

VW Polo: Rear window drops abruptly when opening

Question: A customer of ours with a 2010 Volkswagen Polo 5 door hatchback is complaining that the rear door window glass drops abruptly when opening. We removed the rear door trim and found the window glass detached from the window winder mechanism. We re-attached the window glass to the window winder mechanism, but the car has now returned with the same issue. Is this a known fault?

Answer: The door window glass repeatedly becoming detached from the window winder mechanism is a fault known to us. It is due to the door window glass locating bush being dislodged or faulty. Remove the rear door trim. Remove the rear door window glass. Check the door window glass for damage and replace if necessary. Cut adhesive tape, available from Volkswagen parts department,

into 6 mm x 55 mm strips. Wrap a new door window glass locating bush, available from Volkswagen parts department, with adhesive tape to a diameter of 13.4 mm Fig.1.1. Fit the door window glass locating bush to the door window glass. Lock the locating bush in place with an expander pin. Refit the rear door window glass. Refit the rear door trim. Repeat procedure for the opposite side.

