

## 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: 38B9

**Subject: 2014 MY Jetta, Beetle, Beetle Convertible, Passat and 2015 MY Golf Vehicles with 1.8T Engine and Torque-Converter Automatic Transmission Transmission Oil Cooler**

**REVISION**

July 16, 2014

### Revision Summary

**Added Golf MY 2015 for Canadian Market Only.**

### Problem Description

Due to a supplier material change during the production of the transmission oil cooler, the O-ring seals in affected vehicles may be out of specification. If the O-ring does not completely seal between the oil cooler and transmission, a fluid leak may result. In the event of a leak, the fluid could contact a hot surface and result in a vehicle fire.

### Corrective Action

Replace the O-ring seals in the transmission oil cooler.

### Affected Vehicles

#### **U.S.A.:**

**2014 MY  
Jetta, Beetle, Beetle Convertible, and Passat  
w/1.8T engine & torque-converter automatic transmission**

#### **CANADA:**

**2014 MY  
Jetta, Beetle, Beetle Convertible, and Passat  
w/1.8T engine & torque-converter automatic transmission  
**and**  
2015 MY Golf  
w/1.8T engine & torque-converter automatic transmission**

**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 April 14, 2014, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.vwclub.com](http://www.vwclub.com) & VIM). A list was not posted for dealers who did not have any affected vehicles.

### Parts Information and Allocation

- An initial parts allocation of the O-rings needed for this repair was sent to dealers on or about April 11, 2014. Remaining parts needed arrived in a subsequent shipment.
- 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](mailto:upperorderlimits@vw.com).
- If you have questions regarding parts, please contact the Parts Specialists at 800-767-6552.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Owner Notification

On or about April 18, 2014 the customer mailing took 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](http://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 Elsa to determine if **38B9** is open.

**Service No.:** 38B9  
**Damage Code:** 0099

### Parts Manufacturer

**Removed part:** Use vendor code **WWO**

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

**Criteria I.D. 01, 02, 03 or 04**

Replace Transmission Fluid Cooler O-Ring Seals

**Repair operation:** 3860 56 99 130 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	09G 321 181	Large O-Ring*
1	09G 321 181A	Small O-Ring
1	09D 321 181 B	Seal Ring for Transmission Inspection Plug (if needed)
Up to 1 liter	G 055 540 A2	ATF Fluid

**\*Causal Indicator: Select "Large O-Ring" as causal part**

### **LOANER/RENTAL VEHICLE CLAIMING:**

**USA DEALERS:** Refer to Saga Communication Number VWS-14-02.

**CANADIAN DEALERS:** Refer to Saga Communication Number CVWC-14-05.

### **CONSEQUENTIAL DAMAGE REQUESTS:**

**USA DEALERS:** Prior to repair, in case of consequential damage, submit a Campaign Authorization Request through WISE.

**CANADIAN DEALERS:** Prior to repair, in case of consequential damage, contact the Technical Helpline for instruction.

***There is NO reimbursement for Vehicle Wash***

### If customer refused repairs

**U.S. dealers:** Submit the request through WISE under the Campaigns/Update/Recall Closure option.

**Canadian dealers:** Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 38B9 – Transmission Oil Cooler  
2014 Model Year Volkswagen Jetta, Beetle, Beetle Convertible & Passat  
Equipped with a 1.8T Engine and Torque-Converter Automatic Transmission**

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 2014 model year Volkswagen vehicles equipped with a 1.8T engine and torque-converter automatic transmission. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a supplier material change during the production of the transmission oil cooler, the O-ring seals in affected vehicles may be out of specification. If the O-ring does not completely seal between the oil cooler and transmission, a fluid leak may result. In the event of a leak, the fluid could contact a hot surface and result in a vehicle fire.

**What will we do?** To help correct this defect, your authorized Volkswagen dealer will replace the O-ring seals in the transmission oil cooler. This work will take about two 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.

**Precautions You Should Take** If the Malfunction Indicator Lamp (MIL) in your vehicle comes on while driving, please proceed to the nearest authorized Volkswagen dealer to have your vehicle inspected/serviced immediately.

**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 (38B9/9V)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 38B9 – Transmission Oil Cooler  
2014 Model Year Volkswagen Jetta, Beetle, Beetle Convertible & Passat  
Equipped with a 1.8T Engine and Torque-Converter Automatic Transmission**

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This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2014 model year Volkswagen vehicles equipped with a 1.8T engine and torque-converter automatic transmission. Our records show that you are the owner of a vehicle affected by this action.

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**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 (38B9/9V)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://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