PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015 - 2016
Vehicle Model(s):	Jetta GP & Passat
VIN Range (if applicable):	Jetta: FM219981 – FM350000 or after FM354021 Passat After: FC025559
Engine Code(s):	All
Gearbox (Manual / Automatic):	All

Issue Description / Symptom:

Door will not open,door lock won't lock/unlock, door will not close, door ajar light stays on (door open warning indicator on), no locking confirmation, interior lights staying on when all door are closed, or door lock constantly lock & unlock while driving.

Workshop Problem Validation Procedure:

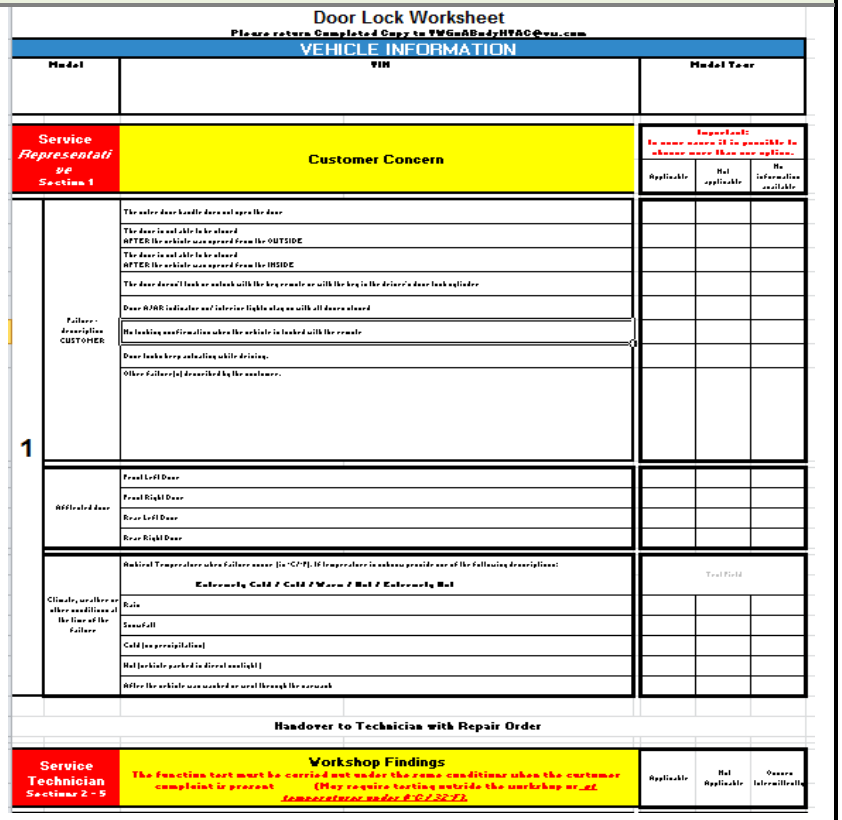
Perform Door Lock worksheet.

Required Actions:

Complete worksheet and attached scanned copy or completed excel file to vwgoabodyhvac@vw.com

Issue ID #	2015-045

Photos (if applicable):



Door Lock Worksheet

Please return Completed Copy to VWGoABodyHVAC@vw.com

VEHICLE INFORMATION

Model	VIN	Model Year

Service Representative Section 1	Customer Concern	Applicable	Not applicable	No information available
1 Failure - description CUSTOMER	The outer door handle does not open the door			
	The door is not able to be closed AFTER the vehicle was opened from the OUTSIDE			
	The door is not able to be closed AFTER the vehicle was opened from the INSIDE			
	The door doesn't lock or unlock with the key remote or with the key in the driver's door lock cylinder			
	Door AJAR indicator on/ interior lights stay on with all doors closed			
	No locking confirmation when the vehicle is locked with the remote			
	Door locks keep unlocking while driving.			
	Other failure(s) described by the customer.			
Affected door	Front Left Door			
	Front Right Door			
	Rear Left Door			
	Rear Right Door			
Climate, weather or other conditions at the time of the failure	Ambient Temperature when failure occur (in °C/°F). If temperature is unknown provide one of the following descriptions: Extremely Cold / Cold / Warm / Hot / Extremely Hot	Text Field		
	Rain			
	Snowfall			
	Cold (no precipitation)			
	Hot (vehicle parked in direct sunlight)			
	After the vehicle was washed or used through the carwash			

Handover to Technician with Repair Order

Service Technician Sections 2 - 5	Workshop Findings	Applicable	Not Applicable	Occurs intermittently
	The function test must be carried out under the same conditions when the customer complaint is present (May require testing outside the workshop or at temperatures under 0°C/32°F).			

VWoA Contact Information:

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