



# Technical Bulletin

## SB-10055398-5668

| 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 02 September 10, 2014 2038202 Supersedes Technical Bulletin V571401 dated September 3, 2014 to include warranty tables.

### 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.**

## 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 |
| 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          |
| <b>SAGA Coding</b>  |             |  |                |                |              |
| <b>Claim Type:</b>  |             | <b>Use applicable Claim Type <sup>1)</sup></b> |                |                |              |



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|  |  |            |   |
|--|--|------------|---|
| <b>Service Number:</b>   | <b>Damage Code</b>                                       | <b>HST</b> | <b>Damage Location<br/>(Depends on Service No.)</b> |
| 5717   | 0017   | --         | Use applicable when indicated in ElsaWeb (L/R)      |
| <b>Parts Manufacturer:</b>   | <b>Jetta A6, Golf/GTI A7, Beetle, Beetle Convertible</b> |            | <b>3ME <sup>2)</sup></b>                            |
| <b>Original Part Number:</b>   | 5K1 837 015 *, 5K1 837 016 *                             |            |   |
| <b>Original Part Supplier Name:</b>  | YRE - Inteva Mexico                                      |            |   |
| <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   |            |   |
| <b>Golf/GTI A7, Beetle, Beetle Convertible</b>                                 |  |            |   |
| <b>Labor Operation <sup>3)</sup>: Remove and Install Front door Lock</b>       | 57171950 = 20 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   |            |   |
| <b>Causal Part:</b>  | 5K1 837 ***  |            |   |
| <b>Diagnostic Time <sup>4)</sup></b>   |  |            |   |



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|   |                                      |     |
|---|--------------------------------------|-----|
| GFF Time expenditure  | 01500000 = 00 TU max.                | NO  |
| Road Test   | 01210002 = 00 TU<br>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>   |                                      |     |
| <p><sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p><sup>2)</sup> Code per warranty vendor code policy.</p> <p><sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p><sup>4)</sup> Documentation required per Warranty Policy Procedures Manual.</p> |                                      |     |

|  |   |                     |                       |   |                     |
|--|---|---------------------|-----------------------|---|---------------------|
| <b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b> |   |                     |                       |   |                     |
| <b>Model(s)</b>  | <b>Year(s)</b>                          | <b>Eng. Code(s)</b> | <b>Trans. Code(s)</b> | <b>VIN Range From</b>                           | <b>VIN Range To</b> |
| 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>Original Part Number:</b>   | 5K1 837 015* , 5K1 837 016*             |                     |                       |   |                     |
| <b>Original Part Supplier Name:</b>  | YRE - Inteva Mexico                     |                     |                       |   |                     |
| <b>Labor Operation <sup>3)</sup>: Remove and Install Front door Latch</b>  | 57171950 = 30 TU                        |                     |                       |   |                     |



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|  |                                      |     |
|--|--------------------------------------|-----|
| Labor Operation <sup>3)</sup> : Remove and Install Bowden Cables   | 57191950 = 10 TU                     |     |
| Labor Operation <sup>3)</sup> : Remove and Install Lock Cylinder   | 57191950 = 20 TU                     |     |
| Labor Operation <sup>3)</sup> : Remove and Install Front door trim panel   | 70591900 = 40 TU                     |     |
| Causal Part:   | 5K1 837 ***                          |     |
| <b>Diagnostic Time <sup>4)</sup></b>   |                                      |     |
| GFF Time expenditure   | 01500000 = 00 TU max.                | NO  |
| Road Test  | 01210002 = 00 TU<br>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<br><sup>2)</sup> Code per warranty vendor code policy.<br><sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.<br><sup>4)</sup> Documentation required per Warranty Policy Procedures Manual. |                                      |     |

## Required Parts and Tools

See ETKA for proper vehicle door lock application.

| Tool Description | Tool No: |
|------------------|----------|
| Bone Tool        | 3409     |
| Torque Wrench    | VAG 1331 |

## 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.