



# 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 14 03 August 7, 2014 2028714 Supersedes T. B. V301401 dated February 6, 2014 to update warranty table service 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.**

## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
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SAGA Coding					



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<b>Claim Type:</b>	<b>Use applicable Claim Type <sup>1)</sup></b>		
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>
<b>3060</b>	<b>0010</b>	<b>--</b>	<b>Use applicable when indicated in ElsaWeb (L/R)</b>
<b>Parts Manufacturer</b>	<b>Golf, Passat, CC, Eos</b>	<b>BWS <sup>2)</sup></b>	
	<b>Jetta, Jetta Wagon, Jetta SportWagen, Golf Wagon</b>	<b>BWS <sup>2)</sup></b>	
<b>Labor Operation <sup>3)</sup>: Replace multiple clutch and cover</b>		<b>30601950 = 110 TU</b>	
<b>Labor Operation <sup>3)</sup>: Remove and Install Transmission</b>		<b>343519XX = Refer to Elsa for your particular model</b>	
<b>Causal Part:</b>		<b>02E 398 029*</b>	
<b>Diagnostic Time <sup>4)</sup></b>			
<b>GFF Time expenditure</b>	<b>01500000 = 20 TU max.</b>	<b>YES</b>	
<b>Road Test</b>	<b>01210004 = 10 TU</b>	<b>YES</b>	
<b>Technical Diagnosis</b>	<b>01320000 = 00 TU max.</b>	<b>NO</b>	
<b>Claim Comment: Input "As per Technical Bulletin 2028714" in comment section of Warranty Claim.</b>			
<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only <sup>2)</sup> Code per warranty vendor code policy. <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates. <sup>4)</sup> Documentation required per Warranty Policy Procedures Manual.			



# Technical Bulletin

## Required Parts and Tools

Part Description	Part No:	Quantity
Multiple Clutch Kit	<b>02E398029*</b> (* = latest part number and suffix available in ETKA per the vehicle application)	1
Oil Filter	<b>02E305051C</b>	1
Transmission Fluid	<b>G 052182A2</b>	As required

Tool Description	Tool No:
Midtronics Battery Tester/Charger	<b>InCharge 940 (INC-940)</b> or <b>GRX3000VAS</b>
VAS Diagnostic Tool	<b>VAS 6150/X &amp; VAS 6160/X with ODIS Service with: current online updates</b>
Retaining Pin	<b>T10303</b>
Dial Gauge Holder	<b>VW 387</b>

## 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.