

Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2011-2014	All	All	All	All
Passat	2012-2014	All	All	All	All

Condition

92 14 01 February 04, 2014 2036195

Wiper Motor Noisy or Inoperative

Technical Background

Nitrile Butadiene Rubber (NBR) cap is installed on newly replaced wiper motor to lower the risk of water ingress through the wiper motor shaft.

Production Solution

Not applicable.

Service

- Install NBR Cap part # 5C6 955 754 B on the new wiper motor part # 6R1 955 119A for Jetta or 561 955 023 B for Passat according to the following procedures, see figure 1.

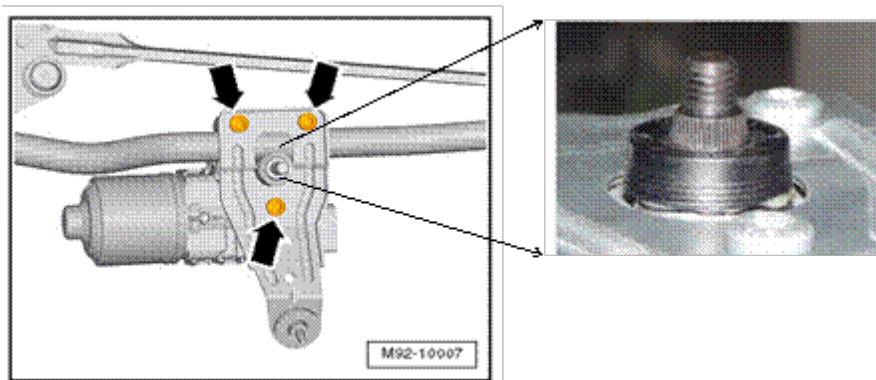


Figure 1

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 **Note:**

Part # 6R1 955 119 A supersedes to part # 5C6 955 113 A (figure 2). If you receive the superseded part (5C6 955 113 A), please note that the NBR cap is already installed and this TSB DOES NOT apply. In such cases install the wiper motor as instructed in the Elsa repair information.



Figure 2

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Procedures to Install NBR Cap

- Place steering grease (part # G 052 168 A1) at 8 points around the wiper motor shaft to allow proper installation of the NBR Cap. See figure 3.

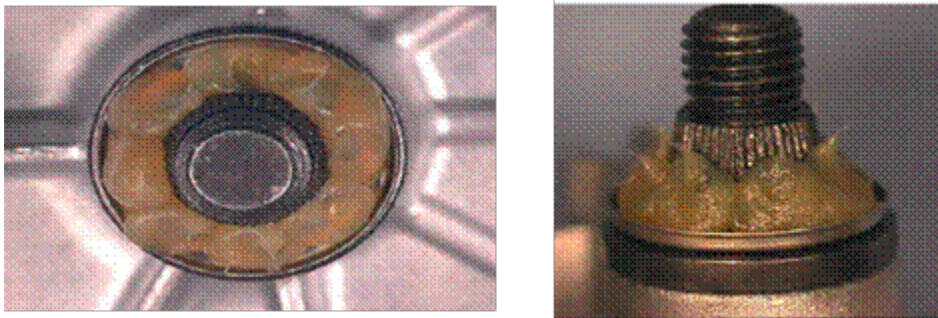


Figure 3

- Place the NBR Cap so that contours fully seated on the shaft of the wiper motor as shown in figure 4.



Figure 4

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- Check that the NBR cap is assembled correctly on the shaft and is not binding or rolled back against the splines of the wiper motor shaft. See figure 5.



Figure 5

- Complete assembling the wiper system according to the repair manual instruction in Elsa.



Note:

The replacement wiper motor for Passat is currently only available assembled with the frame (wiper transmission). The repair procedure will remain the same EXCEPT the wiper motor should be removed from the new part to install the NBR cap. The old wiper motor and frame should be kept as a complete assembly for warranty purposes.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta A6	2011 - 2014	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
9215	0020	--	Use applicable when indicated in ElsaWeb (L/R)		
	Jetta A6			3ME ²⁾	
Labor Operation ³⁾: Remove and Install Wiper Motor			92151950 = 10 TU		
Labor Operation ³⁾: Remove and Install Wiper Frame			92221950 = 20 TU		
Labor Operation ³⁾: Remove and Install Cowl Panel Trim (both sides)			66442050 = 20 TU		
Labor Operation ³⁾: Remove and Install Wiper Arms			92252000 = 30 TU		
Labor Operation ³⁾: Modify Wiper Motor			92152399 = 10 TU		
<u>Includes</u>					
• Install NBR Cap					
Causal Part:			6R1 955 119 A		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.			NO	
Road Test	01210002 = 00 TU			NO	
	01210004 = 00 TU				



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Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2036195" 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 Policy Procedures Manual.		

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2012 - 2014	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:		Damage Code	HST	Damage Location (Depends on Service No.)	
9215		0020	--	Use applicable when indicated in ElsaWeb (L/R)	
		Passat		TX6 ²⁾	
Labor Operation ³⁾ : Remove and Install Wiper Motor			92151950 = 10 TU		
Labor Operation ³⁾ : Remove and Install Wiper Frame			92221950 = 20 TU		
Labor Operation ³⁾ : Remove and Install Cowl Panel Trim			66441900 = 40 TU		
Labor Operation ³⁾ : Modify Wiper Motor			92152399 = 10 TU		
<u>Includes</u>					
<ul style="list-style-type: none"> Install NBR Cap 					



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Causal Part:		561 955 023 B
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2036195" in comment section of Warranty Claim.		
<p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>²⁾ Code per warranty vendor code policy.</p> <p>³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>⁴⁾ Documentation required per Warranty Policy Procedures Manual.</p>		

Required Parts and Tools

Part Description	Part No:	Quantity
Wiper Motor - Jetta A6	6R1 955 119 A	1
Wiper Motor with Frame - Passat	561 955 023 B	1
NBR Cap	5C6 955 754 B	1
Steering Grease	G 052 168 A1	0.20

Tool Description	Tool No:
Torque Wrench	VAG 1331
Puller	T10369



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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.