

## **Technical Bulletin**

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Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
(A5) Jetta Wagon	2009	AII	DSG (02E)	All	All
(A5) Golf	2009	All	DSG (02E)	All	All
(A5) Jetta Sedan	2009-2010	All	DSG (02E)	All	All
(A6) Jetta SportWagen, Golf Wagon	2010-2012	All	DSG (02E)	All	All
Passat, CC	2009-2012	All	DSG (02E)	All	All
Eos	2009-2012	All	DSG (02E)	All	All

## Condition

**30 13 01** January 3, 2013 **2028714** Supersedes T. B. V301205 dated December 19, 2012 to update service number.

DTC P2711 Implausible Transmission Shift Sequence Stored in the Transmission Control Module

#### ETip:

This Technical Bulletin is for fault code P2711 <u>ONLY</u>, if any other faults appear with this code, perform normal GFF processes and diagnoses.

DTC as described may cause shifting concerns and/or a lack of mobility upon initial startup. For example, the selector is moved to Drive or Reverse and the transmission does not engage the selected gear.

DTC	Description
P2711	Implausible Transmission Shift Sequence

### **Technical Background**

Debris in the clutch assembly causing too much drag torque from the multiple clutch.

### **Production Solution**

Updated clutch installed as of March 12, 2010.

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#### Service

If the Transmission Control Module has fault code P2711 (only) and more than 19,000 miles, replace the multiple clutch and cover, see Repair Manual Group 30 in ElsaWeb. If more than P2711 is in the Transmission Control Module or the vehicle has less than 19,000 miles, <u>the faults need to be diagnosed using normal GFF</u> <u>processes.</u>

## **Note**:

The clutch should not be replaced without proper diagnoses and/or meeting the mileage requirements.

#### Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>							
Model(s)	Year(	s)	Eng. Code(s)	Trans. Code(s)	VI	N Range From	VIN Range To
(A5) Jetta Wagon	2009		All	DSG (02E)		All	All
(A5) Golf	2009		All	DSG (02E)		All	All
(A5) Jetta Sedan	2009-2	010	All	DSG (02E)		All	All
(A6) Jetta SportWagen, Golf Wagon	2010-2	012	All	DSG (02E)		All	All
Passat, CC	2009-2	012	All	DSG (02E)		All	AII
Eos	2009-2	012	All	DSG (02E)		All	AII
SAGA Coding							
Claim Type:	laim Type: Use applicable Claim Type <sup>1)</sup>						
Service Number:		Damage Code	HST		Damage Location (Depends Service No.)		
<mark>3838</mark>			0010	Use applicable when inc ElsaWeb (L/R)			
Parts Manufacturer		Golf, Passat, CC, Eos		BWS <sup>2)</sup>			

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	Jetta, Jetta Wagon, Je Wag	• • •	BWS <sup>2)</sup>	
Labor Operation <sup>3)</sup> : Replace multiple clutch and cover		30601950 = 110 TU		
Labor Operation <sup>3)</sup> : Remove and Install Transmission		343519XX = Refer to Elsa for your particular model		
Causal Part:		02E 398 029A		
	Dia	agnostic Time <sup>4)</sup>		
GFF Time expenditur	e 01500000 = 20 <sup>-</sup>	TU max.	YES	
Road Test	01210004 = 10 -	ти	YES	
Technical Diagnosis	01320000 = 00 -	TU max.	NO	
Claim Comment: Inpu	ut "As per Technical Bulle	etin 2028714" in comm	ent section of Warranty Claim.	
<sup>1)</sup> Vehicle may be out	side any Warranty in whic	h case this Technical	Bulletin is informational only	
<sup>2)</sup> Code per warranty	vendor code policy.			
<sup>3)</sup> Labor Time Units (1	rUs) are subject to change	e with ELSA updates.		
<sup>4)</sup> Documentation req	uired per Warranty Policy	Procedures Manual.		

### **Required Parts and Tools**

Part Description	Part No:	Quantity	
Multiple Clutch Kit	02E398029B	1	
Oil Filter	02E305051C	1	
Transmission Fluid	G 052182A2	As required	

No special tools required.

## **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.

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