Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2009-2014	All	6 Spd Automatic (LGG)	All	All

Condition

37 13 02 July 19, 2013 **2021283** Supersedes T.B. V371001 dated July 8, 2010 to include additional model year applicability.

Automatic Transmission, Determining Repair versus Replacement

Technical Background

This bulletin provides a procedure to determine **"repair"** versus **"replacement"** of an automatic transmission. This procedure is to be used **"After"** the transmission has been removed from the vehicle.

Note:

Routan transmission concerns need to have faults diagnosed using the outlined diagnostic procedure in Repair Manual Group 37, located in ElsaWeb. If diagnosis leads to an internal failure, a leak down test must be performed, transmission removed, disassembled and inspected for damage, and a cost analysis performed. The repair/replacement procedure will follow the Volkswagen Group of America (VWGOA) 80% rule. Parts and labor of 81% or more to repair the transmission warrants a replacement.

Fill out the provided transmission diagnostic worksheet attachment and fax it to the Volkswagen Technician Helpline at 1-800-403-4710 or scan it and attach to your VTA ticket. Once the form has been sent, contact the Volkswagen Technician Helpline utilizing the VTA system.

Metal in transmission oil pan does not constitute replacement of the transmission, proper diagnosis is required.

Production Solution

No production change required.

Service

Procedure

Note:

For detailed information regarding disassembly and repair procedures, see Repair Manual Group 37 in ElsaWeb.

1. Remove fluid using approved automatic transmission fluid exchanger or equivalent.
2. Remove torque converter (keep with unit).
3. Measure input shaft end play.
4. Remove input speed sensor.
5. Remove pump assembly.
6. Remove input clutch assembly.
7. Remove front sun gear assembly.
8. Remove front carrier/rear annulus assembly.
9. If transmission damage is determined to be higher than 80% of the cost of a replacement transmission, follow steps 10 through 13.
10. Place #2 thrust bearing into transmission pan.
11. Reassemble transmission by reversing steps 4 through 8.
12. Return old torque converter using the same method used to ship to dealer. If service unit was received with the converter in a separate box within the transmission package, return the failed part in this manner. Otherwise, place converter into transmission and install shipping strap and bolts.
13. Return any loose items by placing in plastic bag and attaching to bell housing.

Note:

All parts must be returned with transmission.

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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual [1]					
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Routan	2009-2014	All	6 Spd Automatic (LGG)	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type [1]				
Service Number:	**Damage Code**	**HST**	**Damage Location (Depends on Service No.)**		
3735	0010	2021283	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	**Routan**				**USM**
Labor Operation [3] : Determine Proper Repair Path	**37351999 = 80 TU**				
Diagnostic Time [4]					
GFF Time expenditure	**01500000 = 00 TU max.**				**NO**
Road Test	**01210002 = 00 TU** **01210004 = 00 TU**				**NO**
Technical Diagnosis	**01320000 = 00 TU max.**				**NO**
Claim Comment: Input "As per Technical Bulletin 2021283" in comment section of Warranty Claim.					

[1] Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only

[2] Code per warranty vendor code policy.

[3] Labor Time Units (TUs) are subject to change with ELSA updates.

[4] Documentation required per Warranty Policies and Procedures Manual.

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Required Parts and Tools

No Special Parts required.

For Special Tools see Group 37 Transmission in ElsaWeb.

Additional Information

Tip:

Using a non-approved Automatic Transmission Fluid (ATF) may result in shifting concerns, and clutch discs may suffer from premature wear resulting in a non-warrantable failure of the transmission.

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.

Routan Automatic Transmission Diagnostic Checksheet

Dealer Name_____ Dealer Code_____ Date_____

Technician Name_____ Phone/Cell_____ WRO_____

Last 8 Digits of VIN_____ Mileage_____ Repeat Complaint? Yes_____ No_____

Customer Complaint_____

Technician Verification_____

Check all that apply	Does Not Occur	Slips	Late or Delayed	Early	Harsh	Shudder	Search Busy	Stalls
Engagement into Drive								
Engagement into Reverse								
1-2 Upshift								
2-3 Upshift								
3-4 Upshift								
4-5 Upshift								
5-6 Upshift								
6-5 Downshift								
5-4 Downshift								
4-3 Downshift								
3-2 Downshift								
2-1 Downshift								
Kickdown/WOT Acceleration (indicate gears ie 3-2)								
Converter Lockup								

When does this Performance Related Concern occur? Please check all that apply.

Always		At idle		Braking		High altitude		On severe incline/grade	
Intermittent		Part throttle		Cornering		Extremely hot (above 90° F)		Gear selector position	
Trans cold		Wide open throttle		Unable to duplicate		Extremely cold (below 10° F)		Autostick only?	
Trans hot		At _____ mph		With A/C on		Whle towing			

Leaks: When_____ Where_____

Noise Concern / Circle Buzz Whine Clunk Rattle

Which Occurs: Moving Still In Gear Out of Gear

Fluid Level: Correct_____ Low_____ High_____ Condition: Normal_____ Burnt_____

Clutch Volumes: L/R_____ 2C/2-4_____ OD_____ 4C_____ UD_____ LC_____ DC_____ R_____

Shift Lever Status Test: Passed_____ Failed_____

Fault Codes Before Repair/Replace: PCM_____

TCM_____

Line Pressure	Gauge	Scan Tool	Desired
Park			
Reverse			
Drive			

TCM Part Number: _____

Cooler Pressure Test Results: _____

Cooler Flow Rate: _____

Are there any non-factory installed devices or modifications to the vehicle (CB radio, axle ratio changes, tire size changes, heavy electrical draw add on's, etc) Yes_____ No_____

If yes, please describe_____

Is this a taxi, fleet or delivery vehicle? Yes_____ No_____

TECHNICIAN DIAGNOSIS:_____

_____