



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

Release date: 11/4/2020

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 Sportwagen, 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.

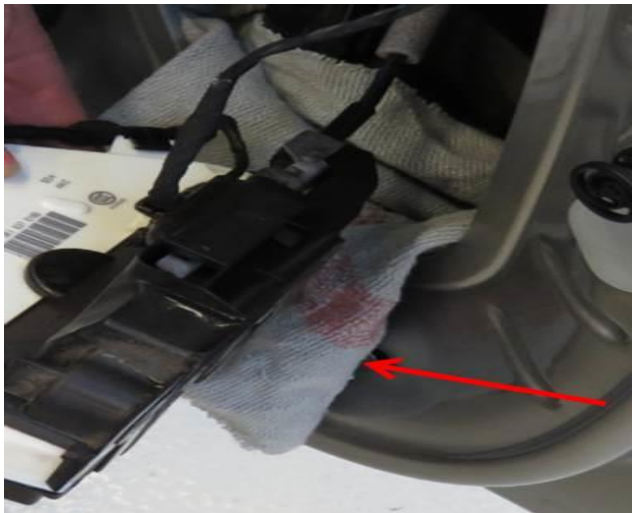


Figure 2: Example of protected lower door area.

- 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 ¹⁾

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



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



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