

Tech Tips

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Date: January 31, 2014

2012-2014 Passat, Jetta Sedan - In Extreme Outside Cold Temperatures the Front Door Latches May Freeze (due to moisture), Preventing Door Latch from Operating

February 14, 2014: Update to Information

For concerns of a door latch (or latches) not locking/unlocking or the outside door handle is inoperative at low ambient temperatures, perform normal diagnostic procedures to determine if the latch is affected by cold weather. If it has been determined that the latch is affected by water entry that freezes and causes the latch to fail or intermittently malfunction, replace the latch. If a latch cap (Figure 1) is installed on the old latch, install the cap on the replacement latch. If the cap is not installed order the cap and install it on the new latch.





Das Auto.

Service Information

Pos	Part Number	Name	Remark	Qty	Model
		door latch interior release door handle, outer main key lock cylinder sets	front		
(1)	5K1 837 015 E	door latch	left	1	
1	5K1 837 016 E	door latch	right	1	
(3)	5K0 837 349 B	cap door latch		1	
3	5K0 837 350 B	cap door latch		1	

