



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2018 - 2019	All	All	All	All

Condition

64 19 01 January 2, 2019 2053045/1

Window Inoperative, Window Pinch Protection Activated, or Window Noisy During Operation



Note:

This technical bulletin **MUST** be read in its entirety before beginning diagnosis or repairs.

Effective immediately, all claims for window repairs, must have an accompanying Doc-It case uploaded in the Warranty Information and Service Evaluation (WISE) system. Please see the warranty section of this technical bulletin for details on uploading the required information.

Technical Background

Window operation can be affected by failed or worn out components or by outside influence such as window tint, debris, industrial fall out or weather conditions. The evidence captured during diagnosis of the root cause of a failure is important for the factory to make production improvements and to provide sustainable repair solutions.

Production Solution

NA.

Service

Required Information:

Before removing or replacing any door or window components, inspect for visual damages and take pictures.



Tip:

For rear window guide seal concerns, refer to technical service bulletin number 2050822, 64-18-01 (V641801) in Elsa for specific repair information.

Inspect the following components.

- Check window guide seal for deformity or if the seal folded or rolled over.
- Check the window shaft (slot) seals, inner and outer for deformity or if the seal is moved out of place.



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- Check outer door panel for any indication of exterior damage.
- Take pictures of any defect identified during inspection.
- Take side view picture(s) of the vehicle on the side that the complaint was reported. Example, figure 1.



Figure 1

- Take picture(s) of the window glass label. Example, figure 2.



Figure 2



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- Take picture(s) of the interior of the window glass for which the complaint was reported. Example, figure 3

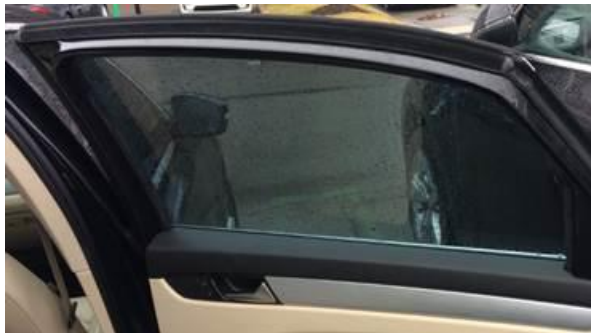


Figure 3



Note:

All warranty claims for window failures MUST have at least the 3 pictures shown in figures 1 through figure 3 uploaded in WISE.

In addition to the minimum required pictures shown above:

- Take pictures of any defects identified.

Also be sure to capture the following:

- Impression of accessories suction cups on the window glass
- Adhesive residue on the window glass
- Glass blemish, etc.



Tip:

A good practice when taking pictures to capture evidence, is to take zoomed out picture(s) showing the general reference area where the issue is, and zoomed in picture(s) capturing the close up details of the issue.

After the vehicle is carefully inspected and the basic information is captured, follow GFF and or the repair manual information to diagnose and repair the vehicle.



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Warranty



Note:

For information on uploading files to WISE, go to WISE > Resource Center > Dealer Process & Guide.

Under the section for Warranty Information and Service Evaluation (WISE), select pdf document: Wise Operations Section – Doc-IT Technical Bulletin Uploading Process Job Aid.

Information only.

Required Parts and Tools

No special parts required.

For special tool requirements refer to the corresponding repair information in Elsa.

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
2053045/1	1/2/19	V641901	Original publication.