

Technical Bulletin

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

Condition

30 13 03 December 18, 2013 **2028714** Supersedes T. B. V301302 dated August 19, 2013 to update part suffix number.

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



Tip:

This Technical Bulletin is for fault code P2711 ONLY, 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.



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Production Solution

Updated clutch installed as of March 12, 2010.

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, **the faults need to be diagnosed using normal GFF processes.**



Note:

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



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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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Passat	2012	All	DSG (02E)	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
3838	0010	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Golf, Passat, CC, Eos		BWS ²⁾		
	Jetta, Jetta Wagon, Jetta SportWagen, Golf Wagon		BWS ²⁾		
Labor Operation ³⁾ : Replace multiple clutch and cover			30601950 = 110 TU		
Labor Operation ³⁾ : Remove and Install Transmission			343519XX = Refer to Elsa for your particular model		



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Causal Part:		02E 398 029*
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 20 TU max.	YES
Road Test	01210004 = 10 TU	YES
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2028714" 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>		

Required Parts and Tools

Part Description	Part No:	Quantity
Multiple Clutch Kit	02E398029* (* = latest part number and suffix available in ETKA per the vehicle application)	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.