



Technical Tip

Topic	92-14-01TT – Windshield Washer Malfunction
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	March 31, 2017

Condition

ATTENTION:**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.****TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Windshield Washer Malfunction

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2010-2017	All	All	All	All
Golf SportWagen	2015-2017	All	All	All	All
Jetta SportWagen	2010-2014	All	All	All	All

Technical Background

For fault code VAG00897 (Electrical malfunction in circuit in the BCM), following the next steps will ensure proper diagnosis and operation of the washer pump.

Service

Note that if the BCM -**PQ35**- does not have the fault, this tech tip does not apply. The following are the steps to properly diagnosis fault code VAG00897 (electrical malfunction in circuit).

- Validate washer pump is inoperative.
- Validate fluid in the washer bottle is not frozen.
- Validate fault code 00897 is stored in address word 09.
- Cycle key off for five seconds.
- Erase fault memory.
- Validate pump operates normally.
- If the pump is operating normally, do not replace it.



Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2037067/6	3/31/17	Update to model year 2017 applicability.
2037067/1	4/18/14	Original publication.

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