



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	1998-2001	All	All	All	All
Passat Wagon	1998-2001	All	All	All	All

Condition

55 16 08 June 9, 2016 **2038999** Supersedes Technical Bulletin V551410 dated December 16, 2014 to update Claim Processing statement.

Corrosion Around Handle On Rear Lid

Corrosion where handle contacts rear lid (Figure 1).



Figure 1 (rear lid handle)



Technical Bulletin

Corrosion on the contact area of the left and right sides of the rear lid / handle (Figure 2).

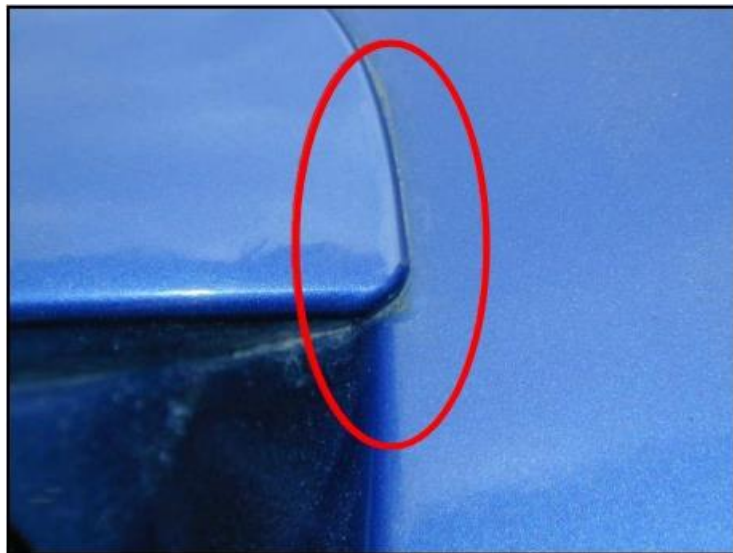


Figure 2 (corrosion on right side of the rear lid / handle)

Note:

To determine if this procedure is covered under Warranty, always refer to the *Warranty Policies and Procedures Manual*.

Documentation required per *Warranty Policies and Procedures Manual*.

For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

Technical Background

Paint abrasion from sharp edge on the contact area on the handle.

Production Solution

Deviations discovered after end of production.



Technical Bulletin

Service

Procedure:

1. Replace the rear lid.

Or

2. Repair the rear lid. Only perform this operation if the total repair cost is 80% or less of the total replacement cost.

1. Replace the rear lid:

If the handle contact area in the rear lid exhibits through-corrosion (perforation), DO NOT repair, install a new lift gate.

- Remove all necessary parts / trim pieces of the original lift gate. See Repair Group 70 and Repair Group 55 in Elsa.
- Remove the rear window from the original rear lid. See Repair Group 64 in Elsa (Wagon Only).
- Paint the new rear lid according to Volkswagen guidelines.
- Remove the original rear lid. See Repair Group 55 in Elsa.
- Install the new rear lid. See Repair Group 55 in Elsa.
- Install the rear window in the new rear lid. See Repair Group 64 in Elsa (Wagon Only).
- Trim protective foil (part number: AKL 448 030 05), or similar clear vinyl tape (locally sourced), to fit in the left and right handle contact surface areas (Figure 1). Attach to rear lid before installing the handle.
- Install all remaining parts / trim pieces previously removed. See Repair Group 70 and Repair Group 55 in Elsa.
- Adjust the rear lid fit according to the repair manual. See Repair Group 55 in Elsa.

2. Repair the rear lid:

Before the repair, check the handle contact area in the rear lid. If the handle contact area exhibits through-corrosion (perforation), DO NOT repair, install a new rear lid.

- Remove all necessary parts / trim pieces from the rear lid. See Repair Group 70 and Repair Group 55 in Elsa.
- Remove the rear lid. See Repair Group 55 in Elsa.
- Remove the corrosion with a pneumatic brush grinder. Make sure that the rear lid does not get damaged.

Note:

If through-corrosion (perforation) is not present, rear lid replacement will only be accepted if it qualifies per the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “80% rule”).



Technical Bulletin

- Apply a VOC compliant epoxy primer as an anti-corrosion treatment and primer (locally sourced).
- Re-paint the rear lid according to Volkswagen guidelines.
- Install the rear lid. See Repair Group 55 in Elsa.
- Trim protective foil (part number: AKL 448 030 05), or similar clear vinyl tape (locally sourced), to fit in the left and right handle contact surface areas (Figure 1). Attach to rear lid before installing the handle.
- Install all remaining parts / trim pieces previously removed. See Repair Group 70 and Repair Group 55 in Elsa.
- Adjust the rear lid fit according to the repair manual. See Repair Group 55 in Elsa.



Technical Bulletin

Warranty

Note:

- Dealers may complete the repair as described without prior authorization (through a WISE Warranty Repair Acceptance request).
- Documentation required: Clear pictures, completed estimate and body shop invoice must be saved and kept on file at the Dealership for audit purposes.
- Labor time units (TU), Material units (MU), and Material unit rate are correct at the time of publication. The time units and/or material units may differ if the repair catalogue is updated. The information in the repair catalogue applies, except for the open time items (labor operations ending in 99) which are calculated at actual time multiplied by the body shop labor rate. The material allowance (Paint material price per unit) is subject to change. Refer to **WISE > Resource Center > Forms > Paint/Corrosion for the most current forms.**
- This section is applicable for vehicles within the terms of Volkswagen's Limited Warranty Against Corrosion Perforation. For vehicles outside the terms of the Limited Warranty Against Corrosion Perforation this section is for information only.
- This bulletin may be provided to outside shops to ensure the proper repair is completed.

Note:

Claim Processing

Utilize the attached form examples and pre-populated forms on WISE to assist with calculating the reimbursement amounts. **This will expedite the claim review process and reduce the time to pay the claim.**

Note that miscalculations are subject to claim adjustment. You can email completed excel forms (in the excel format) to paintcamp@vw.com. The Paint and Corrosion Team will review your completed form(s) and adjust for overlap on behalf of the dealer.

For the complete set of pre-populated Paint/Corrosion Claim Form templates associated with this Technical Bulletin, refer to **WISE > Resource Center > Forms > Paint/Corrosion.**



Technical Bulletin

To determine if this procedure is covered under Warranty, always refer to the <i>Warranty Policies and Procedures Manual</i> ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	1998-2001	All	All	All	All
Passat Wagon	1998-2001	All	All	All	All
SAGA Coding					
Claim Type:	160 ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5559	0003	--		030	
Parts Manufacturer	Passat (3B2)		030 ²⁾		
	Passat Wagon (3B5)		030 ²⁾		
Repair					
Please use the following part number in "Outside Materials" ⁴⁾					
LACKMATF: Paint and Materials			MU @ \$12 per unit		
Epoxy Primer (Locally Sourced)			Claim Dollar Amount (MAX: \$40)		
Please use the following Labor Operation in "Outside Labor" ⁴⁾					
Select the appropriate Labor Operation below: - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color			Claim Dollar Amount		
Use this for all body repair in this bulletin: - A0041000: Body Shop repair no paint			Claim Dollar Amount		
Replace					



Technical Bulletin

Please use the following part number in “Outside Materials” 4)		
LACKMATF: Paint and Materials	MU @ \$12 per unit	
Please use the following Labor Operation in “Outside Labor” 4)		
Select the appropriate Labor Operation below: - L0010000: External Painting-straight color - L0020000: External Painting-metallic/2-layer - L0030000: External Painting-pearl color	Claim Dollar Amount	
Use this for all body repair in this bulletin: - A0041000: Body Shop repair no paint	Claim Dollar Amount	
Causal Part:	L00#0000	
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	NO
Claim Comment: Input “As per Technical Bulletin 2038999” in comment section of Warranty Claim.		
<p>1) For Vehicles outside the Limited Warranty Against Corrosion Perforation this bulletin is information only</p> <p>2) Corrosion claim vendor code will be the damage location.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per <i>Warranty Policies and Procedures Manual</i>.</p> <p>5) See attachment “srt_reference_table.pdf” for labor time reference.</p>		



Technical Bulletin

Required Parts and Tools

Replacement (Sedan)		
Part No:	Part Description	Quantity
3B5 827 025 D	Rear Trunk Lid	1
AKL 448 030 05	Protective Foil	0.1
Replacement (Wagon)		
Part No:	Part Description	Quantity
3B9 827 025 L	Rear Lift Gate	1
AKL 448 030 05	Protective Foil	0.1
Repair		
Part No:	Part Description	Quantity
AKL 448 030 05	Protective Foil	0.1

For Special Tools see Repair Manual.

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2038999/2	6/9/16	V551608	Update Claim Processing statement.
2038999/1	12/16/14	V551410	Original publication.

Paint/Corrosion Claim Form



Dealer No.
Repair Order No.

400000
910000

Example - Repair

If repeat repair, provide explanation in box below:

B5 Passat Wagon

VIN (17-Digits)	WVWNA23B0YE000000		
Color No. (4-digit ElsaPro Paint No.)	LB7Z		
Dealer Labor Rate	100.00		
Paint material price per unit	12.00		
Dealer-owned paint shop?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/>
Original paint material?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/>
	<input type="radio"/>	No	<input type="radio"/>
	<input type="radio"/>	No	<input type="radio"/>

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5559	0003	030	030	Paint lift gate	55597963	160	9
				Paint body part (handle)	51016150	30	3
<div style="border: 1px solid red; padding: 5px; display: inline-block;"> Verify ALL Labor Operation Time Units and Material Units </div>							

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair

Body Painting Prep Time	51017173	160
-------------------------	----------	-----

The vehicle history must be checked for any previous damage. Digital photographs must be included with the repair order per VWoA instructions. If there is a sublet invoice for painting, the invoice amount must be split between outside (sublet) labor and outside (sublet) material.

Paint Subtotal	350	12
----------------	-----	----

Part Number	Part Description	Part Qty	Part Price per Unit	Total Part Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units
EPOXY	Epoxy Primer	1	\$ 40.00		Remove and install lift gate	55591910	90
					Remove and install lift gate trim	55572399	30
					Remove and install handle	66511900	20
					Remove and install logo	66501900	20
					Remove corrosion on lift gate	55596300	60

Example Part Qty and Part Price per Unit only
All other parts should be claimed separately in the SAGA claim

Full pre-populated forms can be found in the following location:
WISE > Resource Center > Forms > Paint/Corrosion > TB# Form specific to the vehicle and the repair.

Example Time Units

Outside Material	Part Amount Subtotal	\$	40.00		Body Labor Subtotal	220
LACKMATF	Total Paint Material Amount	\$	144.00		Total TU/MU	570
	Total Parts Amount	\$	184.00			12

VW Representative
Authorization No.

TB 2038999

Authorization Date _____

Authorization valid until: _____

L00#0000	\$ 350.00
A0041000	\$ 220.00
Parts and Materials:	\$ 184.00
Total:	\$ 754.00

Warranty

VW Representative Name (printed)

VW Representative Signature

Paint/Corrosion Claim Form



Dealer No. **400000**
 Repair Order No. **910000**

Example - Replace B5 Passat
 If repeat repair, provide explanation in box below:

VIN (17-Digits)	WVWMA23B0YE000000		
Color No. (4-digit ElsaPro Paint No.)			LB3Y
Dealer Labor Rate			100.00
Paint material price per unit			12.00
Dealer-owned paint shop?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No
Original paint material?	<input checked="" type="radio"/>	Yes	<input checked="" type="radio"/> No

Service No.	Damage Code	Dmg Loc	Part manufacturer (Vendor Code)	Description of Repair	Paint Labor Operation(s)	Time Units	Mat'l Units
5559	0003	030	030	Paint new rear lid	55906150	110	9
				Paint body part (handle)	51016150	30	3
				Verify ALL Labor Operation Time Units and Material Units			

Note: Authorization and claim reimbursement are contingent on the usage of original parts for the repair	Body Painting Prep Time	51017153	160
The vehicle history must be checked for any previous damage. Digital photographs must be included with the repair order per VWoA instructions. If there is a sublet invoice for painting, the invoice amount must be split between outside (sublet) labor and outside (sublet) material.	Paint Subtotal	300	12

Part Number	Part Description	Part Qty	Part Price per Unit	Total Part Price	Description of Repair	Repair/Replace Labor Operation(s)	Time Units
					Remove and install rear lid	55901900	70
					Replace rear lid	55905550	90
					Trim and install protective foil	55572399	20
					Wax body	51017500	30

Full pre-populated forms can be found in the following location:
WISE > Resource Center > Forms > Paint/Corrosion > TB# Form specific to the vehicle and the repair.

Outside Material	Part Amount Subtotal	\$	-
LACKMATF	Total Paint Material Amount	\$	144.00
	Total Parts Amount	\$	144.00

Body Labor Subtotal	210
Total TU/MU	510 12

VW Representative Authorization No. **TB 2038999**

Authorization Date _____
 Authorization valid until: _____

L00#0000	\$	300.00
A0041000	\$	210.00
Parts and Materials:	\$	144.00
Total:	\$	654.00

Warranty
 VW Representative Name (printed) _____

VW Representative Signature _____

SRT Reference Table for TPI# 2038999

Repair (1998-2001 B5 Passat) – Models(3B2)		
<u>Body Labor</u>		
Labor Operation: Remove and install rear lid	55 90 19 00 = 70 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Remove and install rear lid trim	70 87 19 00 = 30 TU	
Labor Operation: Remove and install handle <i>Includes: trim and install protective foil</i>	55 57 23 99 = 30 TU	
Labor Operation: Remove and install logo	66 51 19 00 = 20 TU	
Labor Operation: Remove and install rear lettering	66 50 19 00 = 20 TU	
Labor Operation: Remove corrosion on rear lid	55 90 63 00 = * TU	
<u>Refinish Labor</u>		
Labor Operation: Prepare painting	51 01 71 73 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint rear lid	55 90 79 53 = 160 TU	
Labor Operation: Paint body part (handle)	51 01 61 50 = 30 TU	
<u>Outside Materials</u>		
Labor Operation: Paint rear lid	8 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
Labor Operation: Paint body part (handle)	3 MU	

* Rear lid replacement should be considered if the total repair cost will exceed 80% of the total replacement cost. Refer to the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “ 80% rule”).

Replace (1998-2001 B5 Passat) – Models(3B2)

Body Labor

Labor Operation: Remove and install rear lid	55 90 19 00 = 70 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Replace rear lid	55 90 55 50 = 90 TU	
Labor Operation: Trim and install protective foil	55 57 23 99 = 20 TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	

Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint new rear lid	55 90 61 50 = 110 TU	
Labor Operation: Paint body part (handle)	51 01 61 50 = 30 TU	

Outside Materials

Labor Operation: Paint new rear lid	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
Labor Operation: Paint body part (handle)	3 MU	

Repair (1998-2001 B5 Passat Wagon) – Models(3B5)

Body Labor

Labor Operation: Remove and install lift gate	55 59 19 10 = 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Remove and install handle <i>Includes: trim and install protective foil</i>	55 57 23 99 = 30 TU	
Labor Operation: Remove and install logo	66 51 19 00 = 20 TU	
Labor Operation: Remove and install rear lettering	66 50 19 00 = 20 TU	
Labor Operation: Remove corrosion on lift gate	55 59 63 00 = * TU	

Refinish Labor

Labor Operation: Prepare painting	51 01 71 73 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint lift gate	55 59 79 63 = 160 TU	
Labor Operation: Paint body part (handle)	51 01 61 50 = 30 TU	

Outside Materials

Labor Operation: Paint lift gate	9 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
Labor Operation: Paint body part (handle)	3 MU	

* Lift gate replacement should be considered if the total repair cost will exceed 80% of the total replacement cost.

Refer to the Reimbursement Policy section of the *Warranty Policies and Procedure Manual*. This section provides important guidelines when considering component repair vs. replacement options (the “ 80% rule”).

Replace (1998-2001 B5 Passat Wagon) – Models(3B5)

Body Labor

Labor Operation: Remove and install lift gate	55 59 19 10 = 90 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: A0041000
Labor Operation: Replace lift gate	55 59 55 60 = 250 TU	
Labor Operation: Trim and install protective foil	55 57 23 99 = 20 TU	
Labor Operation: Wax body	51 01 75 00 = 30 TU	

Refinish Labor

Labor Operation: Prepare painting	51 01 71 53 = 160 TU	Multiply claim time units x warranty labor rate. Enter in SAGA under Outside Labor Operation: L00#0000* *Please see warranty table for proper labor operation
Labor Operation: Paint new lift gate	55 59 61 60 = 130 TU	
Labor Operation: Paint body part (handle)	51 01 61 50 = 30 TU	

Outside Materials

Labor Operation: Paint new lift gate	10 MU	Multiply claim material units x \$12.00. Enter in SAGA under Outside Materials: LACKMATF
Labor Operation: Paint body part (handle)	3 MU	