



60-19-04 - Sunroof Water Leak - Reduced Adhesion Causing Loose Seal (U.S. Only)

Release date: 1/28/2021

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan LWB	2018-2020	All	All	AX_JM000001	AX_LM079699

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2054353/3	1/28/21	60-19-04	Include additional model year and update warranty table labor operation numbers.
2054353/2	4/1/19	V601904	To adjust metadata.
2054353/1	3/27/19	V601902	Original publication.

Technical Background

Front headliner area is wet around the vanity light(s), sunroof, and overhead console area due to water entering via the sunroof.

Note:

This TB must be read in its entirety before attempting the procedure described below.

Take photos of the seal and body sections that were not adhered to the body. All photos must be uploaded to WISE. See warranty section for more information on uploading information in WISE.

Water leak is due to poor adhesion of the sunroof body side seal to the body.



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Figure 1: Example of water leak coming from the front vanity light.



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Figure 2: Example of the sunroof body side seal not having proper adhesion to the body.

Production Solution

Quality alert implemented at production line as of **CW49/19** and VIN: **AX_LM079699**.

Service

 **Note:**

Please verify customer concern of water leak before starting repairs.

The following items should be checked prior to proceeding with this Technical Bulletin. If any issues are found refer to ElsaPro repair manual group 60 and repair as needed. Water test the vehicle after each repair below to confirm if the issue has been resolved. If the repair does not resolve the issue please proceed with the Technical Bulletin.

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Sunroof Glass Panel Check

- Visually ensure sunroof panel molded seal and body side seal have no deformation.



Figure 3: Example of the sunroof panel molded seal warped/deformation.

Sunroof Drains Check

- Check for blockage and proper draining.

Performing Sunroof Body Side Seal Repair:

- Remove the sunroof frame per ELSA repair instructions, “Body -> Body Exterior -> 60 Sunroof -> Sliding Sunroof -> Sunroof Frame, Removing and Installing” in Elsa.
- Remove the sunroof body side seal per ELSA repair instructions, “Body -> Body Exterior -> 60 Sunroof -> Sliding Sunroof -> Sunroof Seals, Removing and Installing -> Outer seal, Removing and Installing” in Elsa.

 Tip:

Start by pulling slightly on the body side seal and moving along the seal to confirm proper adhesion of the seal to the body until the seal is completely off. Once the seal has been removed, inspect it for non-adhered sections.

 Note:

Take photos of the seal and body sections that were not adhered to the body and upload to WISE for a valid warranty claim.



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Figure 4: Example of a adhesion issue photo for uploading into WISE.



Tip:

Take caution to follow the steps indicated in ELSA for surface cleaning & preparation. If this step is not done correctly the seal will not seal properly to the vehicle body.



Tip:

During the initial installation process DO NOT remove the “red” protective tape on the seal. Remove the “red” protective tape ONLY after the seal has been properly seated (Figure 5).



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Figure 5: Example of installing the body side seal WITHOUT removing the “red” protective tape.



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Figure 6: Example of removing the “red” protective tape after seal has been properly seated.

- Continue with the Repair Manual instructions in Elsa to complete the repair.

Note:

Take proper care to ensure that the seal is properly adhered to the body, this is a critical step to ensure the issue will be resolved.

Sunroof Frame

- Ensure the sunroof frame is properly aligned per ElsaPro repair instructions.

Warranty

Note:

All documentation is needed for reimbursement and must be uploaded to WISE. For information on uploading documents and pictures in WISE, go to WISE > Resource Center > Dealer Processes & Guide, select pdf file: Wise Operations Section – Doc-IT Technical Bulletin Uploading Process Job Aid.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
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SAGA Coding			
Claim Type:	Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
6042	0050	-	-
Parts Manufacturer	Tiguan LWB	3ME ²⁾	
Labor Operation ³⁾ : Water Test		60480399 = 20 TU	
Labor Operation ³⁾ : Remove and Install Headliner (5-seater)		70 84 19 20 = See Elsa for latest time units	
Labor Operation ³⁾ : Remove and Install Headliner (7-seater)		70 84 19 22 = See Elsa for latest time units	
Labor Operation ³⁾ : Remove and Install Sunroof Frame		60 28 19 50 = See Elsa for latest time units	
Labor Operation ³⁾ : Remove and Install Seal Inspection		60 42 01 99 = 10 TU	
Labor Operation ³⁾ : Remove and Install Clean Sunroof Body Frame		60 28 29 99 = 20 TU	
Labor Operation ³⁾ : Remove and Install Body Side Seal Replace		60 42 55 50 = See Elsa for latest time units	
Causal Part:		3G9 877 459	
Diagnostic Time ⁴⁾			
GFF Time expenditure	01500000 = Actual GFF print out	NO	
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO	
Technical Diagnosis	01320000 = 10 TU max. 01320000 = 20 TU max.	Glass Panel Check Sunroof Drains Check	



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Claim Comment: Input "As per Technical Bulletin 2054353" 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 Policies and Procedures Manual.

Required Parts and Tools

Part Number	Designation	Qty.
D 009 401 04	Cleaner	0.5
D 366 PR1 A1	Primer	1
3G9 877 459 A	Gasket (adhesive)	1

Part numbers are accurate at time of publication. Always refer to ETKA for the latest part information.

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.