



Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta	1999-2016	All	All	All	All
Passat	1998-2010	All	All	All	All
Tiguan	2009-2016	All	All	All	All
Golf	1999-2014	All	All	All	All
Jetta Wagon, Jetta SportWagen, Golf Wagon	1999-2014	All	All	All	All

Condition

64 15 02 April 20, 2015 2039887 Supersedes Technical Bulletin V641501 dated March 2, 2015 to update service number and causal part information in warranty table.

Rear Door Glass Inoperative

The rear glass cannot be opened / closed, the rear glass may slide down 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.

Tip:

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

Technical Bulletin

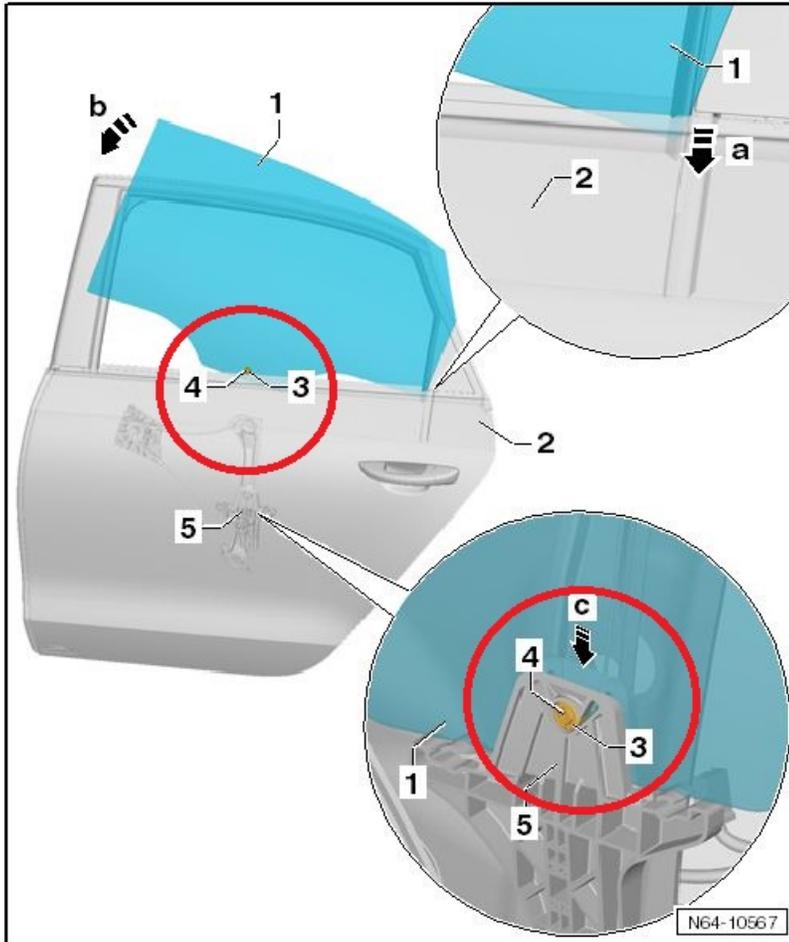


Figure 1

Production Solution

Not Applicable.

Technical Bulletin

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.)
- 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).

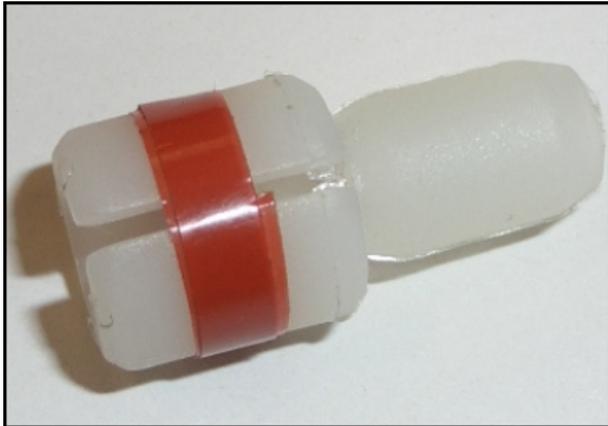


Figure 2 (Adhesive strip shown in red for clarity)

Technical Bulletin

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



Figure 3 (Acceptable diameter after adding adhesive strip)

- 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.

Technical Bulletin



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



Figure 4

- 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.



Technical Bulletin

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	2011-2016	All	All	All	All
Golf/GTI/Golf R	2011-2014	All	All	All	All
Tiguan	2011-2016	All	All	All	All
Jetta SportWagen, Golf Wagon	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.)	
6471	0018	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer	Jetta (162, 163), Jetta SportWagen/Golf Wagon (AJ5)		3ME ²⁾		
	Golf/GTI/Golf R (5K1), Tiguan (5N1, 5N2)		WWO ²⁾		
Jetta (162, 163), Jetta SportWagen/Golf Wagon (AJ5)					
Labor Operation ³⁾ : Remove and Install 2 Rear Door Trims			70732000 = 70 TU		
Labor Operation ³⁾ : Remove and Install Left Rear Door Window			64601950 = 20 TU		
Labor Operation ³⁾ : Remove and Install Right Rear Door Window			64601950 = 20 TU		



Technical Bulletin

Labor Operation ³⁾ : Replace Spreader Plug <u>Includes</u> <ul style="list-style-type: none"> • Modify Spreader Plug (left and right side) 	64735599 = 20 TU	
Golf/GTI/Golf R (5K1), Tiguan (5N1, 5N2)		
Labor Operation ³⁾ : Remove and Install 2 Rear Door Trims	70732000 = 70 TU	
Labor Operation ³⁾ : Remove and Install Left Rear Door Window	64601950 = 30 TU	
Labor Operation ³⁾ : Remove and Install Right Rear Door Window	64601950 = 30 TU	
Labor Operation ³⁾ : Replace Spreader Plug <u>Includes</u> <ul style="list-style-type: none"> • Modify Spreader Plug (left and right side) 	64735599 = 20 TU	
Causal Part: Select Labor Operation	64735599	
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 2039887" 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.		



Technical Bulletin

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.