



### Special Tools for Recall 19V-692 Shift Fork

Upon receiving feedback from our dealers regarding the two additional special tools needed to complete the transmission recall, we would like to clarify with the following message:

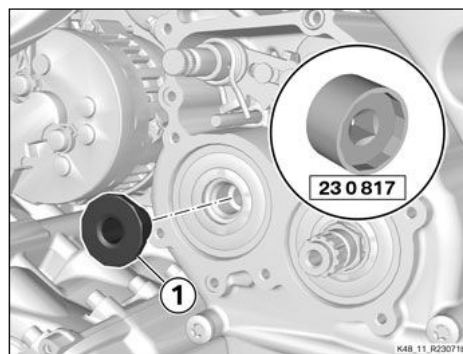
Special Tool 23 0 840 was auto shipped to all dealers in September/October of 2018.

Special Tool 23 0 817 was communicated in a "Special Tools" bulletin in 2014, but NOT auto shipped. Dealers were expected to order this tool as needed when performing transmission repairs.

Because of this, both tools were expected by the development team to be at the dealership. If you do not have special tool 23 0 817 a thin wall 12-point 30MM socket could be used as an alternative. Please ensure the correct torque is used during the installation and that thread locking compound is used as per the instructions. We have ordered additional sockets via air freight from Germany, but quantities will be limited.

As many dealers will begin their first repair this week, we ask that you channel your feedback and questions through TSARA. This will allow us to collect the information, investigate and if necessary issue a message to the entire dealer group.

Thank you for your feedback and continued partnership.



Feb 7, 2020 at 6:40 PM