



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012 - 2016	All	All	All	All
Passat	2017	All	All	A3_HC000001	A3_HC043283

## Condition

**57 17 03** September 20, 2017 **2041749** Supersedes Technical Bulletin V571506 dated December 16, 2016 to include updated production solution and additional repair instructions.

### Front or Rear Door Arrester (Door Check Rod/Door Check Strap) Noisy or Defective

One or more of the following conditions are exhibited:

- Noise (grinding, popping, creaking, clicking, etc.) when opening or closing the door.
- Door binding during opening or closing operation.

## Technical Background

The condition is caused by water ingress into the door arrester that accumulates in the arrester cover (boot) and freezes during cold weather conditions. The ice built up around the door arrester slider spring prevents it from compressing during door opening and closing operation and the spring will eventually wear through the plastic slider and damage the check rod.



Figure 1.



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## Production Solution

From CW47/15 to CW50/16 the door arrester is mounted to the door using bolts that has a smaller diameter head. The smaller diameter bolt head provides the necessary clearance for the door arrester seal to properly seal against the door and prevent water entering the door arrester cover. As of CW50/16 the internal door sheet metal and bracket was modified to allow water drainage from the door arrester cover.

## Service

**Step 1. Replace affected door arrester (door check strap/door check rod), and drill water drain hole in door arrester cover (boot).**

- Remove the affected door arrester with cover according to the repair manual.
- Replace the door arrester.
- Check the door arrester cover for damage:



- **Figure 2. Example of door arrester cover for left door.**



### Note:

If the arrester cover is damaged, it must be replaced according to the parts catalog. If the cover is undamaged, clean and reuse the part.



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## Drill a water drain hole in the door arrester cover:

Use a metal drill bit (diameter 8 mm) to drill a water drain hole (Figure 3.) in the door arrester cover as follows.



Figure 3. Example of door arrester cover with water drain hole for left side of the vehicle ("R top")

- On the left side of the vehicle the hole must be drilled on the side of the cover where it says "R top" (Figure 4. red ellipse).



Figure 4. Door arrester cover for left side of vehicle



### Note:

On the right side of the vehicle the hole must be drilled on the side of the cover where it says "L top".



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- Drill a water drain hole at a distance of 10 mm in the door arrester cover, measured from the crease in the cover as shown in figure 5.



**Figure 5. Reference point of water drain hole**

Assemble the cover to the new door arrester in preparation for installation.



**Note:**

When the door arrester is installed in the door, the water drain hole must be pointing down towards the bottom of the door.



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## Step 2. Install the door arrester using bolts with smaller head dimension

- To install the new door arrester, discard the bolts – 2 (figure 6.) from the old door arrester and install the new door arrester using new bolt part number: N 107 732 01 (Figure 7).

Complete the installation per the instructions in Elsa.



Figure 6



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**Note:**

The old part number bolts **MUST** be discarded and the new part number bolts **MUST** be used for the installation of the new door arrester.



Figure 7.



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## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2012 - 2016	All	All	All	All
Passat	2017	All	All	A3_HC000001	A3_HC043283
SAGA Coding					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code		HST	Damage Location (Depends on Service No.)	
5759	010		--	Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer		Passat		WWO <sup>2)</sup>	
Labor Operation <sup>3)</sup> : Remove and Install Front door trim panel			70591900 = 40 TU		
Labor Operation <sup>3)</sup> : Remove and Install Front loudspeaker (Bass)			91401950 = 20 TU		
Labor Operation <sup>3)</sup> : Remove and Install Door arrester			57591950 = 10 TU		
Labor Operation 3) : <u>Includes</u> • Drill water drain hole in door arrester cover (boot).			57594999 = 20 TU		
Causal Part: Door Arrester			561 837 249*		
Diagnostic Time <sup>4)</sup>					
GFF Time expenditure	01500000 = 00 TU max.			NO	



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Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2041749" 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 Policy Procedures Manual.		

## Required Parts and Tools

Part Description	Part No:	Quantity
Flat Head Bolt M6X10	N 107 732 01	2
Door Arrester	561 837 249*	1

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2041749/2	9/20/17	V571703	Update production solution and additional repair instructions.
2041749/1	12/16/16	V571506	Original publication