

57-20-01TT - Erratic or No Door Lock Operation, Alarm sounds without	Release date:	09/18/2020
cause		

## Condition

#### **ATTENTION:**

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

Applicable Vehicles						
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	
Atlas, Atlas Cross Sport	2018 - 2021	All	All	All	All	

# Revision TableInstance NumberPublished DateVersion NumberReason For Update2060810/19/18/2057-20-01TTOriginal publication.

### **Technical Background**

Possible customer complaint:

1. Doors will not lock or unlock.

2. Customers state the alarm will go off without cause.

3. Doors lock and unlock until car is moving over 10 mph.

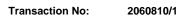
### Tip:

#### Any of the above symptoms could be static or intermittent.

Faults may be present in the Driver Door Control Module -*J386*- or Front Passenger Door Control Module -*J387*-. Some possibilities are B122B12, B122B11, B122D29, B11F411. However, there could be others.

#### Service

After initial visual inspection, unplug outside mirror connector from the door module (-*J386*- or -*J387*-). If the door lock(s) begin working correctly, replace the affected mirror assembly. If door lock operation is not affected by unplugging the mirror, continue with normal diagnosis.





57-20-01TT - Erratic or No Door Lock Operation, Alarm sounds without	Release date:	09/18/2020
cause		

## **Additional Information**

© 2020 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.