

**57-18-01 - Front Door(s) May Be Difficult to Close at Temperatures Below Freezing**

Release date: 11/4/2020

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**Condition**

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI (A6)	2009 - 2014	All	All	All	All
Golf/GTI (A7)	2015-2018	All	All	All	All
Golf Sportswagen, Alltrack (A7)	2015-2018	All	All	All	All
Golf R	2015-2018	All	All	All	All
Jetta (A6)	2011 – 2018	All	All	All	All
Passat	2012 – 2021	All	All	All	All
Tiguan (Limited)	2010 – 2018	All	All	All	All
Tiguan LWB	2018	All	All	All	All
Atlas	2018 - 2021	All	All	All	All
Atlas Cross Sport	2020 - 2021	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2042955/5	11/04/18	57-18-01	Updated to include additional models, model year applicability and the removal of warranty WISE claim requirements.
2042955/4	2/13/18	V571801	Updated to include additional models, model

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			year applicability and warranty WISE claiming comments.
2042955/3	2/8/17	V571701	Include MY2016-2017 applicability.
2042955/1	1/22/16	V571601	Original publication.

Front door lock will not unlock or lock, or the door is difficult to close during low ambient temperatures (freezing conditions, usually below 32°F / 0°C).

## Technical Background

Component-related deviation on the door lock(s).

## Production Solution

Not applicable.

## Service

### Procedure:

Replace the affected door lock and cap, plus seal the cap to the lock with Butyl sealing cord.

- Remove the affected door lock and cap. See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.
- Replace the door lock and the cap with new parts (See ETKA for the latest parts information).
- Assemble the new door lock and the new cap (Figure 1). See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.



Figure 1: Door lock and cap assembled.



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- Using shop rags or suitable material, protect the lower section of the door against damage as shown in Figure 2.

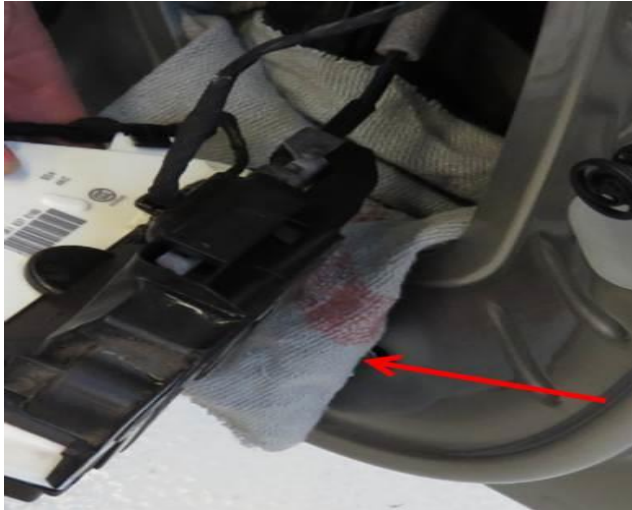


Figure 2: Example of protected lower door area.

- Cut off a piece of Butyl sealing cord (part number AKL-450-005-05) to a length of about 160 mm (6 inches).
- Carefully route the butyl sealing cord, starting from position 1 (Figure 3, red arrow), along the cap (Figure 4, position 1 to 5) and press it down firmly.



Figure 3: Starting position for routing Butyl sealing cord.



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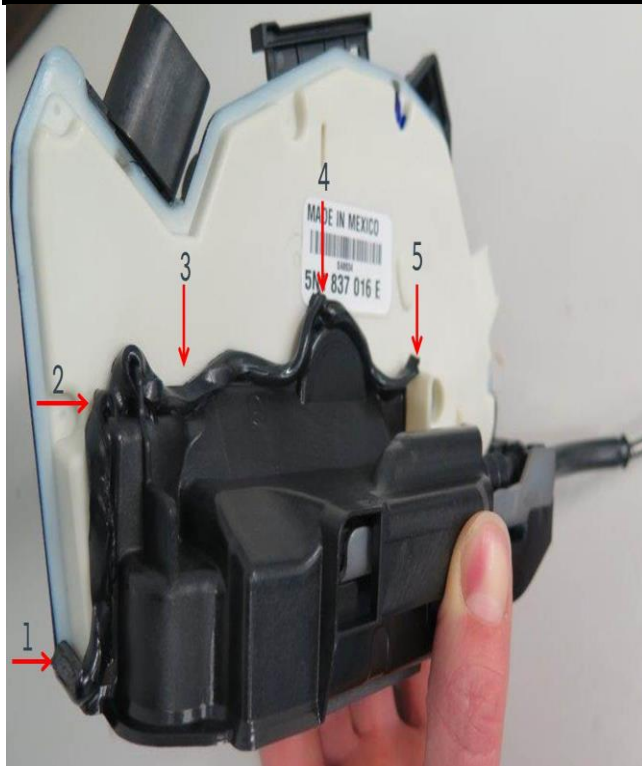


Figure 4: Area where Butyl sealing cord has to be routed.



**Tip:**

On the driver door lock the Butyl sealing cord must be pressed down in the area of the follower with a suitable tool, for example a wedge (Figure 5, red arrow).



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Figure 5: pressing down Butyl sealing cord with suitable tool.

- Press down again on the Butyl sealing cord (spread the Butyl) to ensure proper sealing between the cap and the door lock (Figure 6).



Figure 6: (Example: butyl sealing cord pressed down/spread out by hand).

- Complete the installation of the door lock to the door. See Body Exterior. Repair Group 57 Front Doors and Central Locking Door Lock Removal and Installation in Elsa.

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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
Golf/GTI (A6)	2009 - 2014	All	All	All	All
Golf/GTI (A7)	2015-2018	All	All	All	All
Golf Sportwagon, Alltrack	2015-2018	All	All	All	All
Golf R	2015-2018	All	All	All	All
Jetta (A6)	2011 – 2018	All	All	All	All
Passat	2012 – 2021	All	All	All	All
Tiguan (Limited)	2010 – 2018	All	All	All	All
Tiguan LWB	2018	All	All	All	All
Atlas	2018-2021	All	All	All	All
Atlas Cross Sport	2020-2021	All	All	All	All

**SAGA Coding**

<b>Claim Type:</b>	Use applicable Claim Type <sup>1)</sup>		
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>
5717	0010	--	Use applicable when indicated in Elsa (L/R)
<b>Parts Manufacturer</b>	Golf/GTI, Golf R, Golf Sportwagon, Allroad, Jetta, Passat, Tiguan Limited, Tiguan LWB, Atlas, Atlas Cross Sport		YRE <sup>2)</sup> OR ZCX <sup>2)</sup>

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<b>(refer to original part for applicable vendor code)</b>	
<b>Jetta, Passat</b>	
<b>Labor Operation</b> <sup>3)</sup> : Replace Front door lock	57175550 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door lock	57171950 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door trim panel	70591900 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Attach Butyl sealing cord to door lock and cap.	57173499 = 20 TU
<b>2009-2014 Golf/GTI</b>	
<b>Labor Operation</b> <sup>3)</sup> : Replace Front door lock	57175550 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door lock	57171950 = see Elsa for latest time units. (4-door) <b>OR</b> 57171960 = see Elsa for latest time units. (2-door)
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Door Carrier Assemble (4 door only)	57301950 = see Elsa for latest time units. (Expanding rivet) <b>OR</b> 57301960 = see Elsa for latest time units. (Pop rivet)
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front Door Trim Panel	70591900 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Attach Butyl sealing cord to door lock and cap.	57173499 = 20 TU
<b>2015-2018 Golf R, Golf, Golf GTI, Golf Sportwagen, 2020-2021 Alltrack, 2018-2021 Atlas</b>	
<b>Labor Operation</b> <sup>3)</sup> : Replace Front door lock	57175550 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door lock	57171950 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door trim panel	70591900 = see Elsa for latest time units.

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<b>Labor Operation</b> <sup>3)</sup> : Attach Butyl sealing cord to door lock and cap.		57173499 = 20 TU
<b>Tiguan LWB</b>		
<b>Labor Operation</b> <sup>3)</sup> : Replace Front door lock		57175550 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door lock		57171950 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door trim panel		70591900 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Attach Butyl sealing cord to door lock and cap.		57173499 = 20 TU
<b>Tiguan (Limited)</b>		
<b>Labor Operation</b> <sup>3)</sup> : Replace Front door lock		57175550 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door lock		57171950 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Door Assembly Carrier		57301950 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front door trim panel		70591900 = see Elsa for latest time units.
<b>Labor Operation</b> <sup>3)</sup> : Attach Butyl sealing cord to door lock and cap.		57173499 = 20 TU
<b>Causal Part:</b> Front Door Lock		5K1 837 01** , 5N1 837 01**
<b>Outside Material:</b>	Part No: AKL 450 005 05	\$0.55/ Repair
<b>Diagnostic Time</b> <sup>4)</sup>		
<b>GFF Time expenditure</b>	01500000 = 00 TU max.	NO
<b>Road Test</b>	01210002 = 00 TU	NO
	01210004 = 00 TU	
<b>Technical Diagnosis</b>	01320000 = 00 TU max.	NO



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**Claim Comment:** Input "As per Technical Bulletin 2042955" 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
Front Door Lock (Left/ Right)	5K1-837-015* Or 5K1-837-016*	1
Front Door Lock (Left/ Right)	5N1-837-015* Or 5N1-837-016*	1
Front Door Cap (Left/Right)	5K0-837-349* Or 5K0-837-350*	1
Butyl Sealing Cord	AKL 450 005 05	160 mm (6 inches)

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.