



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 34J6 / Mechatronic Accumulator Housing

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: June 14, 2021

Issue: Hairline cracks may develop in the accumulator housing of the transmission (mechatronic unit), leaking and leading to insufficient transmission oil pressure. If this happens, the transmission warning light will illuminate in the instrument panel. If the warning light is ignored and the vehicle is driven, the clutch may not engage. There could be a sudden loss of power to the wheels, potentially leading to a vehicle crash.

Precautions Customers are advised: Do not ignore the transmission warning light if it comes on. If the light comes on, owners are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected. Please refer to the vehicle owner’s manual for more information on warning lights.

- Repair:**
- REPAIR AVAILABLE – June 15, 2021. Install a mechatronic unit repair kit.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: There will be no parts allocation. Please see the campaign circular for required parts and ordering details.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2015	JETTA HYBRID	2,149
CAN	2013	2013	JETTA HYBRID	199

**Counts reflect overall recall population; some vehicles may have already been repaired. 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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – June 2021

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law,

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-