

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 01 September 3, 2014 2038202

Front Door Latches Hard to Release

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

Technical Background

The front door latch 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.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.

Technical Bulletin



Service

For concerns of front door latch 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 latch to correct the concern. See repair manual group 57 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 latch 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 latch, perform visual inspection of the door handle to verify normal operation. When the door panel is removed to replace the door latch, verify normal operation of the bow and Bowden cables. These components can also contribute to or cause the concerns described in this bulletin.

Warranty

Information only.

Required Parts and Tools

See ETKA for proper vehicle door latch application.

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.

© 2014 Volkswagen Group of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.