

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please contact Warranty.**



Safety Recall

Code: 34F6

**Subject: 2013-2014 MY Jetta Hybrid
7-Speed DSG® Auto Transmission w/Tiptronic®
(DQ-200 Direct-Shift Gearbox)**

December 06, 2013

Problem Description

Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop. Loss of motive power while driving may increase the risk of a crash.

All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.

Corrective Action

Replace existing synthetic gearbox oil with a new, mineral-based oil with non-corrosive additives to prevent future failure.

Affected Vehicles

U.S.A.:

2013-2014 MY Jetta Hybrid

CANADA:

2013 MY Jetta Hybrid

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December 06, 2013 affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Special Tools Information

One set of special tools will be shipped to the Service manager at each dealership prior to customer notification.

U.S. Dealers

Your shipment contains:

- (1) Adapter Fitting, SET-34F6/1. *This is an interim tool used for filling the gearbox. When available, one (1) VAS 6262/4 Adapter Fitting will be shipped to your dealership to replace the interim tool.*
- (1) Bottle, ET-34F6/2

Canadian Dealers

Your shipment contains:

- (1) Adapter Fitting, VAS 6262/4
- (1) Bottle, ET-34F6/2

High Voltage Technician (HVT)

Only A High Voltage Technician (HVT) is authorized to perform this repair.

Owner Notification Mailing

On or about December 10, 2013 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 34F6
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WVO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Inspect gearbox, punch marks present on drain plug, perform software update

Repair operation: 3470 25 99 70 T.U.

OR

Criteria I.D. 01

Inspect gearbox, punch marks **NOT** present on drain plug, install new gearbox oil, perform software update

Repair operation: 3401 25 99 230 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
19.00	G 052512S0	DSG oil



Part# G 052512A2 is for ordering. For reimbursement, claim as listed here by using part# G 052512S0.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6501 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (USA)

This notice applies to your vehicle <VIN>

**Subject: Safety Recall 34F6/4V
7-Speed DSG® Auto Transmission w/Tiptronic® (DQ-200 Direct-Shift Gearbox)
2013-2014 Model Year Volkswagen Jetta Hybrid**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2013-2014 model year Volkswagen Jetta Hybrid vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop. Loss of motive power while driving may increase the risk of a crash.

All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.

What will we do? To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing synthetic gearbox oil with a new, mineral-based oil with non-corrosive additives to prevent future failure. This work will take up to three hours to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (34F6/4V)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA)

This notice applies to your vehicle <VIN>

**Subject: Safety Recall 34F6/4V
7-Speed DSG® Auto Transmission w/Tiptronic® (DQ-200 Direct-Shift Gearbox)
2013 Model Year Volkswagen Jetta Hybrid**

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Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer Relations (34F6/4V)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

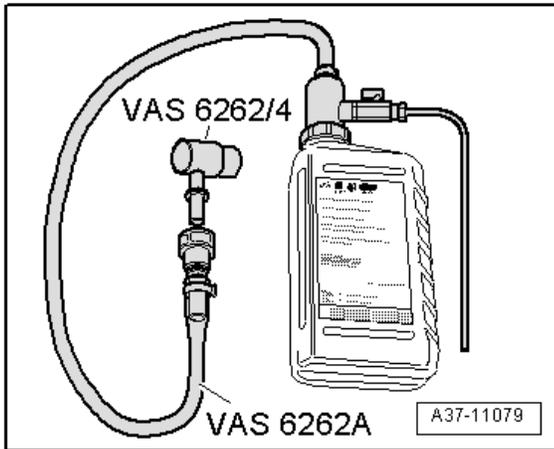
Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”

Required Tools:



- VAS 6262A – Adapter for Oil Filling



- VAS 6262/4 – Adapter Fitting for filling DQ-200 Transmission

 Tip: This tool shipped to all Canadian dealers at time of campaign initiation.



- SET-34F6/1 – Adapter for Oil Filling

 Tip: This tool shipped to all U.S. dealers at time of campaign initiation, and serves only as an interim tool until VAS 6262/4 becomes available. At that time, only the VAS 6262/4 will be a valid tool for this repair.



- ET-34F6/2 – Bottle for removing residual fluid from DQ-200 transmission.



- VAS 5226 – Suction pump (Optional)



- Torque Wrench 5-50Nm -V.A.G 1331- (or equivalent)



- T10506 – Sealing Caps



- VAS 5055/4 - Adapter



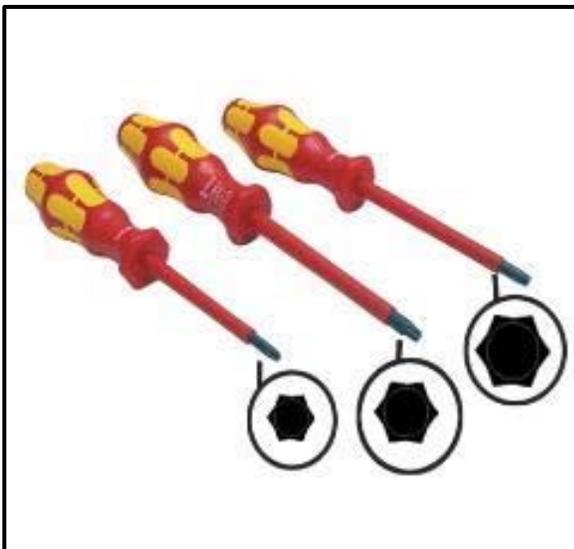
- VAS6650A – Switch warning sign



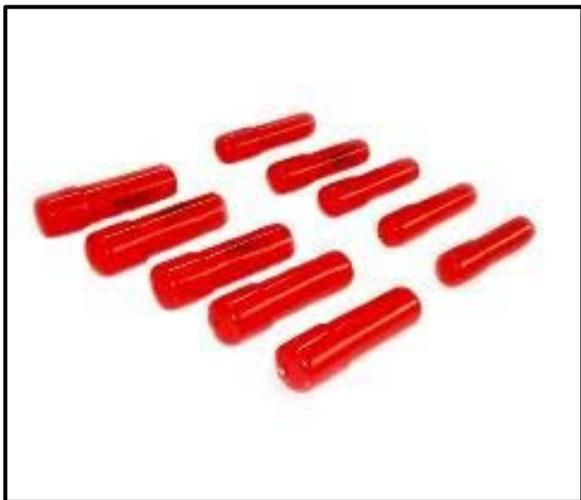
- VAS6649 – Hybrid vehicle warning notice (voltage)



- VAS6558A – Test Adapter – Hybrid Module



- VAS6633 – TORX screwdriver set



- VAS6762/10 – High Voltage Cable Covers

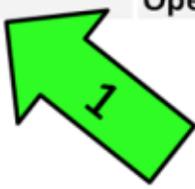
Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.9L	G 052512A2	DSG oil

Work Procedure

 Tip: If Campaign Completion label is present, no further work is required

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




EXAMPLE

Section A – Check for Previous Repair

- 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

- ◀ Ensure that the Status is “Open”
<arrow 2>
- ◀ Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

- **Proceed to Section B.**

Section B – Inspect for previous repair



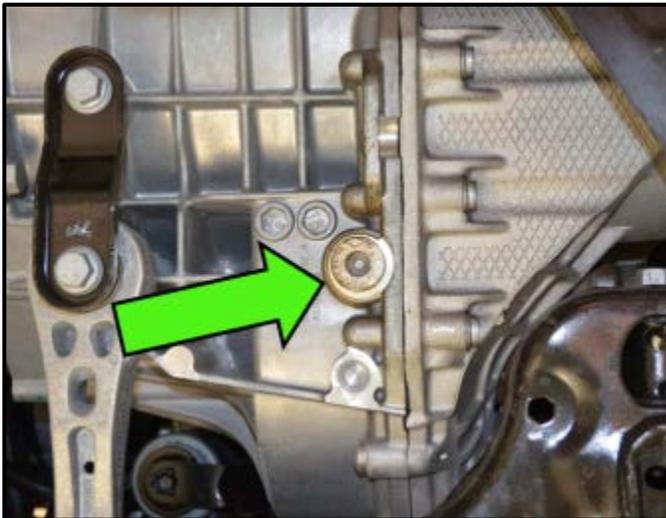
WARNING:

Only A High Voltage Technician (HVT) is authorized to perform this repair.

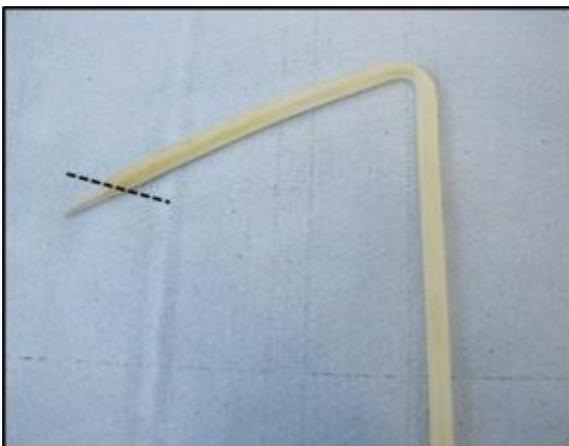
- Move the selector in the park "P" position.
- Raise vehicle on hoist.
- Inspect for three (3) punch marks located on the transmission drain plug as shown <arrow>:
 - If three (3) punch marks are present, continue to Section G to update software.
 - If three (3) punch marks are not present,

Continue to Section C to drain fluid

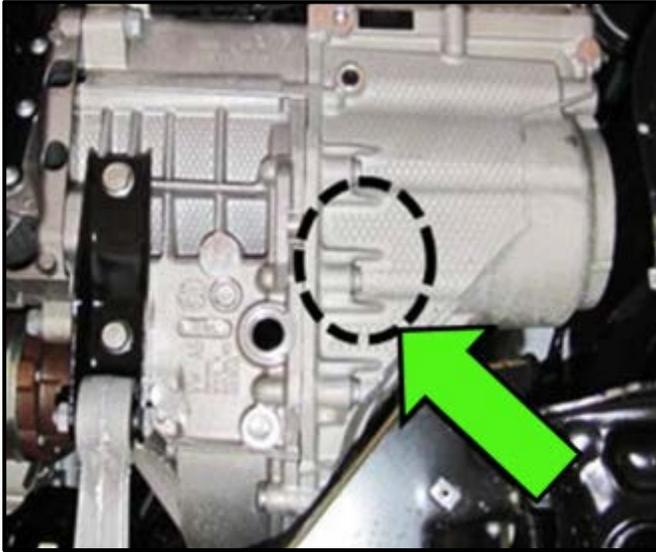
Section C – Drain Fluid



- Place used oil collection device under vehicle.
- ⇐ Remove transmission drain plug <arrow> and allow fluid to drain completely.



Note: Tool ET-34F6/2 for suctioning out the remaining oil, must be prepared prior to its first use. Cut off the tip of the tube with a sharp knife along the line shown in the illustration.



Tip: The remaining oil gathers in the marked area (lowest point) of the gearbox housing. <arrow>



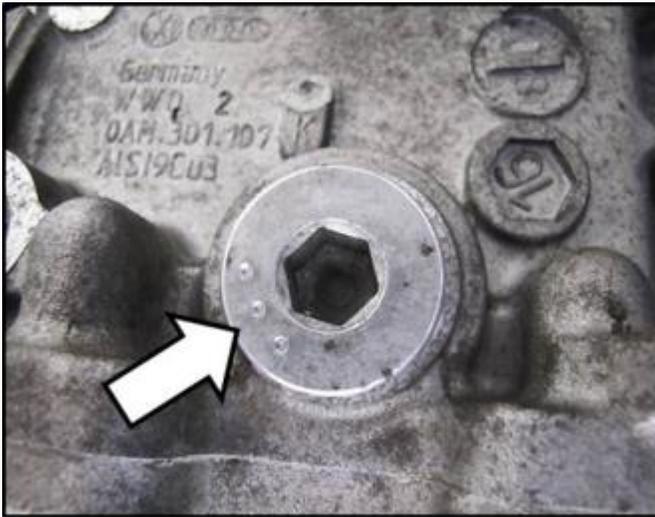
⇐ Insert the tube of the bottle in the marked area (lowest point) of the gearbox housing as shown in the illustration and completely suction out the remaining oil.



Tip: Depending on the amount of time that the transmission is allowed to drain down, up to 100 ml oil may be suctioned out.



Tip: In order to provide a constant suction, attach the straw portion ET-34F6/2 squeeze bottle tool to the optional tool VAS 5226 as shown.



⇐ Reinstall DSG Oil Drain Plug <arrow> and torque to 30Nm.

⇐ Carefully mark DSG Oil Drain Plug with three (3) punch marks as shown <arrow>.

Continue to Section D – High Voltage System, De-energizing



Section D – High Voltage System, De-energizing

- Please read and follow all necessary precautions and safety measures such as listed below for working on the High Voltage System.



WARNING:

A High Voltage Technician (HVT) **MUST** perform the work to de-energize and re-energize the High Voltage System. Dealership personnel without these certifications and training MAY NOT perform this action!

Always check with Volkswagen before performing any work on the hybrid system should there be any questions regarding the terms “technician trained in electrical systems”, “high voltage technician”, or hybrid systems.



WARNING:

Individuals performing this task could receive an electrical shock. **An electrical shock can result in death.**

- A high voltage technician must de-energize the system before performing any work on the high voltage system or servicing the vehicle body.
- Only hybrid electrically instructed persons may perform all work on vehicles with a high voltage system. A high voltage technician must supervise the work.



WARNING:

Read and follow the information below when de-energizing the high voltage system to reduce the risk of fatal injury:

- Only a qualified technician (high voltage technician) should disable the high voltage electrical system.
- The High Voltage Technician (HVT) makes sure the system is de-energized and cannot be re-energized again.
- To HVT assures that the system cannot be re-energized again by holding on to the key, the High Voltage System Maintenance Connector - TW- and the pilot line connector.
- The HVT puts a sign on the vehicle saying the voltage is disabled.
- Only hybrid electrically instructed persons may perform all work (maintenance, tire changing, Convenience System) on vehicles with a high voltage system. If there is any uncertainty, discuss with the responsible HVT.
- A HVT must disable the system before any work can be performed on the high voltage electrical system or any other service work to the body.
- Individuals with electrical medical equipment must not work on vehicles with a high voltage electrical system. Examples of electrical medical equipment include pain medication pumps, implanted heart defibrillators, pacemakers, insulin pumps and hearing aids.

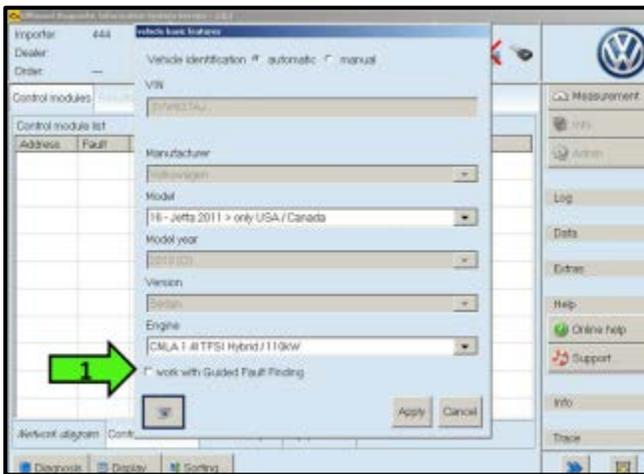


WARNING:

Working with high voltage cables:

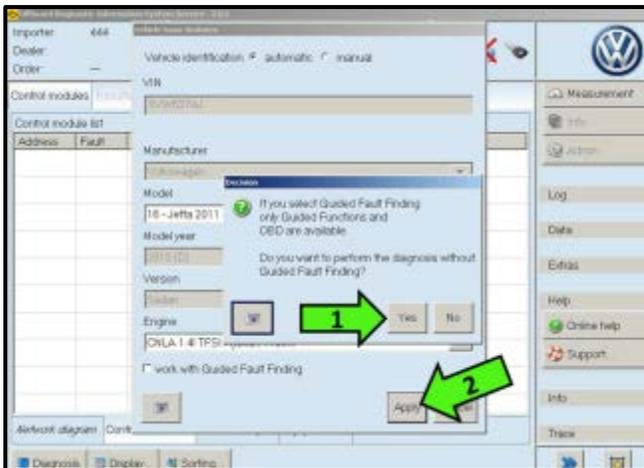
- Do not support yourself or lay tools on the high voltage cable or on any of its components.
- When working near high voltage components and high voltage cables, do not use tools that generate heat, that have sharp edges or that are used for cutting or shaping, such as welding, soldering, hot air or thermal adhesive equipment.
- Do not excessively bend or flex high voltage cables.

- You **MUST** be a HVT to perform this action!

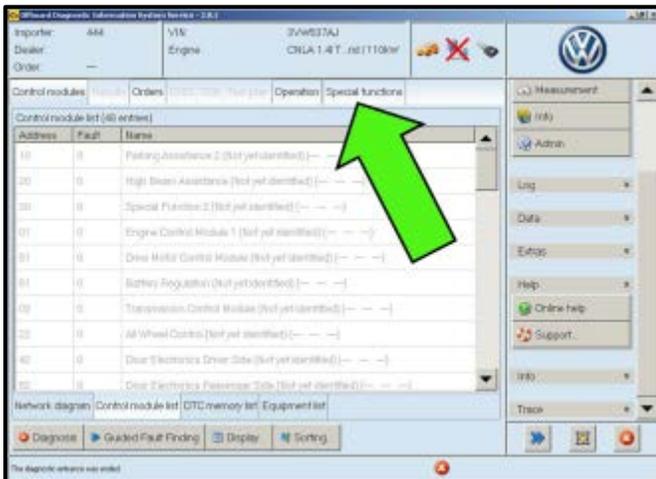


Procedure with ODIS - Offboard Diagnosis Information System:

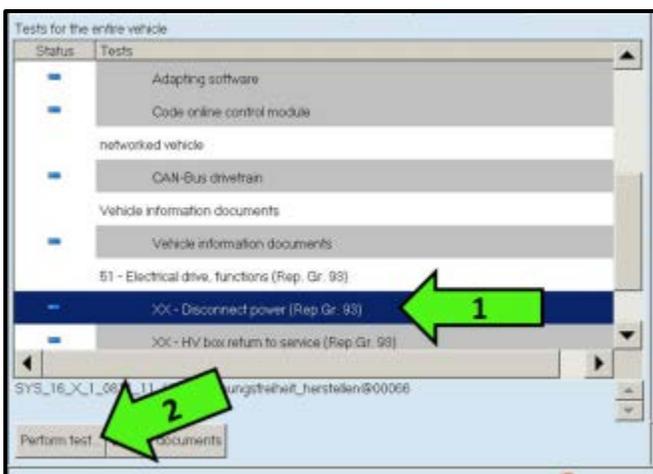
- Connect the Vehicle diagnostic tester and start ODIS.
- Enter the vehicle information as required.
- ⇐ De-select (no check mark) the box <arrow 1>.



- ⇐ Select "Yes" <arrow 1> to begin work through Guided Functions.
- ⇐ Select "Apply" <arrow 2>.

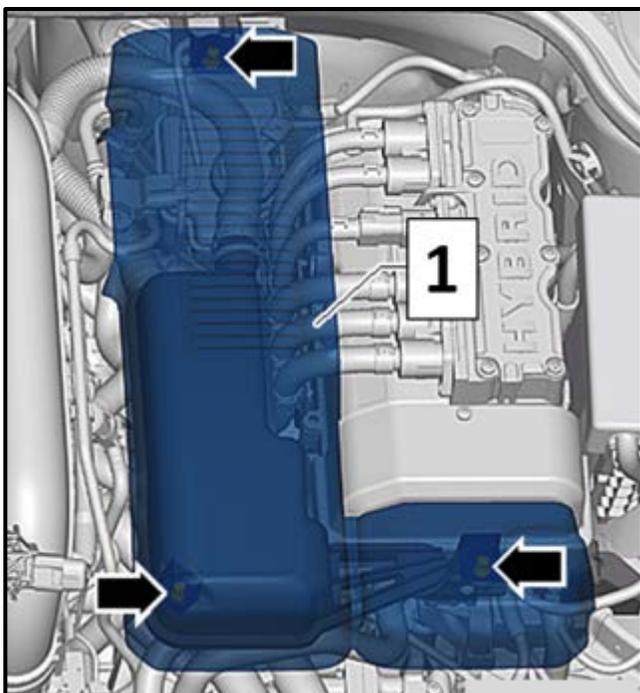


⇐ Once the tabs become available, select the “Special functions” tab <arrow>.



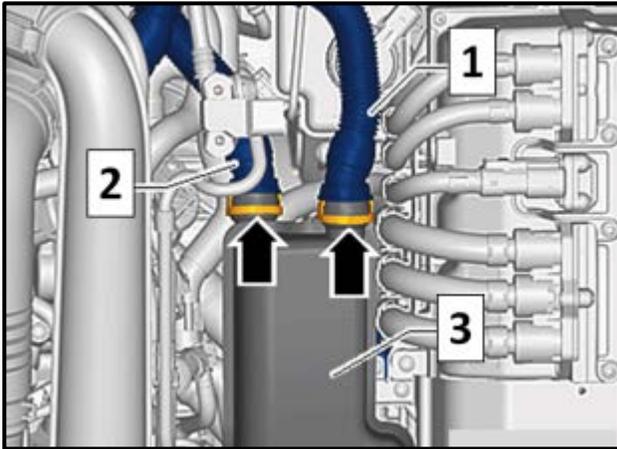
- Scroll down to “51 – Electrical drive, functions (Rep.Gr.93)”
- ⇐ Highlight the test plan “XX – Disconnect power (Rep.Gr.93)” as shown <arrow 1>, then select “Perform test” <arrow 2>.
- Follow test plan as instructed to De-energize the High Voltage System.
- Once High Voltage System is SAFE to work on according to the test plan,

Continue to Section E – Fluid Filling

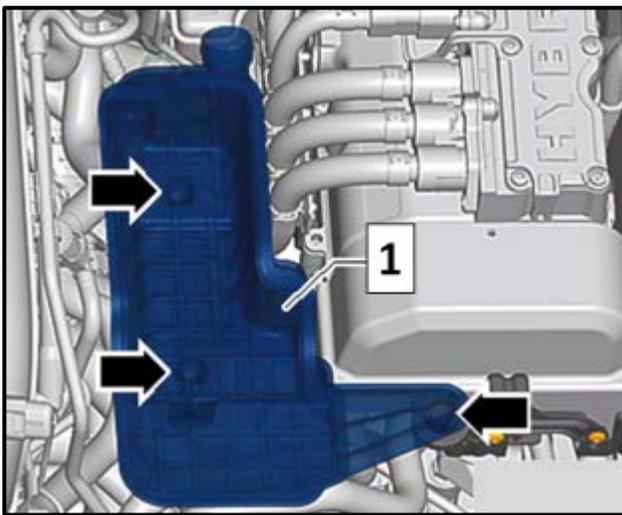


Section E – Fluid Filling

- Open hood
- ⇐ Unclip and remove the damper cover <1> upward from the three retainers <arrows>.



⇐ Squeeze the locking ring <arrows> on both sides and remove the air hoses <1> and <2> from the damper <3>.



⇐ Remove the damper <1> upward from the rubber bushings <arrows>.

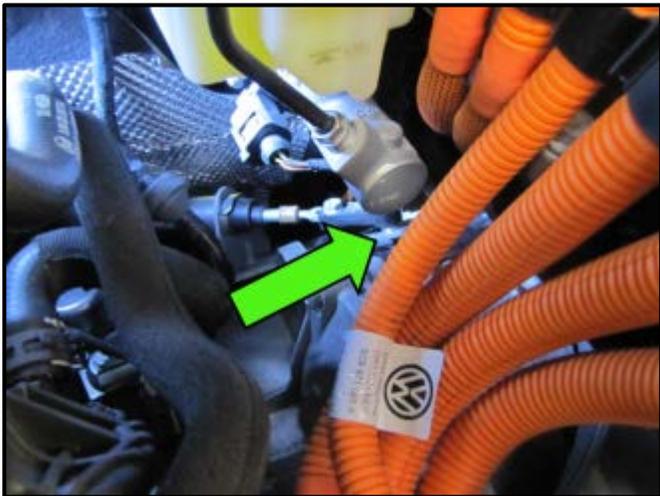


Tip: Contrary to the repair manual, removing the Electric Drive Power and Control Electronics –JX1– Module is not necessary to fill the transmission and is not covered under this action.



i Tip: The location of the transmission vent cap <arrow> is located on top of the transmission near the gearshift lever.

i Tip: The Electric Drive Power and Control Electronics –JX1– has been removed to provide clarity. DO NOT REMOVE this unit.



⇐ Access and remove the transmission vent cap located underneath the Electric Drive Power and Control Electronics –JX1–. <arrow>



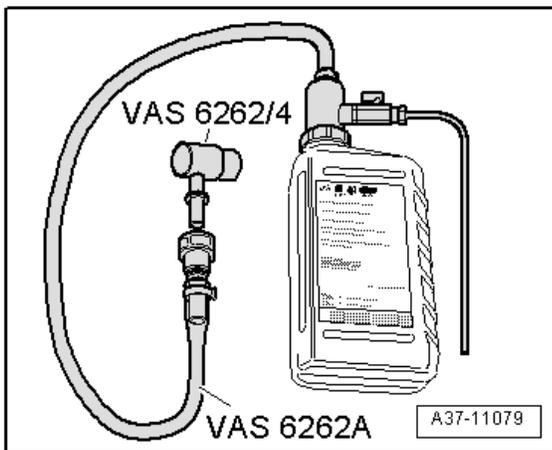
⇐ Install VAS 6262/4 (SET-34F6/1 tool for U.S. dealers) coupled with VAS6262A onto transmission vent as shown <arrow> ensuring that it is fully seated onto the vent to prevent fluid leakage while filling.

i Tip: It is easier to install the hose coupled together with the VAS6262/4 rather than separately.

i Tip: The Electric Drive Power and Control Electronics –JX1– has been removed to provide clarity. DO NOT REMOVE this unit.



Tip: This tool (SET-34F6/1) shipped to all U.S. dealers at time of campaign initiation, and serves only as an interim tool until VAS 6262/4 becomes available. At that time, only the VAS 6262/4 will be a valid tool for this repair.



CAUTION:

Danger of causing damage to the transmission. Use only the transmission fluid part number (**G 052512A2**), as other fluids can cause malfunctions or transmission failure.



CAUTION:

Danger of causing damage to the transmission. The Adapter for Oil Filling (VAS 6262A) with the adapter (VAS 6262/4) must be clean. Do not mix transmission fluid with other fluids.



Tip: Do not squeeze the bottle to increase flow.

- Shake each bottle of fluid part number (**G 052512A2**) before opening.
- Mount the bottle of fluid to the VAS6262A, turn upside down and open the bottle vent valve to begin the fill process.
- Fill transmission with **exactly 1.9L** (no more, no less) of fluid.

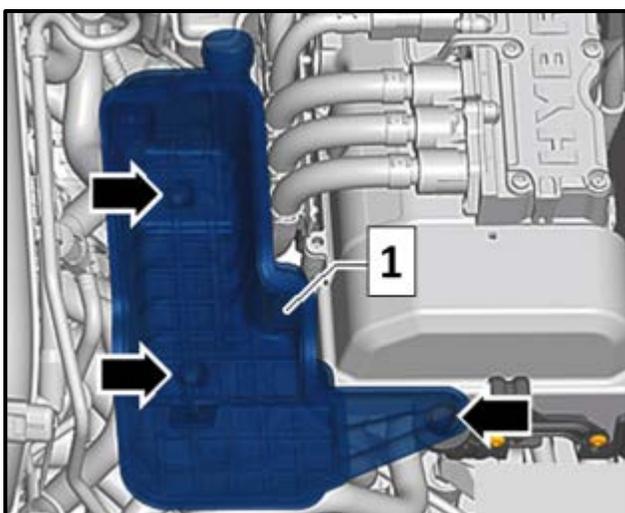


Tip: Use caution while filling the transmission to ensure the VAS6262/4 or SET-34F6/1 adapter stays fully seated in the transmission filling port.

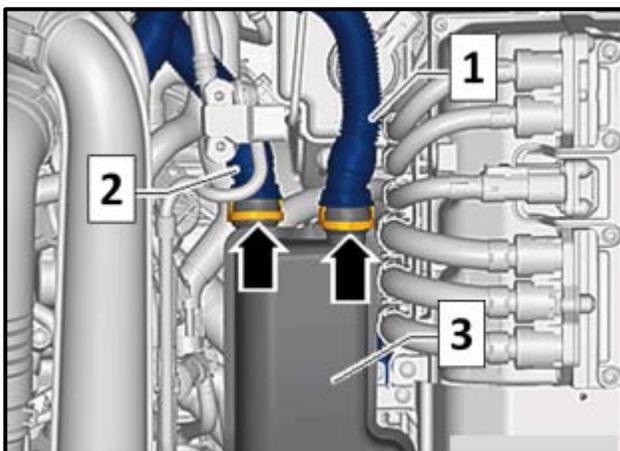
- Remove VAS 6262/4 and VAS 6262A from transmission and wipe the area around the vent hole clean.



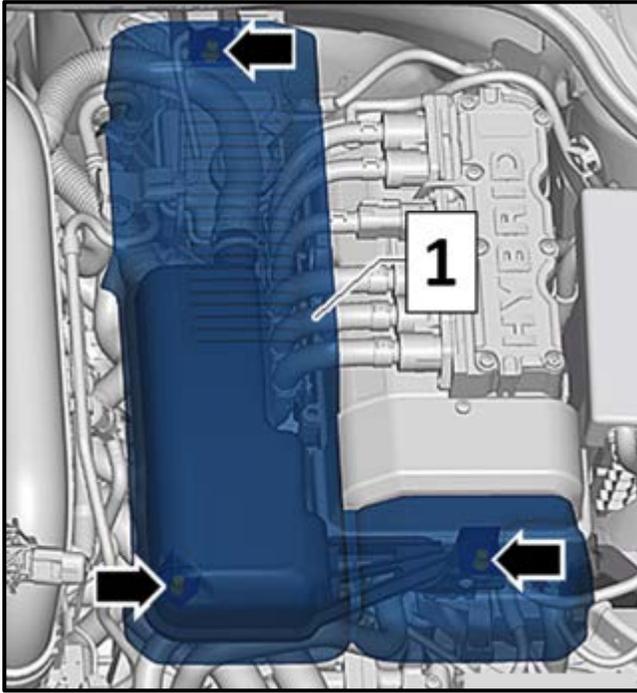
⇐ Reinstall the vent cap <arrow>.



⇐ Reinstall the damper <1> onto the rubber bushings <arrows>.



⇐ Reinstall the air hoses <1> and <2> onto the damper <3> until you hear a noticeable click ensuring the locking rings <arrows> are fully seated.

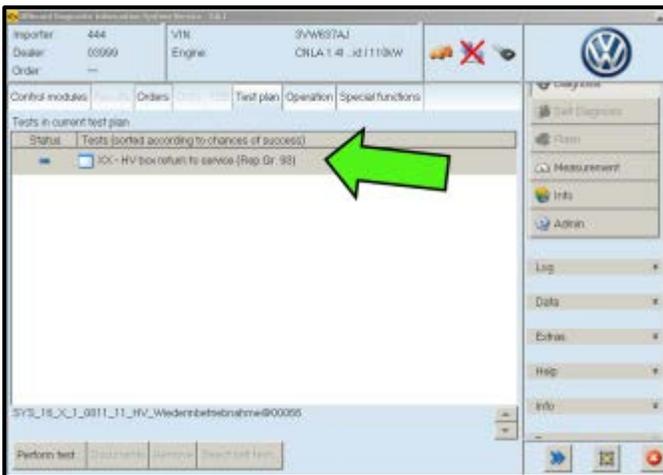


⇐ Reinstall the damper cover <1> onto the three retainers <arrows>.

- Close hood.

Continue to Section F to Re-energize the High Voltage System.

Section F – Re-energize the High Voltage System



⇐ Select “XX – HV box return to service (Rep.Gr.93)” <arrow> to initiate the process for re-energizing the High Voltage System.

- Follow test plan to Re-energize the High Voltage System.

Continue to Section G to update software.

Section G – Software Update



Note: As part of this campaign, only the gearbox control unit is reprogrammed. Do not update other control units.



Note:

Prior to launching VAS-PC application and starting control module update process, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150/5051B or VAS 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

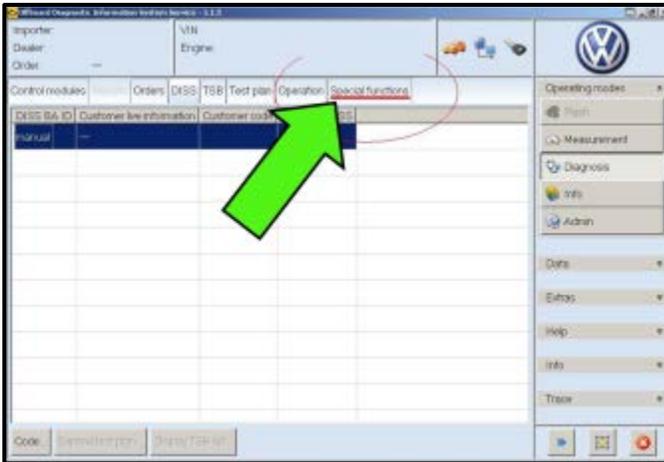
VAS tools must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

- Connect a battery charger to the 12-volt battery and confirm sufficient voltage.
- Connect the tester to the online network.
- Connect the tester to the vehicle and switch on the ignition.
- Turn off Bluetooth on the tester. Then connect the USB cable between the VAS5054A transmitter head and the tester. **DO NOT USE BLUETOOTH!**



Procedure with ODIS - Offboard Diagnosis Information System:

- In "diagnosis" select "**Start Diagnosis**" and identify the vehicle.
- After identifying the control units start the guided fault finding and follow the instructions on the screen.
- ⇐ In the "**Special Functions**" mode <arrow> select "adapting software".
- The software update takes place by entering "**2. Update Software through measures code**".



- ⇐ Enter the action code "**36FD**" and confirm the input.
- Follow the instructions on the screen

Note: If no software update is suggested, the software of the gearbox control unit is up-to-date, no further work is necessary.

- After the successful reprogramming, end the application. The fault entries are automatically deleted.

Note: After performing the software update, it may be necessary to cycle the ignition on and off with the brake pedal released. Then hold the brake pedal and the start button for up to three seconds to allow the vehicle to start. The GFF test plan may not perform the E-machine calibration upon exiting the test plan.

 Note: Contrary to the information on the diagnostic tester, the readiness code does NOT have to be generated.

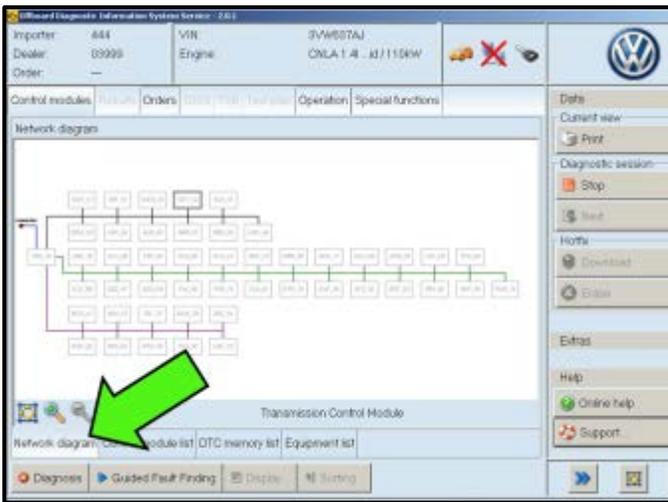
Continue to Section H – Basic Settings Calibration

Section H – Basic Settings Calibration

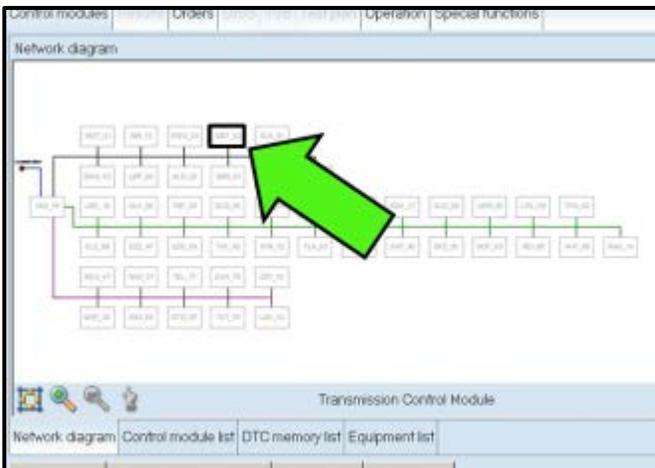
 Note: After the software update, the basic settings / basic calibration of the Mechatronics must be carried out.

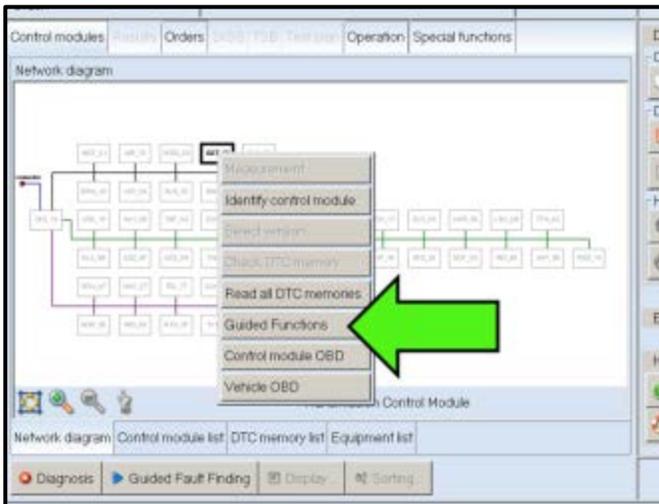
Procedure with ODIS - Offboard Diagnostic Information System:

← In Diagnosis mode select “Network diagram” <arrow>.

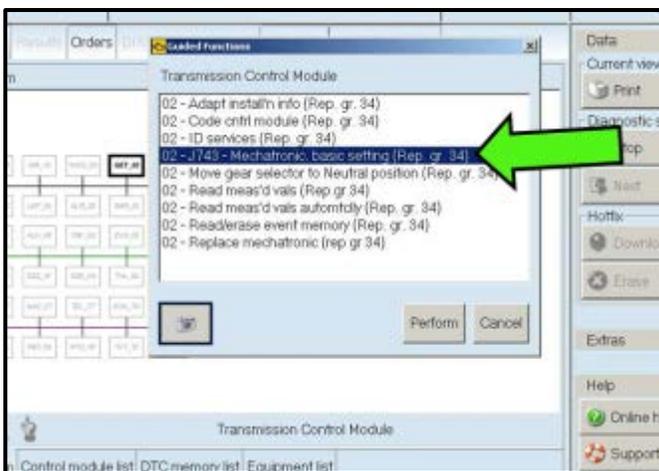


← Double click “Get_02” <arrow>.





← Select “Guided Functions” <arrow>.



← Select "02 - J743 – Mechatronics basic settings" <arrow> and start with the perform button.

- Follow the instructions on the screen.

Note: After performing the Mechatronics basic settings, it will be necessary to cycle the ignition on and off with the brake pedal released. Then hold the brake pedal and the start button for up to three seconds to allow the vehicle to start. The GFF test plan may not perform the E-machine calibration upon exiting the test plan.

Continue to Section I – Install Campaign Label and Parts Return/Disposal

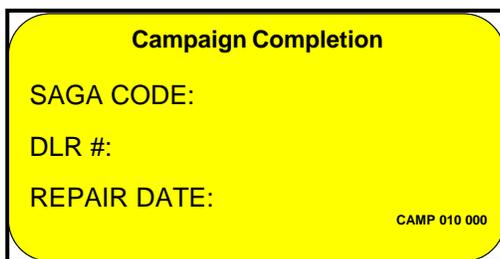
Section I – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.
- ← Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 **Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.



Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE