



97-21-02TT - Fault code U019900 or U020000 along with Various Warnings

Release date: 11/29/2021

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, Golf, Golf Wagon, Jetta, Tiguan, Taos	2019-2022	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2065172/2	11/29/21	97-21-02	Applicable model metadata adjustment.
2065172/1	11/12/21	97-21-02	Original publication.

Various warning lights may illuminate, the windows may operate erratically, and several communication faults are stored.

Technical Background

A poor connection in/at the door wiring harness may cause fault code U019900 or U020000 to be stored along with many other faults. This may also cause unwanted activation of certain vehicle systems, such as the windows opening/closing by themselves.

Service

Check the wiring harness at the driver side A-pillar connection, both the door and body harness sides, for any pins that have poor terminal tension or pins that are backing out of their housing. While doing these checks, be sure to pay close attention to the Comfort CAN High and Low circuits. If there are any pin issues noted, replace the affected pins and retest. If there are not any pin fit issues, it is recommended to replace the affected door harness and retest.

Additional Information

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