

# Technical Bulletin

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Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2012	All	All	A3_CC000001	A3_CC079113

## Condition

**64 14 02** October 27, 2014 **2038703**

### Rear Door Glass Inoperative

The rear glass cannot be opened / closed, the rear glass may fall into the door, or the rear glass motor operates but the glass does not move

## Technical Background

The spreader plug with expanding pin for securing the door glass to the window regulator can wander loose from the glass (see Fig.1 No 3 / 4). If this occurs the door glass will no longer be secured to the window regulator.



Should this symptom occur, perform this repair on both rear door glass assemblies.

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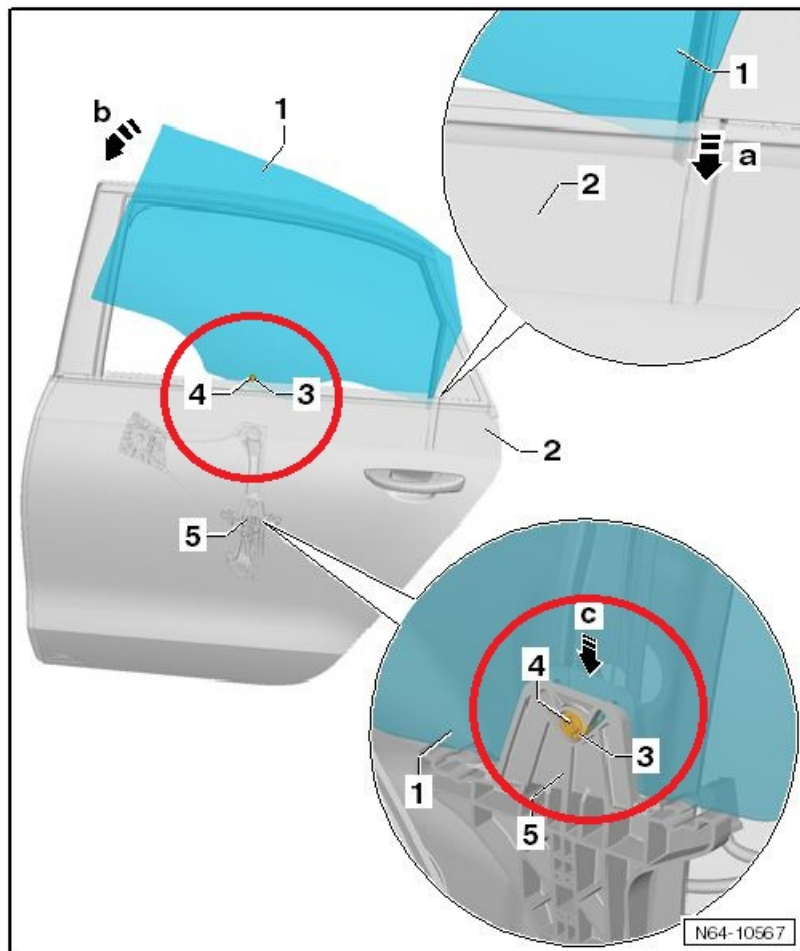


Figure 1

## Production Solution

Updated rear door glass and spreader plug with expanding pin in production.

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## Service

### Procedure:

#### Replace the spreader plug with expanding pin for securing the rear door window.

- Remove the rear door trim panel, see Repair Manual Group 70 in Elsa.
- Remove the inner glass shaft seal, see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Remove the outer glass shaft seal, see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Remove the rear door glass, see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Inspect the hole for the spreader plug in the glass for damage. (If there is damage to the hole in the glass, the glass must be replaced during this repair.)

### **Note:**

If the rear door glass requires replacement, updated rear door glass and spreader plugs are available separately through ETKA under part numbers 561.845.025.A (left rear door window) / 561.845.026.A (right rear door window) and 8K0.845.867 (pin).

- Using the foil tape (part number AKL.433.014.01) or vinyl tape obtained locally, cut a 55 mm long and 6 mm wide strip.
- Wrap the strip around the center of a new spreader plug (see Fig. 2).



**Figure 2** (Adhesive strip shown in red for clarity)

- Measure the diameter of the new plug with the adhesive strip. The diameter must be approximately 13.4 mm (see Fig. 3).

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Figure 3

- Insert the new plug into the glass using a rotating motion.

 **Note:**

Make sure the adhesive strip doesn't come loose when the plug is inserted.

 **Tip:**

The adhesive strip and spreader plug must be centered in the hole (see Figure 4).



Figure 4



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- Lock the expanding pin into the spreader plug according to the repair manual, see Repair Manual Group 64 Glass, Window Regulators in Elsa and check for a secure fit.
- Install the rear door glass, see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Operate the glass full travel at least 3 times to ensure proper operation.
- Install the outer window shaft seal, see Repair Manual Group 64 Glass, Window Regulators in Elsa..
- Install the inner window shaft seal, see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Install the rear door trim panel, see Repair Manual Group 70 in Elsa.
- Repeat procedure on opposite door.



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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>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2012	All	All	A3_CC000001	A3_CC079113
<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>		
6460	0018	--	Use applicable when indicated in ElsaWeb (L/R)		
<b>Parts Manufacturer</b>		<b>Passat</b>		<b>WVO <sup>2)</sup></b>	
<b>Labor Operation <sup>3)</sup> :</b> Remove and Install 2 Rear Door Trims			70732000 = 70 TU		
<b>Labor Operation <sup>3)</sup> :</b> Remove and Install Left Rear Door Window			64601950 = 20 TU		
<b>Labor Operation <sup>3)</sup> :</b> Remove and Install Right Rear Door Window			64601950 = 20 TU		
<b>Labor Operation <sup>3)</sup> :</b> Replace Spreader Plug <u>Includes</u> • Modify Spreader Plug (left and right side)			64735599 = 20 TU		
<b>Causal Part:</b>			6N0839511		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>		01500000 = 00 TU max.		NO	



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Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2038703" in comment section of Warranty Claim.		
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 No:	Part Description	Quantity
AKL 433 014 01	Protective Foil	0.1
6N0 839 511	Pin	2

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.