



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta (A6)	2011 – 2014	All	All	All	All
Golf/GTI (A7)	2015	All	All	All	All
Beetle	2012 – 2015	All	All	All	All
Beetle Convertible	2013 - 2015	All	All	All	All
Passat NMS	2012 - 2015	All	All	All	All

## Condition

**57 14 03** September 19, 2014 **2038202** Supersedes Technical Bulletin V571402 dated September 10, 2014 to correct lock cylinder labor operation number in Passat warranty table.

### Front Door Locks Hard to Release

Customer may comment that the front door is hard to open with exterior handle.

## Technical Background

The front door lock operation is affected by various climate or temperature conditions and as a result may require increased effort to release.

## Production Solution

Final production countermeasure pending.



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## Service

For concerns of front door lock hard to release from the outside door handle, or the outside handle binds, verify the customer's concern. If the concern can be duplicated, replace the affected door lock to correct the concern. See repair manual group 57 Front Doors, Central Locking System in ELSA. **DO NOT** attempt to correct this concern by performing the following repairs:

- Adjusting or replacing the door striker (The striker should **ONLY** be replaced if there are physical defects)
- Adjusting the mounting position of the door lock to the door.
- Lubricating the door latch, striker, bow or the Bowden cable(s).

 **Note:**

**When verifying the customer's concern described in this bulletin, please note that the condition may not be present if the vehicle is not exposed to the same climate/temperature conditions at which the customer experienced the concern.**

**Before replacing the door lock, perform visual inspection of the door handle to verify normal operation. When the door panel is removed to replace the door lock, verify normal operation of the bow and Bowden cables. These components can also contribute to or cause the concerns described in this bulletin.**



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## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
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Jetta (A6)	2011 - 2014	All	All	All	All
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Beetle	2012 - 2015	All	All	All	All
Beetle Convertible	2013 - 2015	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>		<b>Use applicable Claim Type <sup>1)</sup></b>			
<b>Service Number:</b>		<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>	
5717		0017	--	Use applicable when indicated in ElsaWeb (L/R)	
<b>Parts Manufacturer:</b>		Jetta A6, Golf/GTI A7, Beetle, Beetle Convertible		3ME <sup>2)</sup>	
<b>Jetta A6</b>					
<b>Labor Operation <sup>3)</sup>: Remove and Install Front door Lock</b>			57171950 = 30 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Bowden Cables</b>			57191950 = 10 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Lock Cylinder</b>			57091900 = 20 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Front door trim panel</b>			70591900 = 40 TU		



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Golf/GTI A7, Beetle, Beetle Convertible		
Labor Operation <sup>3)</sup> : Remove and Install Front door Lock	57171950 = 20 TU	
Labor Operation <sup>3)</sup> : Remove and Install Bowden Cables	57191950 = 10 TU	
Labor Operation <sup>3)</sup> : Remove and Install Lock Cylinder	57091900 = 20 TU	
Labor Operation <sup>3)</sup> : Remove and Install Front door trim panel	70591900 = 40 TU	
Causal Part:	5K1 837 ***	
Diagnostic Time <sup>4)</sup>		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 20 TU max.	YES
<b>Claim Comment: Input "As per Technical Bulletin 2038202" in comment section of Warranty Claim.</b>		
<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only <sup>2)</sup> Code per warranty vendor code policy. <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates. <sup>4)</sup> Documentation required per Warranty Policy Procedures Manual.		



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Passat	2012 - 2015	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>		Use applicable Claim Type <sup>1)</sup>			
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
5717	0017	--		Use applicable when indicated in ElsaWeb (L/R)	
<b>Parts Manufacturer:</b>		Passat		WVO <sup>2)</sup>	
<b>Labor Operation <sup>3)</sup>: Remove and Install Front door Latch</b>			57171950 = 30 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Bowden Cables</b>			57191999 = 10 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Lock Cylinder</b>			57091900 = 20 TU		
<b>Labor Operation <sup>3)</sup>: Remove and Install Front door trim panel</b>			70591900 = 40 TU		
<b>Causal Part:</b>			5K1 837 ***		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>	01500000 = 00 TU max.			NO	
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU			NO	
<b>Technical Diagnosis</b>	01320000 = 20 TU max.			YES	
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## Required Parts and Tools

See ETKA for proper vehicle door lock application.

<b>Tool Description</b>	<b>Tool No:</b>
<b>Bone Tool</b>	<b>3409</b>
<b>Torque Wrench</b>	<b>VAG 1331</b>

## 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.**