



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All except Routan	2012-2014	All	All	All	All

Condition

00 13 04 September 23, 2013 2034407

Choosing Service Numbers – Transmission and Drivetrain



Note:

Proper use of transmission and/or drivetrain Service Numbers will assist Volkswagen in expediting solutions to the market for various customer concerns.

Technical Background

To ensure that customer concerns are being properly addressed, please reference the following information for examples of the Service Numbers available for customer concerns/technician findings. Proper Service Number usage will ensure customer concerns/technician findings are properly addressed allowing for more accurate and timely repair information, Required Vehicle Updates and Technical Bulletins.

Clutch-Related Service Numbers

If the customer is experiencing clutch related issues and the concern is found to be within the clutch components, please use the following Service Numbers below.

Example: there is a noise during clutch operation and the throw-out bearing is deemed faulty. Replace the throw-out bearing and use Service Number 3045 for warranty submission **not** 3056 or 3005. This will allow Volkswagen to clearly identify the cause of the failure.

Clutch related Service Numbers	
Clutch pedal	3005
Master Cylinder	3020
5 Speed Slave Cylinder	3030
6 Speed Slave Cylinder	3051
Throw-out Bearing	3045



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Pressure Plate	3052
Clutch	3056
Flywheel (single mass)	1360
Flywheel (dual mass)	1362

Standard Gearbox-Related Service Numbers

If the customer is experiencing manual gearbox related issues and the concern is found to be within the standard gearbox, please use the following Service Numbers below.

Example: there is a grinding noise during 3rd gear shifts and the 3rd gear set is faulty. Replace the 3rd gear set and use Service Number 3573 for warranty submission **not** 3435. In cases where the noise is not duplicated or deemed normal also use 3573, because the customer concern is based around the 3rd gear set within the transmission.

Standard Gearbox related Service Numbers	
5/6 Speed Gearbox	3435
1 st gear concerns	3571
2 nd Gear Concerns	3572
3 rd Gear Concerns	3573
4 th Gear Concerns	3574
5 th Gear Concerns	3575
6 th gear Concerns	3563
Reverse Gear Concerns	3578



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Automatic Transmission-Related Service Numbers

If the customer is experiencing automatic transmission-related issues and the concern is found to be within the automatic transmission, use the following Service Numbers.

Example: There is an abnormal noise from the automatic transmission and the gearbox is deemed faulty. Replace the gearbox and use Service Number 3735 for warranty submission, **not** 3435, because the automatic transmission is not considered a standard gearbox. In cases where the valve body is at fault for the shifting concern and the valve body is replaced, use 3877, **not** 3735. **For customer concerns that cannot be duplicated, please use 3735. For automatic transmission software updates, please use 3730. Chart #3**

Automatic Transmission related Service Numbers	
Automatic Transmission	3735
Torque Converter	3250
Valve Body	3877
TCM Replacement or Flash	3730

DSG Transmission-Related Service Numbers

If the customer is experiencing automatic transmission-related issues and the concern is found to be within the automatic transmission, use the following Service Numbers.

Example: There is an abnormal shift from the DSG gearbox and the gearbox is deemed faulty. Replace the gearbox and use Service Number 3435 for warranty submission, **not** 3735, because the DSG is considered a standard gearbox. In cases where the mechatronic unit is at fault for the shifting concern and the mechatronic unit is replaced, use 3885, **not** 3435. **For customer concerns that cannot be duplicated, please use 3435. For DSG software updates, please use 3730.**

DSG Transmission related Service Numbers	
DSG Gearbox	3435
Multiple Clutch	3060
Mechatronic Unit Replacement	3511
Mechatronic Unit Flash	3730



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Drivetrain-Related Service Numbers

If the customer is experiencing drivetrain related issues and the concern is found to be within the drivetrain components, please use the following Service Numbers below.

Example: There is noise while driving and the bevel box is faulty. Replace the bevel box and use PID 3970 for warranty submission **not** 3735.

Drivetrain related Service Numbers	
Bevel Box	3970
Transfer Case	3965
Front Axle	3901
Rear Axle	3988
Haldex Rear Axle	3971

Production Solution

Information only.

Service

Information only.

Warranty

Information only.

Required Parts and Tools

Information only.

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.