7 Window Motors - (US ONLY)

### NOTE:

- Perform this UPDATE on all applicable vehicles within **NEW VEHICLE INVENTORY ONLY**.
- It is **MANDATORY** to perform UPDATES on all applicable vehicles in dealer new vehicle inventory **PRIOR TO RETAIL SALE**.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

### NOTE:

**Required DMS Wording//Text: (line item, customer concern description on repair order):**  
UPDATE 64C7 Window Motors (INV\_ONLY)

Model(s)	Year	Engine Code	Trans. Code	From	To
Beetle	2012 - 2013	All	All	3VW__AT_CM601259	3VW__AT_DM629373

### REVISION HISTORY

Revision	Date	Purpose
1	October 9, 2012	Original publication

## Condition

This update has been proactively released to prevent window(s) entering pinch protection with no obstructions present.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 64C7 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- Vehicle must be within **NEW VEHICLE INVENTORY ONLY**.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer new vehicle inventory prior to sale.



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## Technical Background

Window "One-touch" does not work properly (window will not go up, or comes down on its own).

## Production Solution

New Window Motor design and calibration as of CW35/2012.

## Service

### NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an ElsaWeb printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *Contact the Warranty Helpline if you have any questions.*

### Work Procedure:

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

### Section A – Identify Criteria and Check for Open Status



**Tip:** On the date of repair, print this screen and keep a copy with the repair order.

- Enter the VIN in ElsaWeb and proceed to the "Campaign/Action" screen.
- ⇐ Ensure that the Status is "Open" <arrow 2>.
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

**Continue to Section B**



## Section B – Replace Window Motors



**Tip:** For reference, only one side is shown. The procedure for this UPDATE is performed on driver side and passenger side.

- Turn off the ignition and all electrical consumers.
- Remove the key.



### **CAUTION:**

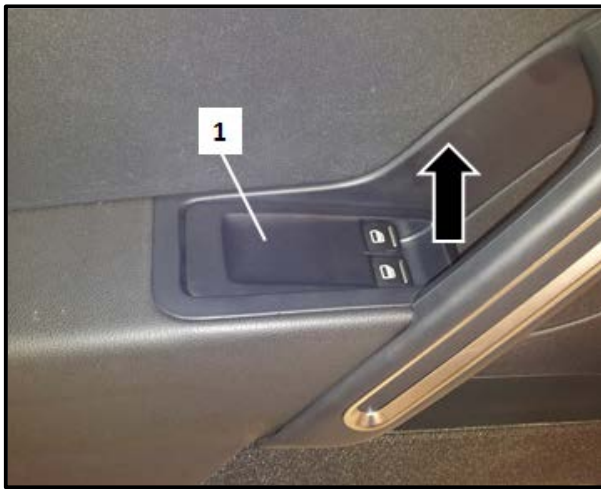
When removing and installing components in visible areas (switches, covers, trim, etc.), cover by taping the areas at which a trim removal tool (3409) will be positioned using commercially available adhesive tape.



### **CAUTION:**

Take special care when removing and installing trim components as to avoid damage that will lead to customer complaints for noise such as squeaks and rattles. Always replace components that are damaged or no longer serviceable.

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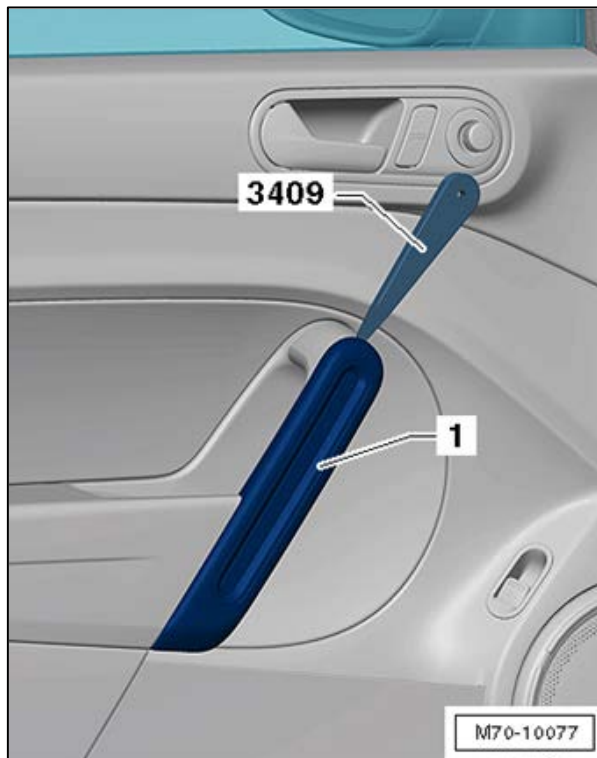
⇐ Release the handle trim <1> on the front using a trim removal tool (3409) in direction of <arrow> and remove it from the door trim panel.



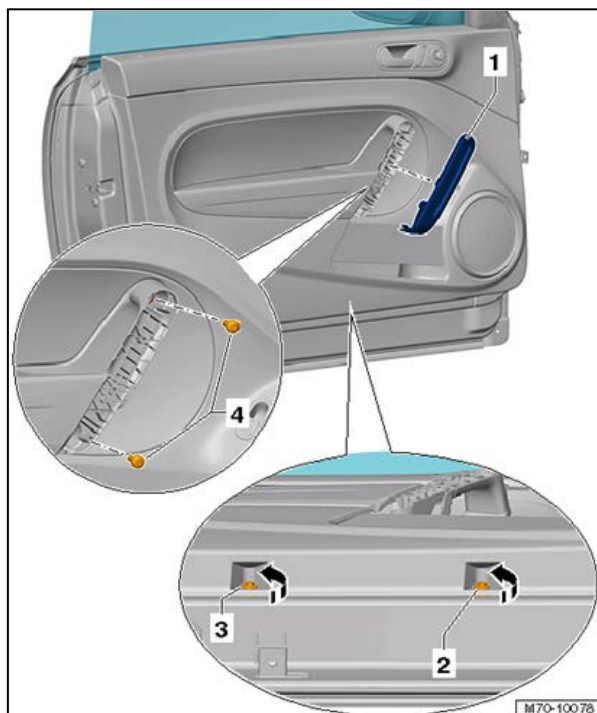
⇐ Disconnect connector <1> and remove the handle trim.



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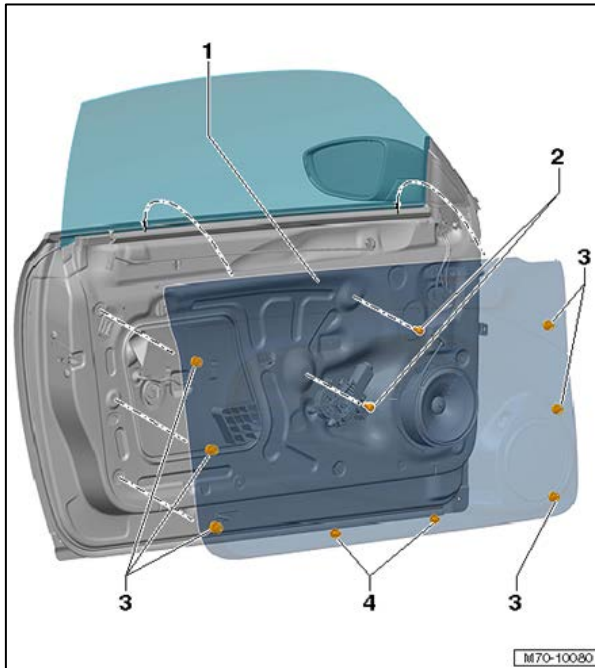
- ⇐ Remove the upper section of the grip recess <1> from the mount in the door trim panel with the trim removal wedge (3409).



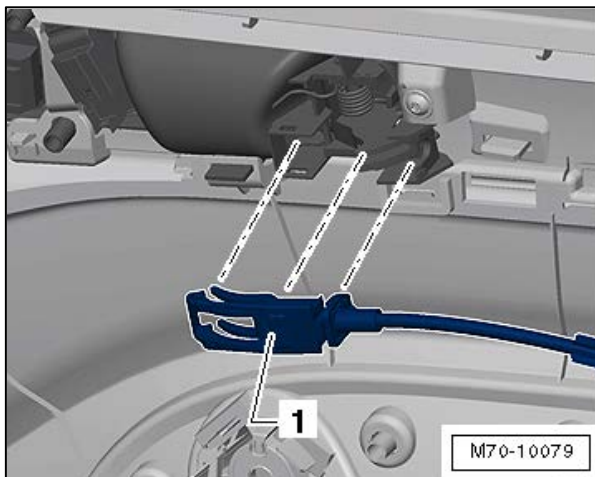
- ⇐ Remove the screws <4>.
- ⇐ Turn and release <2 and 3> 90° in direction of the <arrow>.



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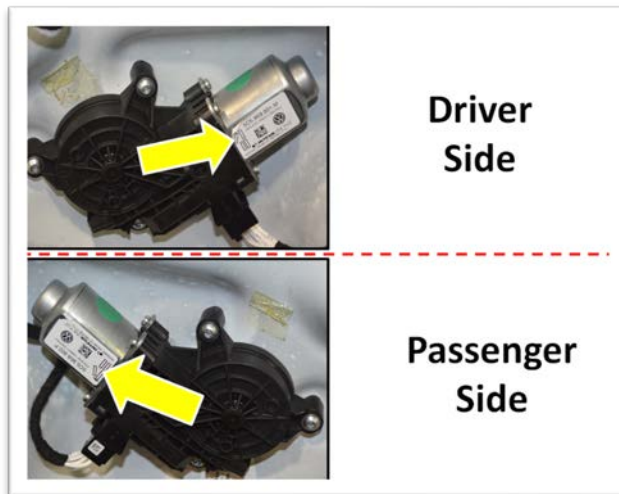
- ⇐ Turn and release screws <4> 90° to align them with their slot.
- ⇐ Loosen the clips <3> for the door trim panel out of the mounts <1> with the wedges (T10383).
- ⇐ Remove the door trim panel <1> vertically from the window shaft seal. If using a trim removal wedge (3409), care must be taken to not damage door panel.
- ⇐ Depending on the vehicle equipment level, disconnect the connectors from the door trim panel <3>.



- ⇐ Disconnect the cable <1> from the interior door mechanism.

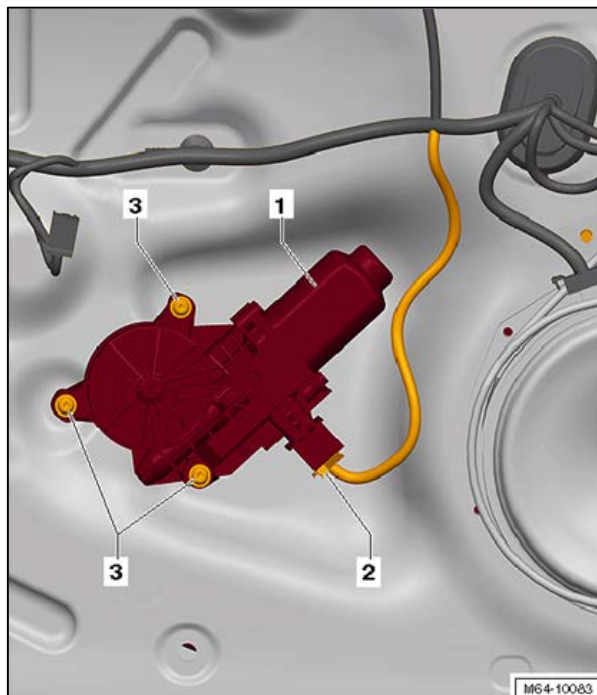


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- ⇐ Check the part numbers <arrows> on the Driver Side and Passenger Side Window Regulator Motors:
  - If part numbers on motors are as listed in table below, go to Section C to reinstall door trim.
  - If either one or both part numbers are not as listed below, CONTINUE as necessary to replace one or both motors.

Motor Position	Motor Part #
Driver Side	5C5.959.801.M
Passenger Side	5C5.959.802.P



- Secure the door window to prevent it from falling down.
- ⇐ Disconnect the connector <2>.
- ⇐ Remove three screws <3>.
- ⇐ Carefully remove the window regulator motor <1> straight out (not at an angle) from the mounts of the cable reel so that the regulator gear drum does not unseat from its housing.

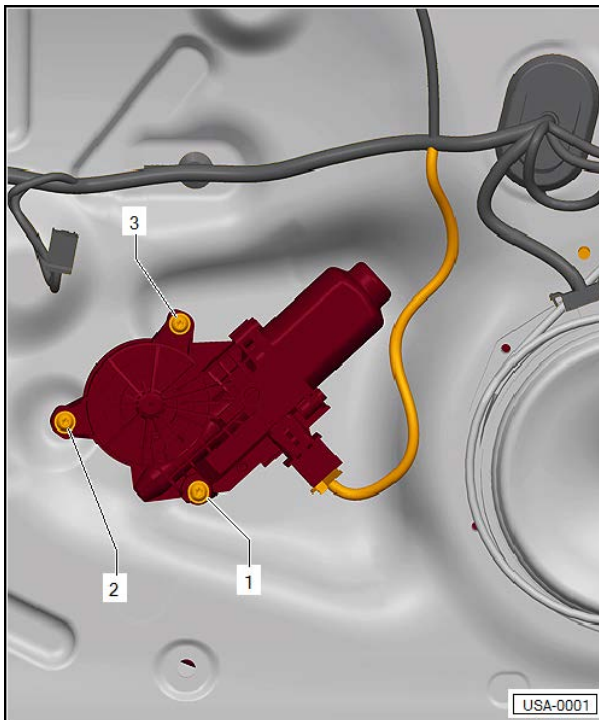


## CAUTION:

If regulator gear drum unseats or comes out too far, damage to regulator may occur.



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- ⇐ Carefully install the new window regulator motor (according to the table below) onto the mounts in the cable reel. Gently move the door window up and down slightly by hand so that the splines between the window regulator motor and the cable reel can mesh.

Motor Position	Motor Part #
Driver Side	5C5.959.801.M
Passenger Side	5C5.959.802.P



**Note: Critical Torque Sequence!**

It is very important to follow the specified torque sequence and specified torque value.

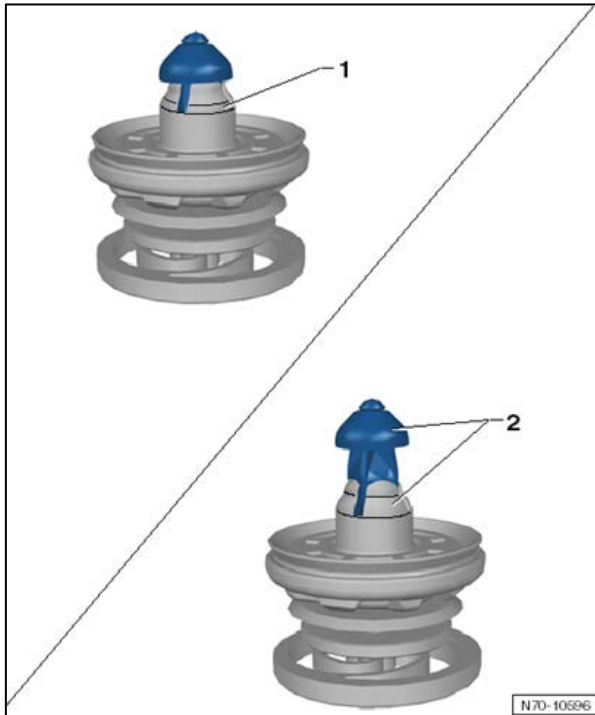
- ⇐ Install screws for the motor evenly by hand, and then tighten them in the correct order <1, 2, 3> to 3 Nm.
- ⇐ Connect the electrical connector to the motor.
- Repeat on opposite side as necessary.

**Continue to Section C**





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## Section C – Reinstall Door Trim



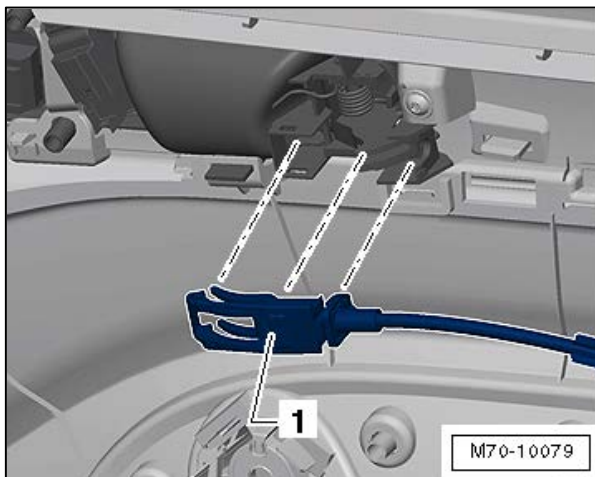
**Tip:** Use care when reinstalling trim components. Damaged components that may lead to customer dissatisfaction must not be reinstalled. Also remember to clean trim surfaces to help ensure customer satisfaction.



### CAUTION:

Before reinstalling the door trim, make sure the locking mechanism of all clip connections are in the <1 position>!

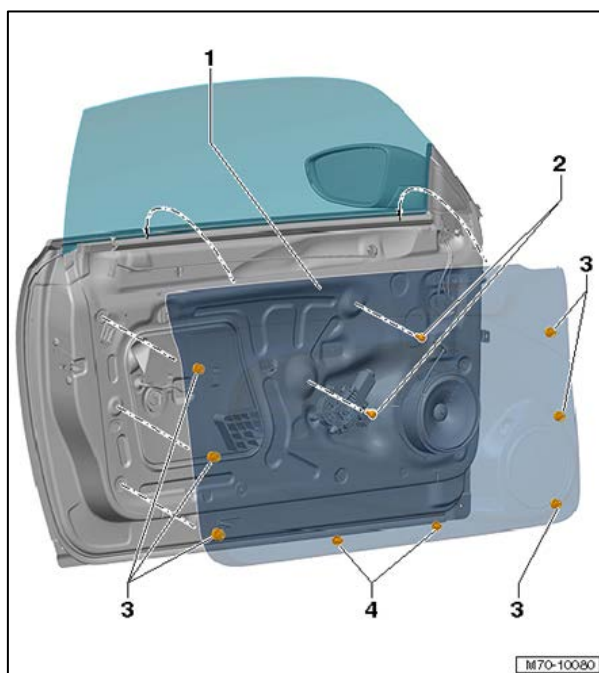
It is not possible to install the door trim correctly if the clips are in the <2 position>.



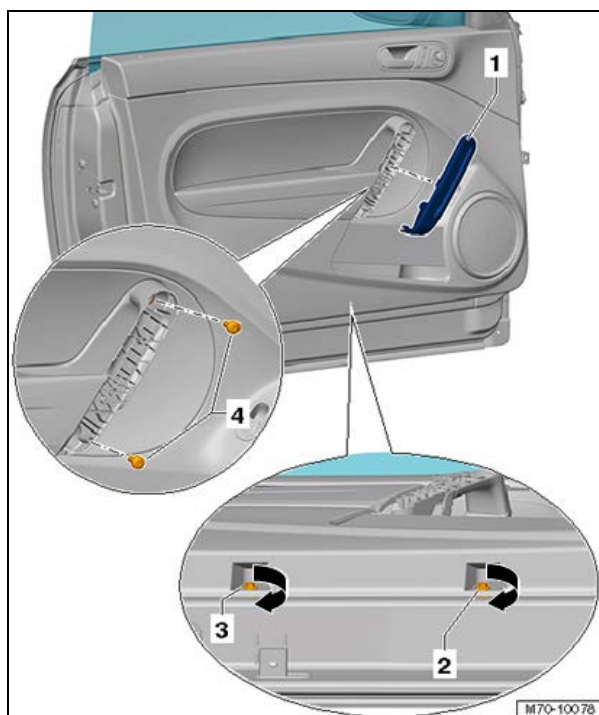
⇐ Reconnect the cable <1> for the interior door mechanism.



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- ⇐ Reconnect all electrical connections and be sure to pull the window switch connectors through the door trip panel for later use. Reconnect all connectors on the backside of the door trim panel <3>.
- ⇐ Reattach the clips <3> for the door trim panel.
- ⇐ Reinstall the door trim panel <1> on the window shaft seal.
- ⇐ Turn and reseal screws <4> 90°.



- ⇐ Reinstall the screws <4> (4.5 Nm) with torque wrench (VAG1783).
- ⇐ Turn and secure <2 and 3> 90° in direction of <arrow>.
- ⇐ Reinstall the upper section of the grip recess <1> on the mount in the door trim panel.



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- ⇐ Reconnect the connector <1> and reinstall handle trim.
  
- ⇐ Perform Basic Settings for the window motor as follows:
  1. Switch ignition ON.
  2. Close door.
  3. Fully close window.
  4. Pull up on window switch for at least 2 seconds, release switch and then pull switch up momentarily.
  5. Automatic up/down function is now available.

## Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

**ALL WORK IS COMPLETE**

## Warranty

<b>Claim Entry Procedure</b>	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
<b>Claim Help</b>	Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry.
<b>Required Customer Notification</b>	<b>NEW VEHICLE INVENTORY ONLY</b>



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## SAGA Code 64C7 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

Service No.: 64C7

Damage Code: 0099

Parts Manufacturer/Vendor Code: YUZ

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

Criteria I.D. 01

Check/UPDATE present on BOTH SIDES. No further work required.

Repair operation: 0183 00 99 70 TU

-- OR --

Check/UPDATE present on ONE SIDE. No further work required.

Repair operation: 6454 55 99 80 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 959 801M_Z01	Driver side Window Motor
OR		
1	5C5 959 802P_Z01	Passenger Side Window Motor

-- OR --

Replace Driver Side and Passenger Side Window Regulator Motors

Repair operation: 6454 56 99 90 TU

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C5 959 801M_Z01	Driver side Window Motor
1	5C5 959 802P_Z01	Passenger Side Window Motor

***There is NO reimbursement for wash or loaner vehicle!***

**If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR if customer refused repairs.**

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

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## Required Parts and Tools

Part Description	Part No:	Quantity
Driver side Window Motor	5C5 959 801M_Z01	1
Passenger Side Window Motor	5C5 959 802P_Z01	1

Tool Description	Tool No:
Trim Removal Wedge (or equivalent)	3409
Wedges	T10383
Torque Wrench, 2-10 Nm (or equivalent)	VAG 1783

## 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.