



Service Action

Code: 60BD

Subject Panoramic Glass Roof Corner Bonding

Document History

Date	Summary
05/14/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	ID. BUZZ	27
CAN	2025	2025	ID. BUZZ	51

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

About this Service Action

Some vehicles with a panoramic glass roof produced during a limited production period may have bonding issues at the corners of the glass roof. Dealers will inspect the roof corner bonding and re-bond the entire glass roof if needed.

Code Visibility

On or about May 14, 2026, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in June 2026. Owner notification examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **June 30, 2031**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	60BD									
Damage Code	0099									
Parts Vendor Code	WWO									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark labor as causal									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.									
Criteria I.D.	01									
	Remove front grab handles. Lower headliner and inspect glass roof bonding on all four corners of the glass roof.									
	<table border="1"> <thead> <tr> <th colspan="3">LABOR</th></tr> <tr> <th>Labor Op</th><th>Time Units</th><th>Description</th></tr> </thead> <tbody> <tr> <td>7083 09 99</td><td>40</td><td>Inspect glass roof bonding</td></tr> </tbody> </table> <i>NOTE: If the glass roof bonding is found compromised, a TAC case must be created with photos for documentation purposes. Claim the re-bonding according to the ELSA Repair Manual. All claims for re-bonding the glass roof will stop for review.</i>	LABOR			Labor Op	Time Units	Description	7083 09 99	40	Inspect glass roof bonding
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7083 09 99	40	Inspect glass roof bonding								

Customer Notification Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Service Action 60BD - Panoramic Glass Roof Corner Bonding

Some vehicles with a panoramic glass roof produced during a limited production period may have bonding issues at the corners of the glass roof.

Under this service action, your authorized Volkswagen dealer will inspect the roof corner bonding and re-bond the entire glass roof if needed at no cost to you.

- Inspection will take about an hour.
- If re-bonding is needed, your dealer will provide the estimated time for completion.

Please contact your authorized Volkswagen dealer without delay to schedule this work. This service action will be available free of charge **only until June 30, 2031.**

To set up an appointment online, please visit www.vw.com/find-a-dealer.

Volkswagen Customer Protection

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/lookup and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

Customer Notification Example (CANADA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Service Action 60BD - Panoramic Glass Roof Corner Bonding

Some vehicles with a panoramic glass roof produced during a limited production period may have bonding issues at the corners of the glass roof.

Under this service action, your authorized Volkswagen dealer will inspect the roof corner bonding and re-bond the entire glass roof if needed at no cost to you.

- Inspection will take about an hour.
- If re-bonding is needed, your dealer will provide the estimated time for completion.

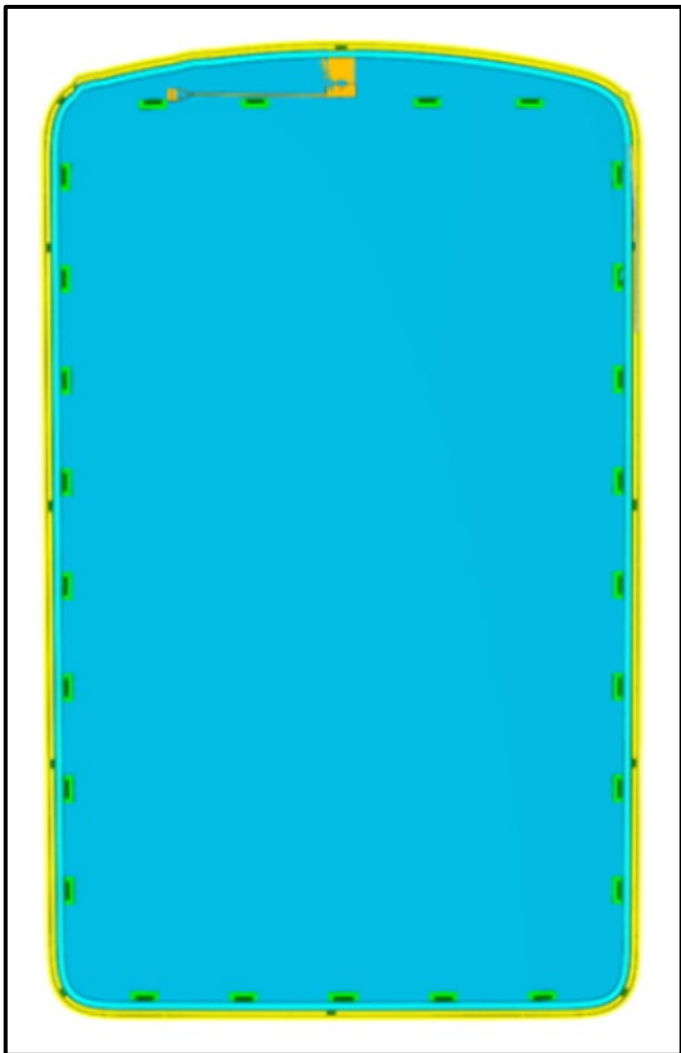
Please contact your authorized Volkswagen dealer without delay to schedule this work. This service action will be available free of charge **only until June 30, 2031.**

Please visit www.vw.ca to find a dealer.

Volkswagen Customer Protection

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.ca and enter your Vehicle Identification Number (VIN) into the Recalls and Service Actions Lookup tool.

Repair Overview



- Inspect glass roof panel adhesive seal
- Remove and re-bond glass roof panel if necessary

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools



Removal Wedge Set
-VAS895015-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

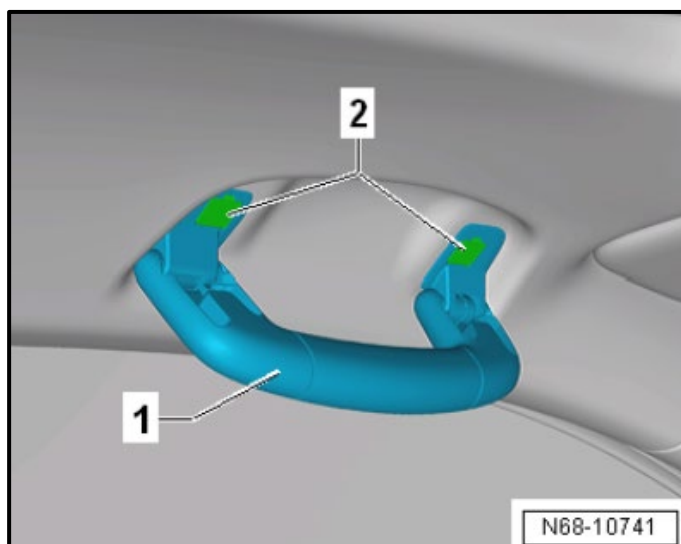
CRITICAL REPAIR STEP

 **STOP!** 

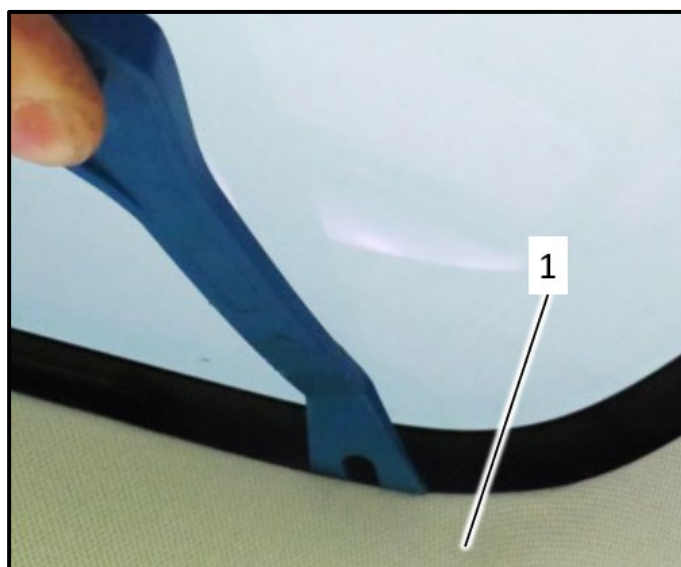
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



- Remove the front grab handles <1> per the ELSA repair manual:
 - *Repair manual > Body > Body Interior > 68 Interior Equipment > Extra Equipment > Roof Grab Handle, Removing and Installing.*



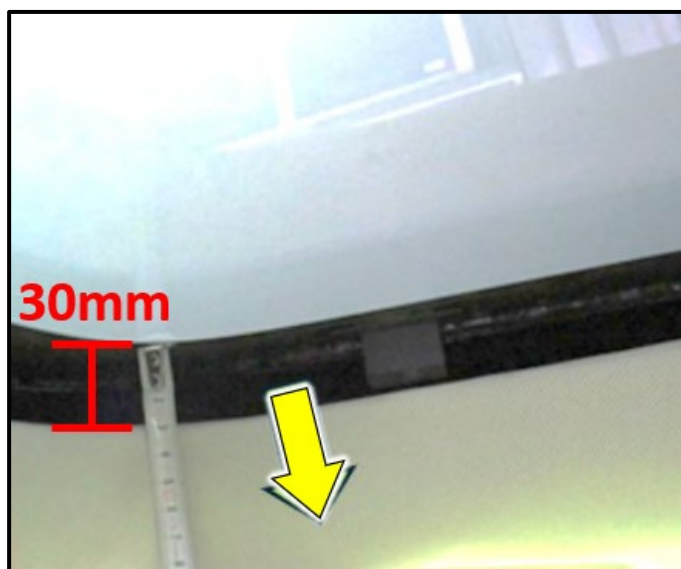
NOTE

Only perform the inspection process on one corner at a time.

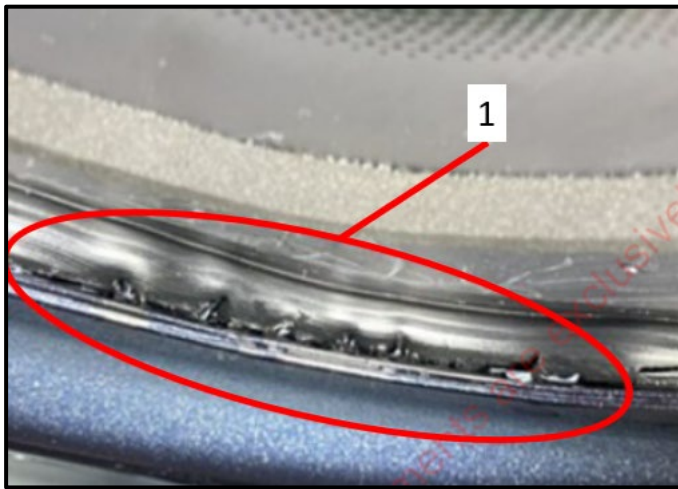
All four corners must be inspected.

The headliner is not removed during the inspection.

- Unclip the headliner <1> in the corner area of the glass roof panel.



- Carefully lower the headliner corner by approximately 30mm.



- Check the glass roof panel bonding seal.
- If the glass roof panel is properly bonded in this corner:
 - Reattach the headliner in this corner.
 - Repeat the inspection steps on the remaining glass roof panel corners.
- If the glass roof panel is properly bonded in all four corners:
 - Reassemble the vehicle in reverse order of removal.
 - Work is complete.
- If the glass roof panel is not properly bonded <1> in any of the corners:

! NOTE

The glass roof panel can be reused and does not have to be replaced.

- Create a TAC WEB Ticket and provide clear photos of the improperly applied sealant.
- Wait for a response on the TAC ticket before proceeding with re-bonding the glass roof panel according to the ELSA Repair Manual.
- Proceed to Section C.

Section C - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.