

## 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 and Passat Vehicles with 1.8T Engine and Torque-Converter Automatic Transmission Transmission Oil Cooler**

## REVISION

April 22, 2014

### Revision Summary

**Loaner/rental claiming instructions added to the SAGA sheet for the Canadian market.**

### 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. and CANADA:**

**2014 MY**

**Jetta, Beetle, Beetle Convertible and Passat**

**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 will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.vw.com](http://www.vw.com) & VIM). A list will not be posted for dealers who do not have any affected vehicles.

### Parts Information and Allocation

- An initial parts allocation of the O-rings needed for this repair will be sent to dealers on or about April 11, 2014. Remaining parts needed will arrive 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 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.vw.com](http://www.vw.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 or 03**

Replace Transmission Fluid Cooler O-Ring Seals

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

<b><u>Quantity</u></b>	<b><u>Part Number</u></b>	<b><u>Part Description</u></b>
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.**

***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**

Dear Volkswagen Owner,

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.

**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 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

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 6262/A – Fluid Filler

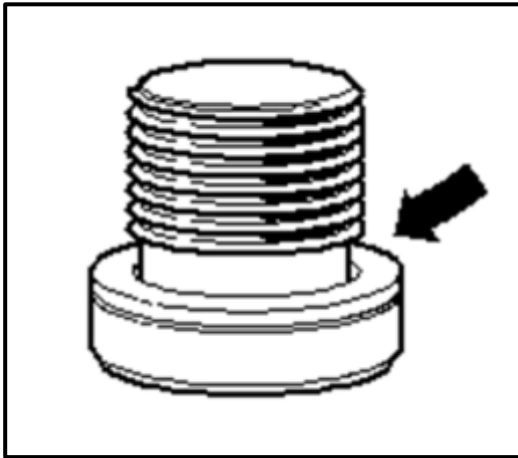


- VAS 6262/2 – Fluid Filler Adapter 2

### Required Parts:



- 09G 321 181 – Large O-Ring
- 09G 321 181A – Small O-Ring



- 09D 321 181 B – Seal ring for Transmission Inspection Plug (if needed)

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	09G321181	Large O-Ring
1	09G321181A	Small O-Ring
1	09D 321 181 B	Seal Ring for Transmission Inspection Plug (if needed) <b>Note: This seal ring can be reused one time for this campaign only</b>
Up to 1 liter	G 055 540 A2	ATF Fluid

## 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



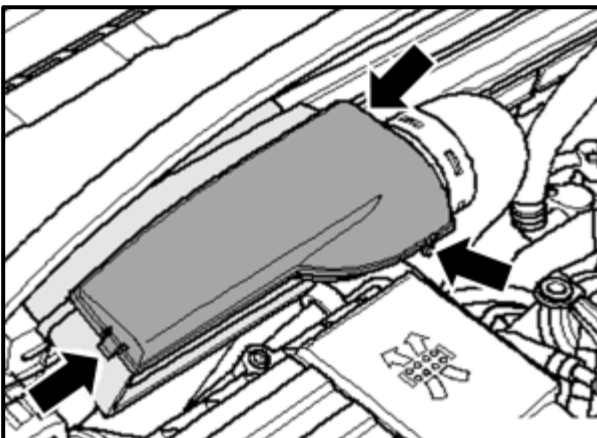
Tip: On the date of repair, print this screen and keep a copy with the repair order

- ← 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

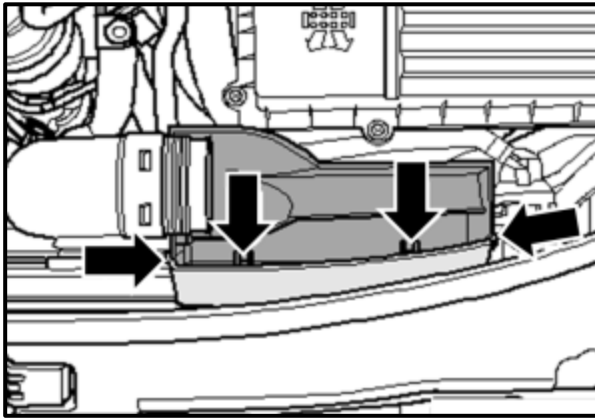
- **Proceed to Section B.**

### Section B – ATF Fluid Cooler O-rings

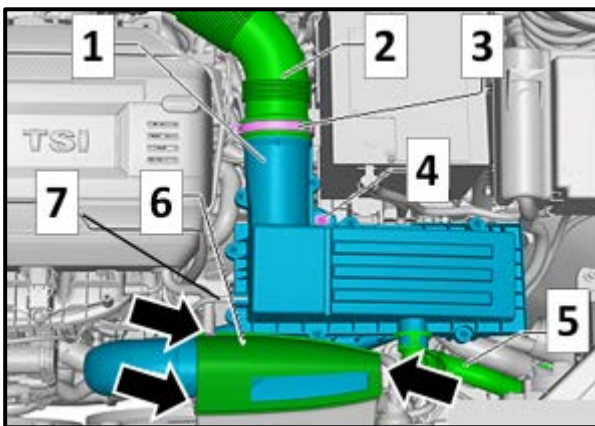
- Place the vehicle in Park.
- Open the hood.
- ← Remove the cover for the air intake tube by disengaging the side clips <arrows>.







⇐ Unfasten the lower air intake tube by disengaging the clips <arrows>.



⇐ Remove the air intake hose <2>.

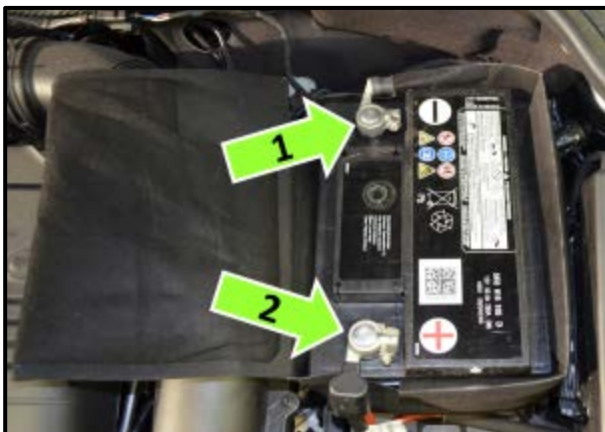
⇐ Remove the vacuum line <7> from the air filter housing.

⇐ On vehicles equipped with secondary air, remove the hose <5> from the air filter housing.

⇐ Loosen the mounting screw <4> and lift the air filter housing <1> upward to disengage it from the mounting points.

⇐ Rotate the air filter housing <1> around the coolant hose and remove it from the vehicle.

⚠ Note: It is not necessary to disconnect any coolant hoses during this repair.



- Open the battery cover.

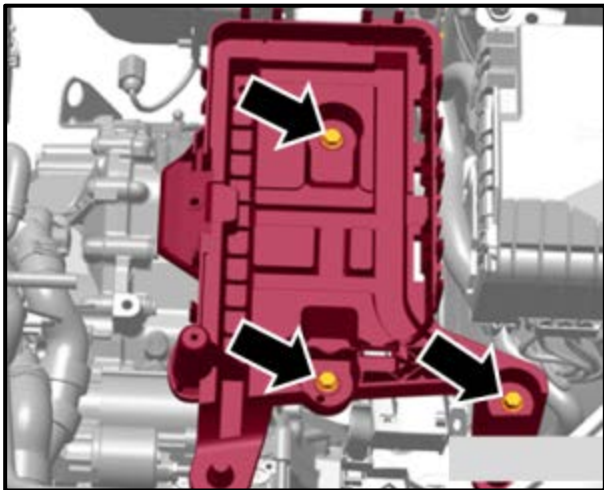
⇐ Loosen and remove both battery cables <arrows 1 and 2>.

- Remove the battery cover.

- Loosen and remove the battery clamping plate.

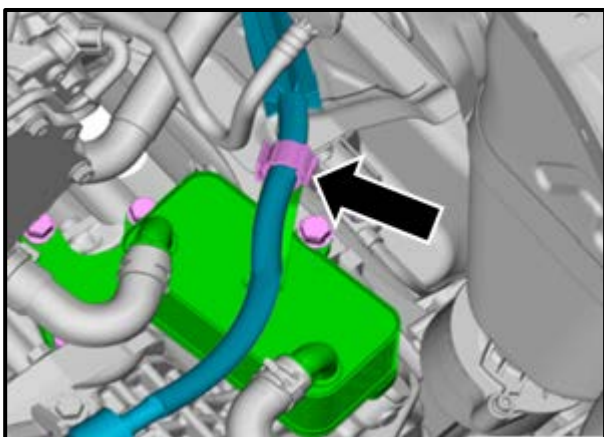
- Remove the battery from the vehicle.



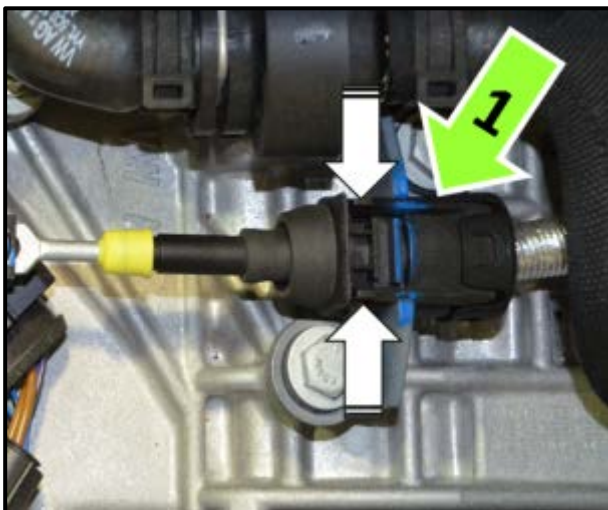


⇐ Remove the three retaining bolts <arrows> from the battery tray.

- Remove the battery tray from the vehicle.

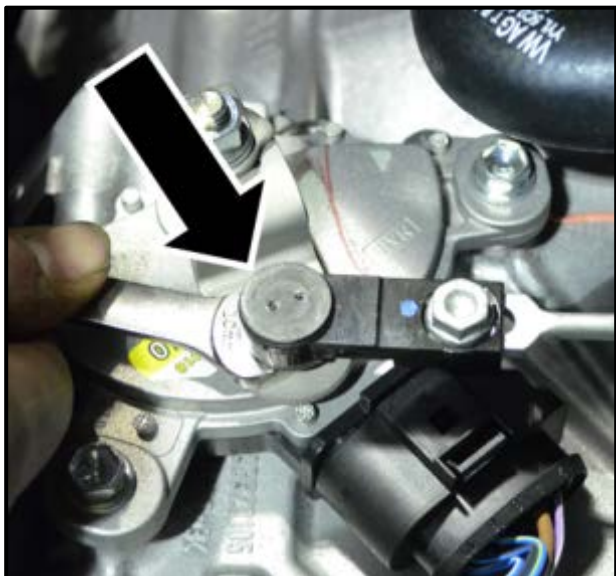


⇐ Disengage the retaining clip <arrow> on the selector lever cable.




⇐ Disengage selector lever cable from bracket <arrow 1> by first releasing the cable at release points <arrows>.

⚠ Note: DO NOT use pliers to release the cable from the bracket. Damage to the selector lever cable is NOT covered under this action.




⇐ Pry the selector lever cable off the selector lever with the open end of an appropriate size wrench <arrow>.

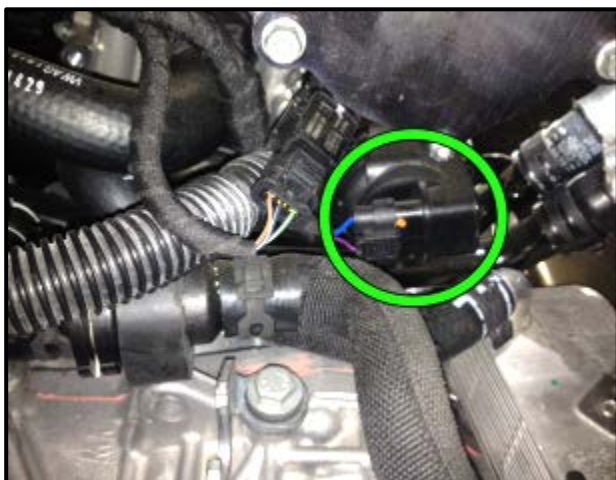
 Note: DO NOT bend or kink the selector lever cable.


- Reposition the selector lever cable to allow access to the ATF cooler area.

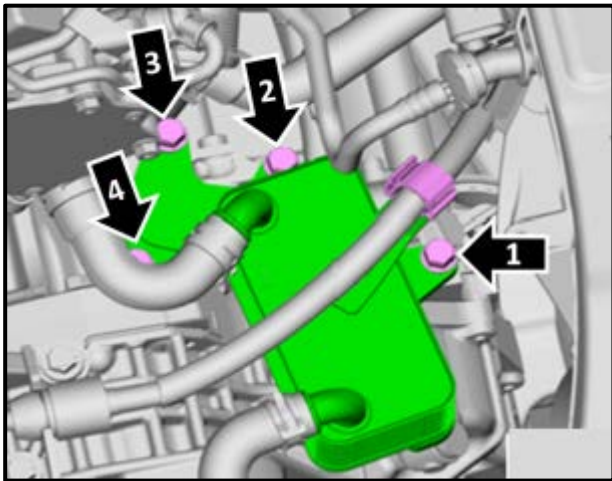


⇐ Remove the two retaining screws <circles> for the metal coolant lines.

 Tip: Loosening the metal coolant lines is critical to allow access to the ATF cooler bolts.



 Note: On vehicles equipped with secondary air it is NOT necessary to remove the combination valve <circle> from the engine.

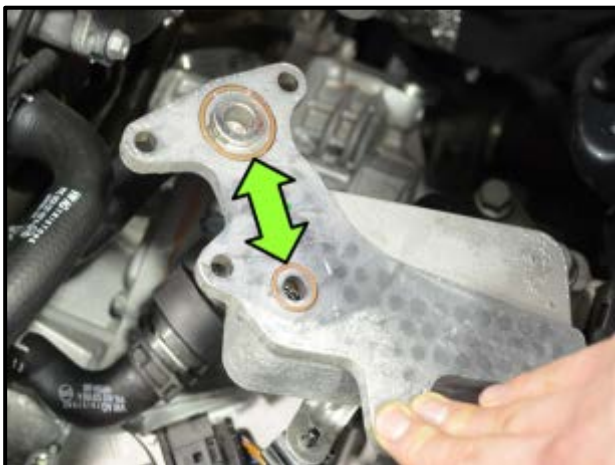


⇐ Remove the retaining bolts <arrows 1 through 4> from the ATF cooler.

**i** Tip: You will need to gently reposition the metal coolant lines enough to allow access to bolts <arrows 2 and 3>.

**i** Tip: A long extension and 13mm swivel type socket will provide easier access to the ATF cooler retaining bolts.

**!** Note: DO NOT overextend the metal coolant lines.



⇐ Gently lift the ATF cooler from the transmission and rotate the cooler toward the front of the vehicle to expose the O-rings <arrow>.

**!** Note: Be careful while lifting and handling the ATF cooler in order to prevent scratching or damaging the mating surfaces of the cooler and transmission.

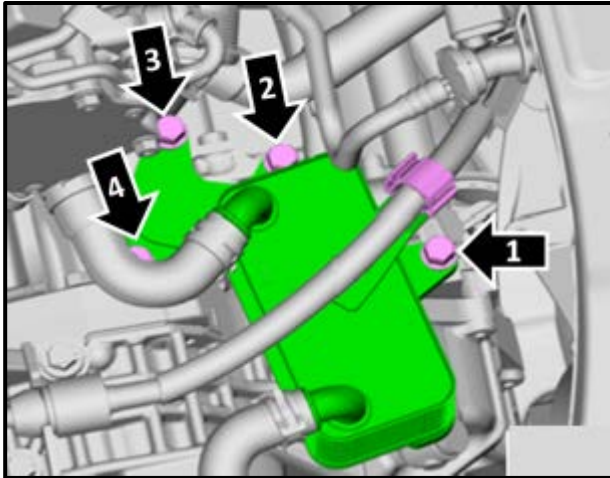
**i** Tip: It is not necessary to remove the coolant hoses from the ATF cooler.



- Carefully remove the O-rings and install new O-rings P/N: 09G321181 and 09G321181A into their position on the ATF cooler.

⇐ Lubricate the new O-rings with ATF fluid. Then, then carefully reinstall the ATF cooler onto the transmission <as shown>.





- ⇐ Reinstall the four bolts <arrows 1 through 4> and torque to 20Nm.
- ⇐ Clean all residual ATF fluid from the transmission and engine compartment.



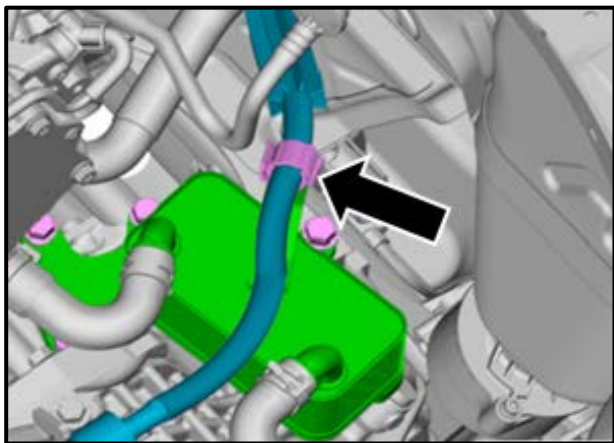
**WARNING:** ALL residual fluid **MUST** be removed from the engine compartment prior to continuing with the rest of this procedure.



**Tip:** It is possible to properly torque the ATF cooler bolts <as shown> using a long extension and swivel type socket above each bolt. The metal coolant lines can be repositioned gently by hand to allow access to each ATF cooler mounting bolt.



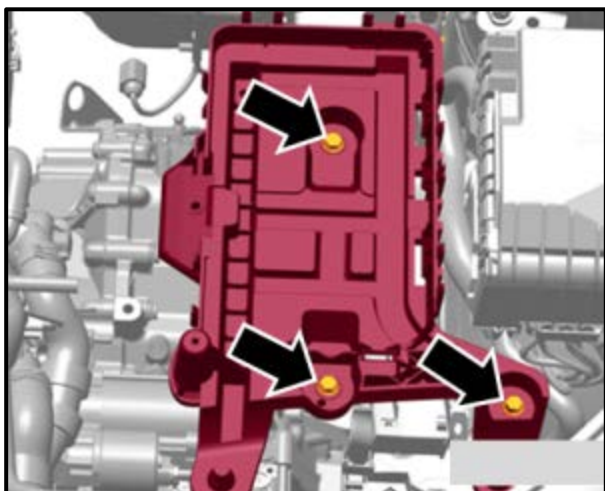
- ⇐ Reinstall and tighten the two mounting screws <circles> for the metal coolant lines.



⇐ Fasten the retaining clip <arrow> onto the selector lever cable to secure in place.



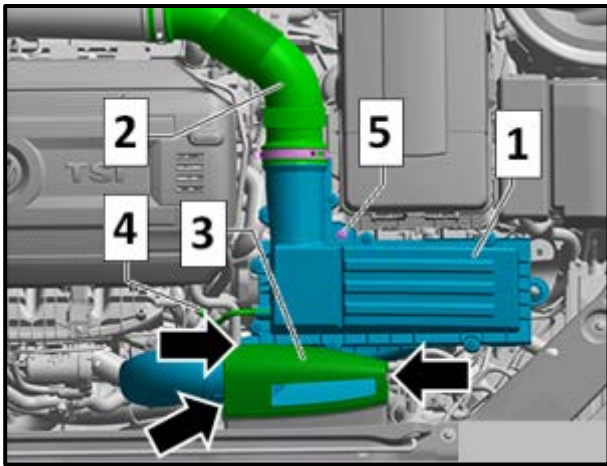
⇐ Reinstall the selector lever cable into the bracket <arrow 1>, then reconnect the cable to the selector lever <arrow 2> as shown.



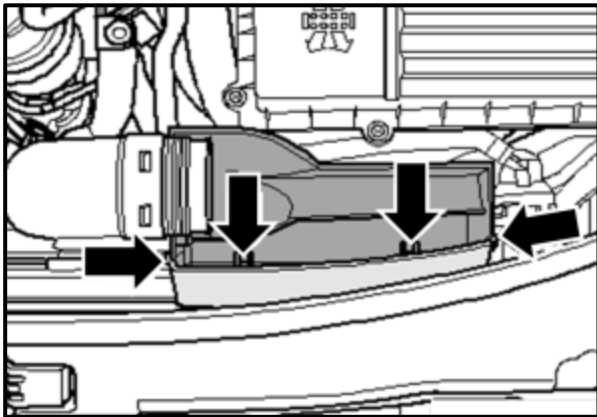
⇐ Reinstall the battery tray and torque the three screws <arrows> to 10Nm.



- Reinstall the battery and clamping plate.
- Reinstall the battery cover.
- ⇐ Reconnect both battery cables <arrows 1 and 2> and torque to 6Nm.
- Close the battery cover.

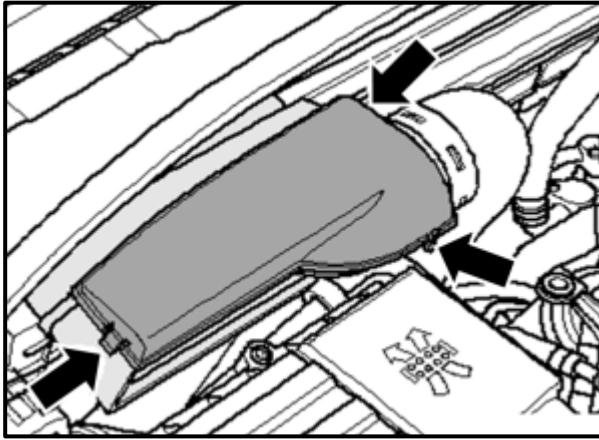


- ⇐ Reinstall the air filter housing <1>.
- ⇐ Tighten the mounting screw <5>.
- ⇐ Reinstall the vacuum line <4>.
- ⇐ Reinstall the air intake hose <2>.



- ⇐ Reinstall the lower air intake and ensure the clips <arrows> are properly engaged.






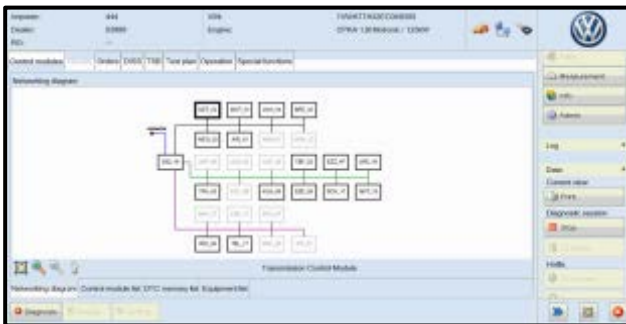
← Reinstall the cover for the air intake hose and ensure the side clips <arrows> are properly engaged.

**Continue to Section C**

**Section C – Check Fluid Level**

 Tip: The following preconditions must be met prior to starting the ATF checking procedure:

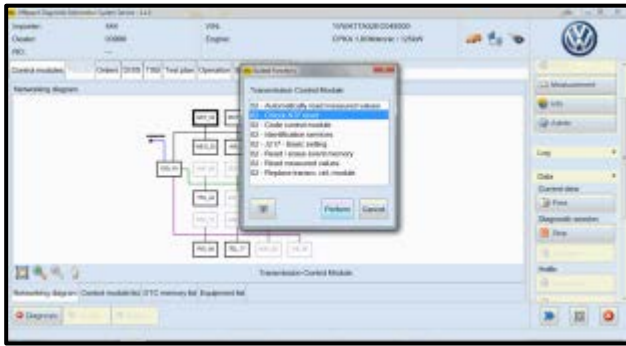
- ✓ The ATF temperature must not be more than approximately 30°C (86°F) at start of procedure.
- ✓ The vehicle is horizontal.
- ✓ The selector lever is in the “P” position.



- Raise the vehicle on an appropriate hoist.
  - Remove the underbody shield.
  - Switch the ignition ON.
  - Attach the VAS scan tool to the vehicle.
- ← Use Guided Functions to access the Networking Diagram <as shown>.

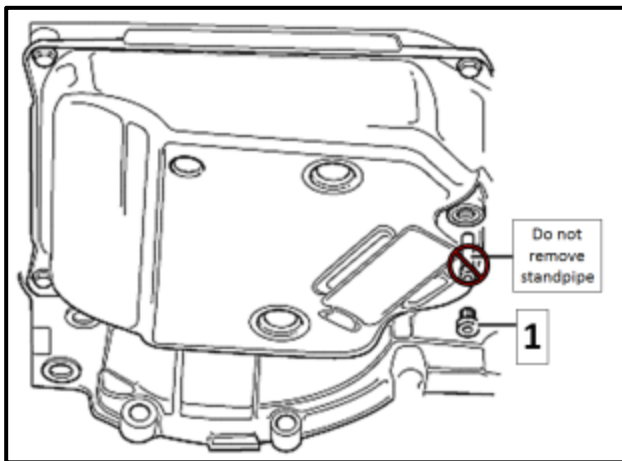


- Right click on “GET\_02”
- Select “Guided Functions” <as shown>.

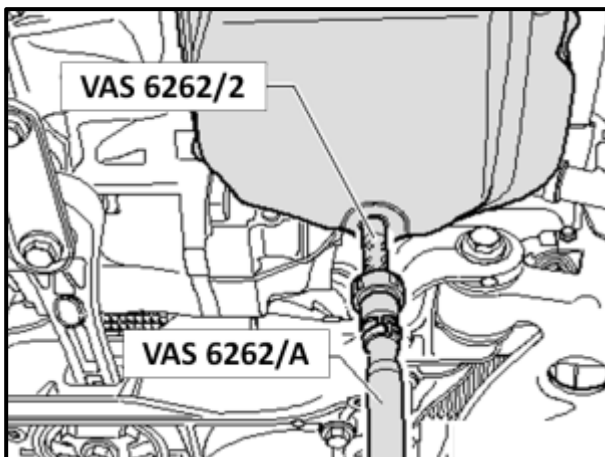


← Select “02-Check ATF level” <as shown>.

- Follow the on-screen prompts and complete the test plan.
- Upon test plan completion the current ATF fluid temperature will be displayed.
- Start the engine.



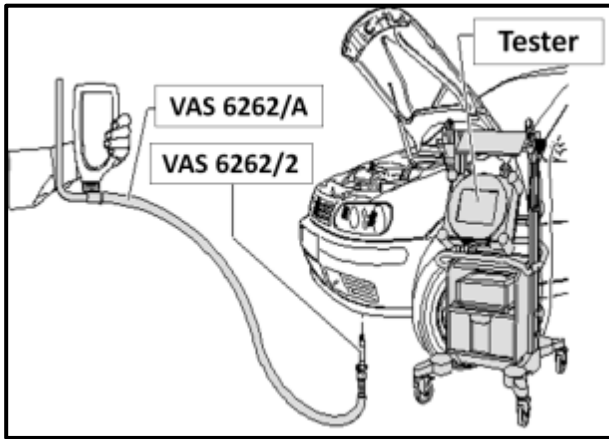
← Remove transmission inspection plug <1> but do not remove the internal standpipe.



← Install the VAS 6262/2 into the ATF inspection plug hand-tight <as shown>.

← Connect the VAS 6262/A to the VAS 6262/2 <as shown>.

- Shake ATF bottle to mix the fluid before opening, then attach bottle to VAS6262/A.



⇐ Add approximately 0.1 liters of ATF fluid to the transmission <as shown>.



**Note:** For vehicles where the ATF cooler was leaking at the time of repair, more fluid may be required to fill the transmission to its proper capacity.

- Remove the VAS 6262/A, but leave the VAS 6262/2 installed in the transmission.
- With the brake pedal depressed, move the selector lever to each position (P,R,N,D,S) and hold each position for at least 10 seconds.
- Move the selector back to “P”.
- Continue to follow the test plan.
- Monitor transmission fluid temperature using the diagnostic scan tool. As the fluid reaches 35° C fluid should begin to drip out of the VAS 6262/2 <as shown>.
- Once ATF continues to leak out of the VAS 6262/2 at the correct temperature remove the VAS6262/2.
- Inspect the sealing ring on the transmission inspection plug and replace with P/N: 09D321181B if necessary.



**Note:** This seal ring can be reused one time for this campaign only

- Reinstall the transmission inspection plug.



**Note:** If fluid does not leak out of the hole between 35°C and 45°C, more fluid must be added and fluid level checking must be restarted.

**Continue to Section D - Campaign Completion Label and Parts Return/Disposal**

## Section D – Campaign Completion Label and Parts Return/Disposal

### Install Campaign Completion Label

- 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**