



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, Golf Wagon, Jetta, Jetta Sport Wagen	2011	All	6 Spd. Automatic (09G)	All	All
Passat	2012	All	6 Spd. Automatic (09G)	All	All
Beetle	2012	All	6 Spd. Automatic (09G)	All	All

Parts Description		Part No:	Quantity per repair	Estimated vehicles	Part Ordering Note: at time of release
1.	Rear Shifter Cable Bracket	09G321447H	1	100,000	Normal ordering process
2.	Nuts for Rear Shifter Cable Bracket	N 01508210 Or N 01508213	2		
3.	Star Hose	5K0713933	1		
4.	Front Shifter Cable Bracket	09G321397C	1		
5.	Rubber Grommet for Front Shifter Cable Bracket	09G321798	2		
6.	Steel Sleeve for Front Shifter Cable Bracket	09G321495	2		
7.	Bolts for Front Shifter Cable Bracket	N 90166803 Or N 90994402	2		
8.	Shifter Cable Retaining Clip	1K0711637	1		

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Condition

37 12 02 January 12, 2012 **2027120**

Transmission Noise When Driving, Possibly from the Differential Area

Customer may comment about a whistle or whine noise while driving. The noise is more distinguishable at 55 mph to 65 mph in upper gear range.

Technical Background

Noise may appear to be coming from the transmission counter gear, when in actuality; the shifter cable may transmit noise (high frequency) into the passenger compartment.

Production Solution

Install updated shifter cable bracket components to reduce shifter cable noise.

Service



Note:

Some vehicles may have some of the appropriate components installed already due to multiple counter measure release dates. Only replace required components.

Procedure

- Remove engine cover (excluding Golf).
- Remove battery.
- Remove battery tray per ElsaWeb instructions (excluding Golf).
- Inspect shifter cable bracket components to determine parts required.



Note:

If all parts are currently updated and noise remains, further diagnosis is required.

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- Disconnect shifter cable from multifunction range switch and from front and rear shifter cable brackets.
- Replace rear shifter cable bracket Part No. 09G 321 447 H (1) and nuts Part No. N 015 082 10 (2) **Or** Part No. N 015 082 13 (2) as seen in Figure 1.

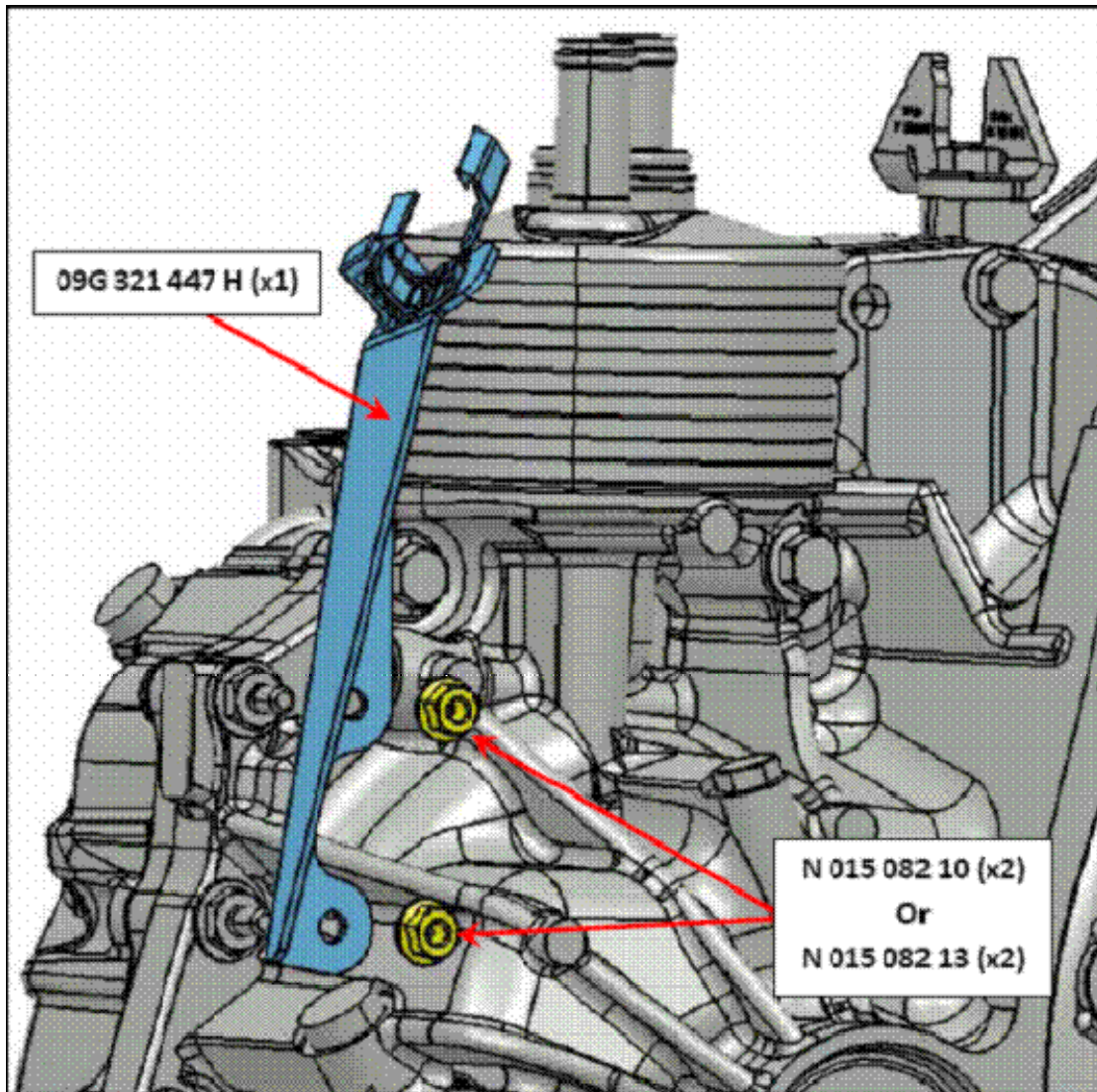


Figure 1

- Install and properly position rubber star hose Part No. 5K0 713 933 (1) onto shifter cable as indicated in figure 2.

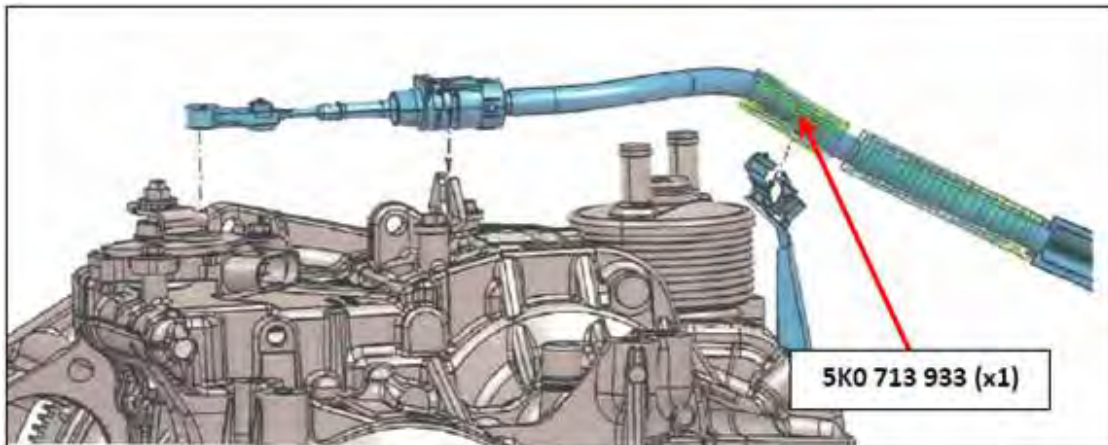


Figure 2

- Install front shifter cable bracket Part No. 09G 321 397 C (1), grommets 09G 321 798 (2), sleeves 09G 321 495 (2) and bolts Part No. N 901 668 03 (2) **Or** Part No. N 909 944 02 as indicated in figure 3.

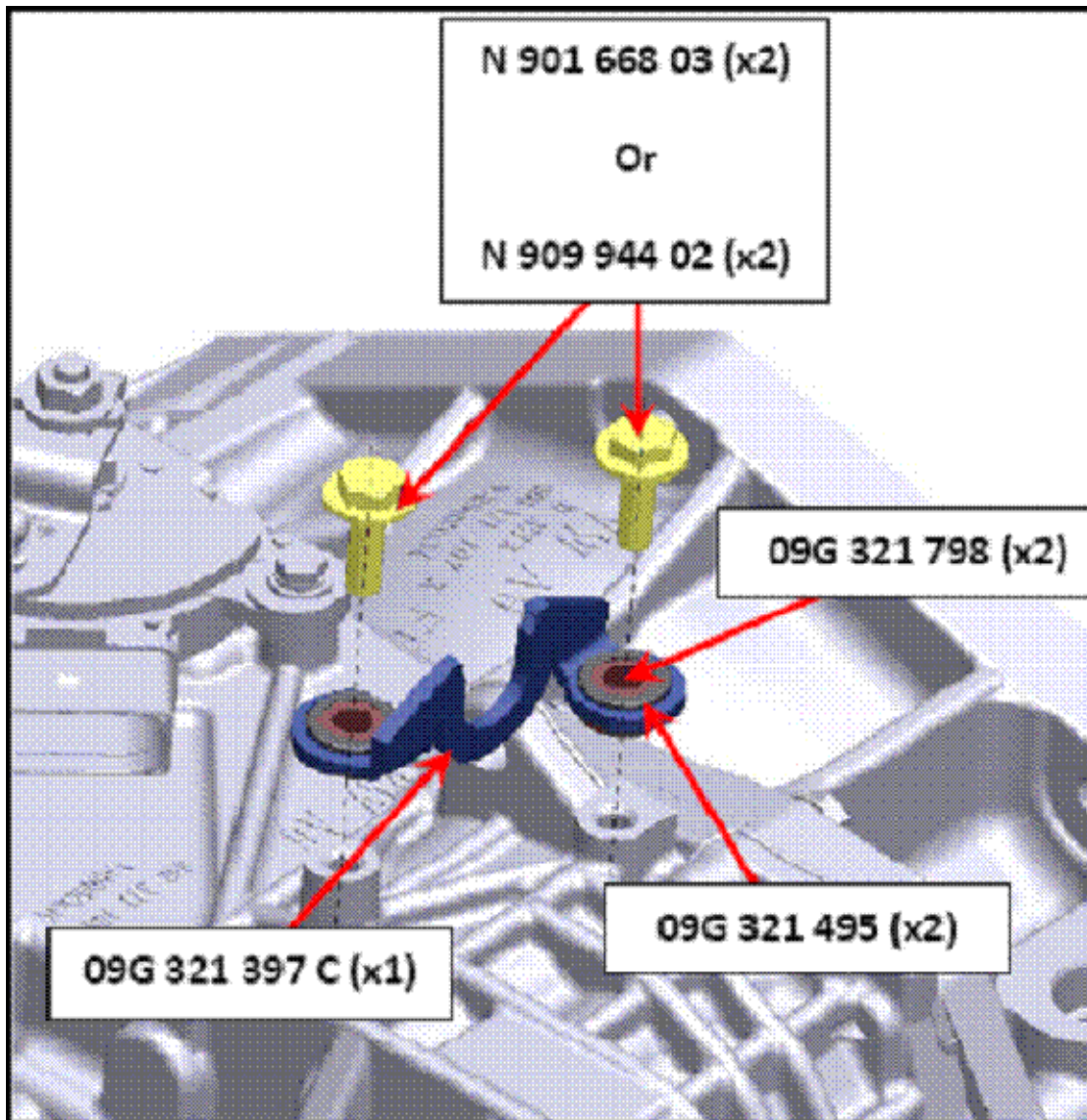


Figure 3

- Raise and support vehicle.

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- Install shifter cable retaining clip Part No. 1K0 711 637 (1) onto existing heat shield (Figure 4,5 and 6).



Note:

Care must be taken not to distort or damage heat shield. Shifter cable retaining clip used to secure shifter cable to heat shield and restrict shifter cable movement.

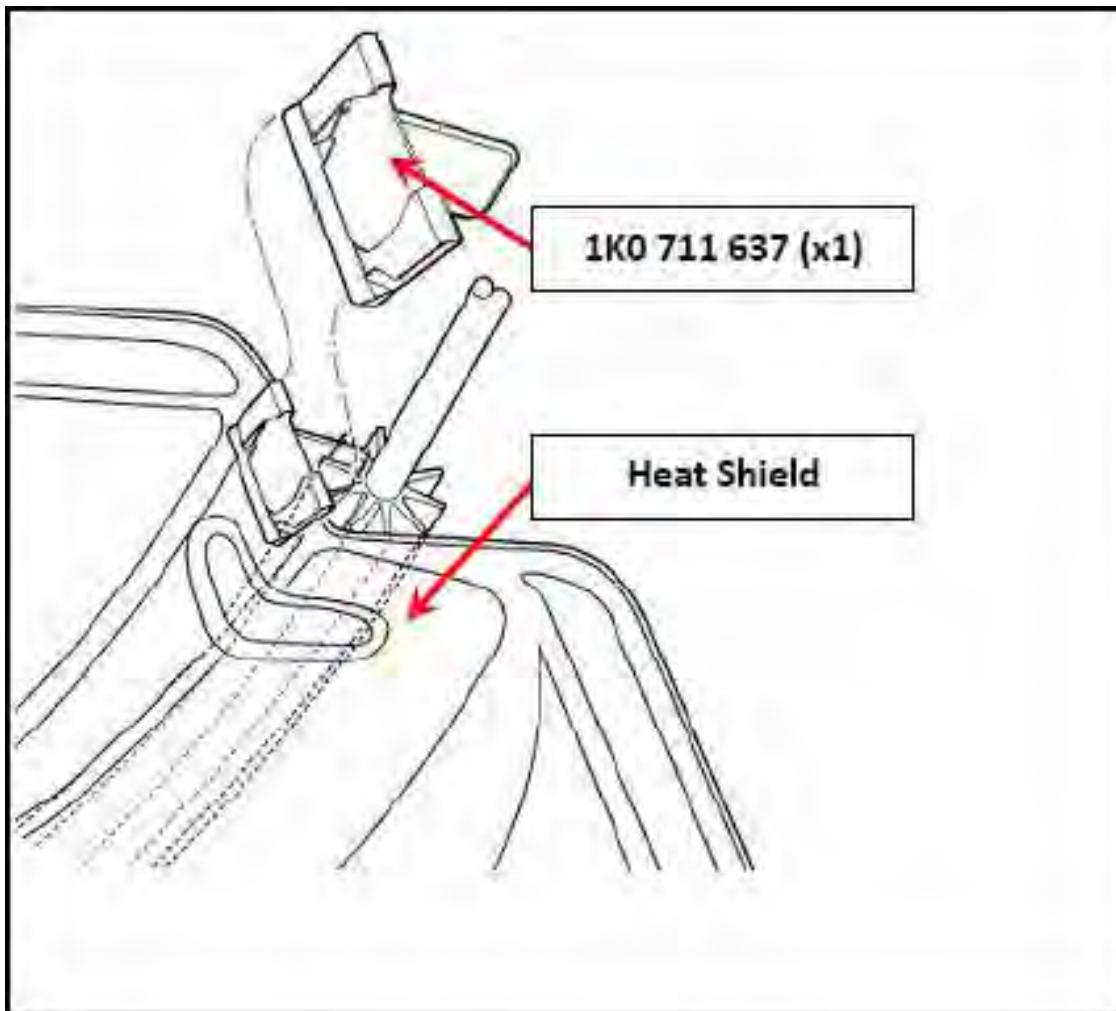


Figure 4



Figure 5



Figure 6

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- Reattach shifter cable to multifunction range switch, front bracket and rear bracket, making sure star hose is securely fitted and clamped into rear bracket (Figure 7).

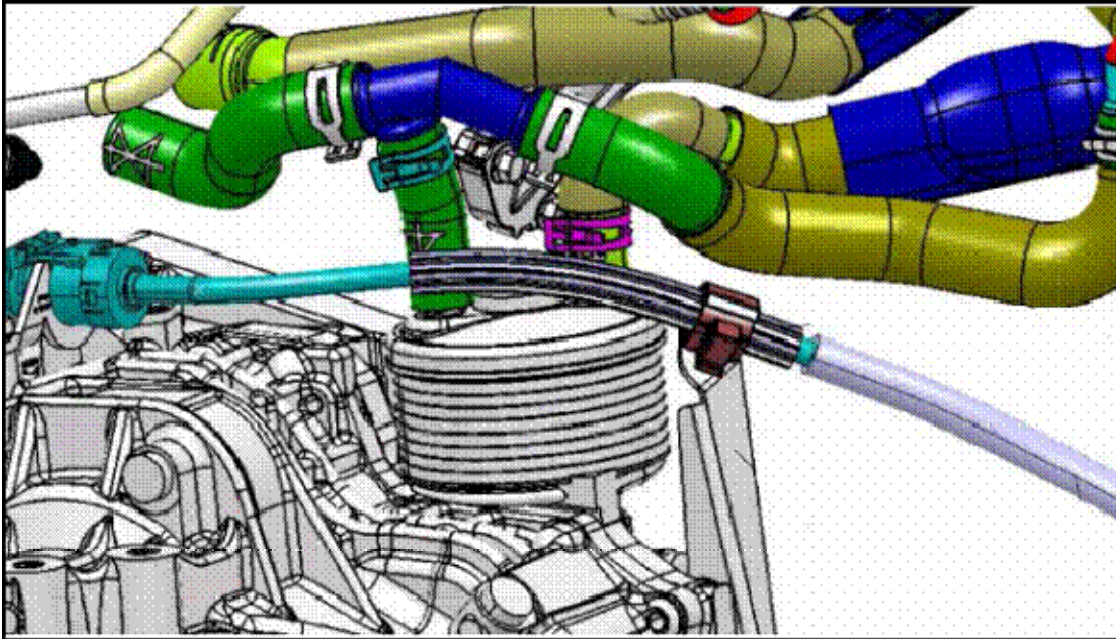


Figure 7

- Install battery tray, battery and engine cover as required, per ElsaWeb instructions.

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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Golf, Golf Wagon, Jetta, Jetta Sport Wagen	2011	All	6 Spd. Automatic (09G)	All	All
Passat	2012	All	6 Spd. Automatic (09G)	All	All
Beetle	2012	All	6 Spd. Automatic (09G)	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
3715	0020	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Golf, Passat				WVO ²⁾
	Jetta, Jetta SportWagen, Golf Wagon, Beetle				3ME ²⁾
Golf					
Labor Operation ³⁾ : Remove and Install battery			27061900 = 30 TU		

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Labor Operation ³⁾ : Install shifter cable brackets and retaining clip		37151999 = 20 TU
Jetta, Jetta SportWagen, Golf Wagon, Passat, Beetle		
Labor Operation ³⁾ : Remove and Install battery		27061900 = 30 TU
Labor Operation ³⁾ : Remove and Install battery tray (includes basic settings)		27111999 = 60 TU
Labor Operation ³⁾ : Remove and Install Engine Cover		10831900 = 20 TU
Labor Operation ³⁾ : Install shifter cable brackets and retaining clip		37151999 = 20 TU
Causal Part:		09G 321 397C
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 & 01210004 = 10 T.U. each	YES
Technical Diagnosis	0132xxxx = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2027120" in comment section of Warranty Claim.		
<p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>²⁾ Code per warranty vendor code policy.</p> <p>³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>⁴⁾ Documentation required per Warranty Policy Procedures Manual.</p>		

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Required Parts and Tools

Part Description	Part No:	Quantity
Rear Shifter Cable Bracket	09G 321 447 H	1
Nuts for Rear Shifter Cable Bracket	N 015 082 10 Or N 015 082 13	2
Star Hose	5K0 713 933	1
Front Shifter Cable Bracket	09G 321 397 C	1
Rubber Grommet for Front Shifter Cable Bracket	09G 321 798	2
Steel Sleeve for Front Shifter Cable Bracket	09G 321 495	2
Bolts for Front Shifter Cable Bracket	N 901 668 03 Or N 909 944 02	2
Shifter Cable Retaining Clip	1K0 711 637	1

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.