

UPDATE Technical Bulletin



June 16, 2015

64D6 UPDATE – Window Lifter Motors (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within New Vehicle Limited Warranty.
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:

Required DMS Wording//Text: (line item, customer concern description on repair order):

64D6 UPDATE – Window Lifter Motors (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Beetle/Beetle Convertible	2014-2015	All	All

REVISION HISTORY		
Revision	Date	Purpose
1	June 16, 2015	Original publication

Condition

This update has been proactively released to prevent front power window malfunctions.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 64D6 code in Elsa, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

UPDATE Technical Bulletin



Das Auto.

Technical Background

On certain Beetle and Beetle Convertible vehicles within a limited production period, the incorrect window regulator motors were fitted in the front doors. This can lead to malfunctions in the front window lifter operation.

Production Solution

Correct window regulator motors installed in production.

UPDATE Technical Bulletin

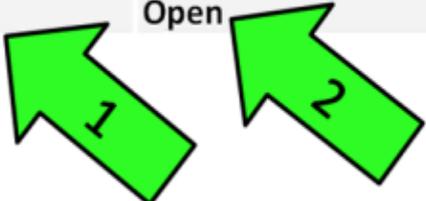


Service

NOTE:

- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

Applicable Criteria ID (s)	Campaign/Action Status
01	Open


EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

TIP

On the date of repair, print this screen and keep a copy with the repair order

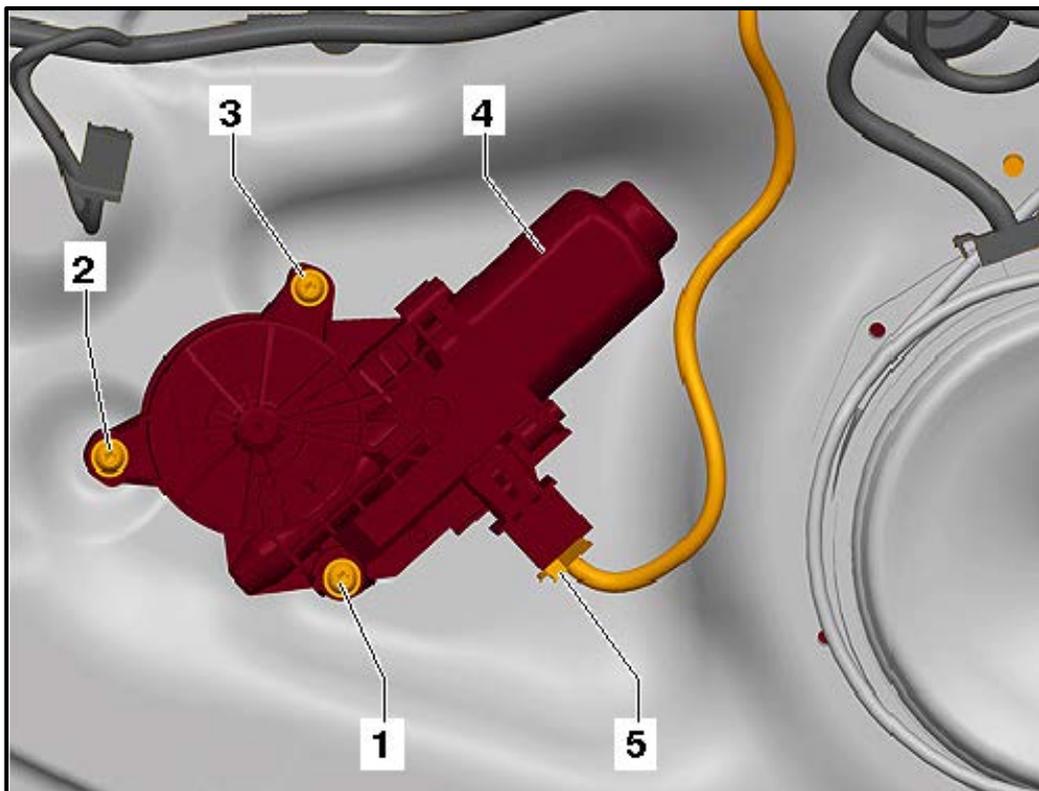
- Ensure that the Status is “Open”
<arrow 2>
- Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

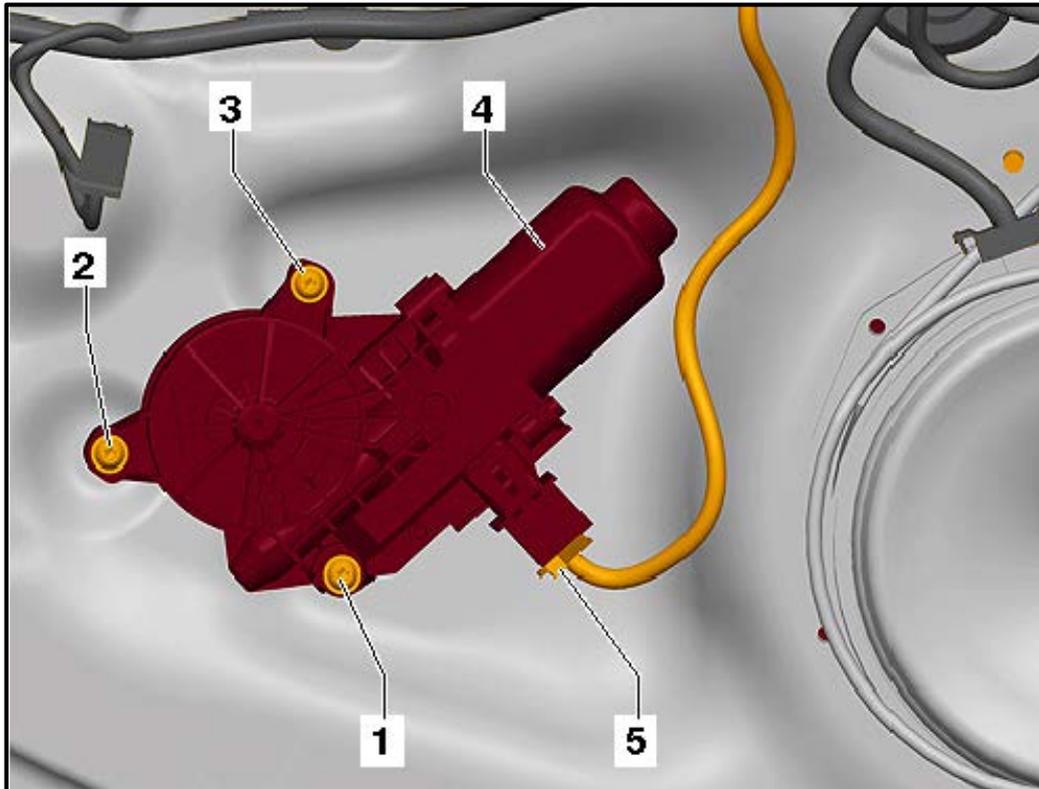
Section B – Replace Window Regulator Motors

NOTE

The following describes the removal and installation of the left window regulator motor. Removing and installing the right window regulator motor is identical.



- Open the door.
- Remove the door trim panel.
- Secure the window glass with adhesive tape to prevent it from falling down.
- Switch the ignition and all electrical equipment OFF.
- Remove the ignition key.
- If equipped, remove the foam insert from around the window regulator motor.
- Disconnect the connector <5>.
- Remove the mounting bolts <1 through 3>.
- Remove the window regulator motor <4> from the mounts of the cable reel.



- Install the window regulator motor <4> on the mounts of the cable reel. Gently move the door window up and down so the splines between the window regulator motor and the cable reel can mesh.
- Attach the electrical connector <5>.
- Install the mounting bolts <1 through 3> and finger tighten.
- Torque the mounting bolts to 3 Nm in a <1 to 3> sequence.
- Reassemble the vehicle in the reverse order of disassembly.
- Perform basic settings on both front windows.
- Test pinch protection and one-touch window operation on both front windows.

Work Complete

UPDATE Technical Bulletin



Das Auto.

Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in Elsa on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	<u>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

UPDATE Technical Bulletin



Das Auto.

Claim Entry Instructions

After UPDATE has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	64D6										
Damage Code	0099										
Parts Vendor Code	3ME										
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90										
Causal Indicator	Mark left Window Regulator Motor as causal part*										
Vehicle Wash/Loaner	Do not claim wash/loaner under this action										
Criteria I.D.	01										
	Replace Left and Right Window Regulator Motors. Labor operation: 6454 56 99 90 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6R0 959 801 BJ Z01*</td> <td>Window Regulator Motor – Left</td> </tr> <tr> <td>1</td> <td>6R0 959 802 BQ Z05</td> <td>Window Regulator Motor – Right</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1	6R0 959 801 BJ Z01*	Window Regulator Motor – Left	1	6R0 959 802 BQ Z05	Window Regulator Motor – Right
Quantity	Part Number	Description									
1	6R0 959 801 BJ Z01*	Window Regulator Motor – Left									
1	6R0 959 802 BQ Z05	Window Regulator Motor – Right									
Criteria I.D.	05										
	Replace Left and Right Window Regulator Motors. Labor operation: 6454 56 99 90 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6R0 959 801 BJ Z02*</td> <td>Window Regulator Motor – Left</td> </tr> <tr> <td>1</td> <td>6R0 959 802 BQ Z06</td> <td>Window Regulator Motor – Right</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1	6R0 959 801 BJ Z02*	Window Regulator Motor – Left	1	6R0 959 802 BQ Z06	Window Regulator Motor – Right
Quantity	Part Number	Description									
1	6R0 959 801 BJ Z02*	Window Regulator Motor – Left									
1	6R0 959 802 BQ Z06	Window Regulator Motor – Right									

UPDATE Technical Bulletin



Das Auto.

Required Parts

Beetle Sedan – Criteria 01		
Part Description	Part No:	Quantity
Window Regulator Motor – Left	6R0 959 801 BJ Z01	1
Window Regulator Motor – Right	6R0 959 802 BQ Z05	1

-OR-

Beetle Convertible – Criteria 05		
Part Description	Part No:	Quantity
Window Regulator Motor – Left	6R0 959 801 BJ Z02	1
Window Regulator Motor – Right	6R0 959 802 BQ Z06	1

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

UPDATE Technical Bulletin



Das Auto.

UPDATE FACT SHEET – UPDATE Code 64D6

Dear Volkswagen Customer,

Today we updated the left and right front window lifter motors in your vehicle, free of charge. These new motors will help ensure that the front windows in your vehicle continue to operate properly.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!