



# Service Action

## Code: 34G5

<b>Subject</b>	<b>Automatic Transmission Fluid (ATF) Pipe Bracket</b>
<b>Release Date</b>	December 17, 2015
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2014-2015 MY Volkswagen Touareg 3.0L TDI</b> <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur.
<b>Corrective Action</b>	Install a bracket on the ATF pipe to help prevent pipe vibration.
<b>Parts Information</b>	Parts will be allocated prior to campaign release and will be on Upper Order Limits. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to <a href="mailto:vwoaupperorderlimits@vw.com">vwoaupperorderlimits@vw.com</a> .
<b>Code Visibility</b>	<p>On or about December 17, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about December 17, 2015, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about December 17, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a>.</p>
<b>Owner Notification</b>	Owner notification will take place in January 2016. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2018</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.vw.com">www.vw.com</a>.</p>

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	34G5															
<b>Damage Code</b>	0099															
<b>Parts Vendor Code</b>	WWO															
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90															
<b>Causal Indicator</b>	Mark bracket as causal part*															
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action															
<b>Criteria I.D.</b>	01															
	<p>Install bracket on ATF pipe.</p> <p>Labor operation:      3476 23 99                      40 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>7P0317829*</td><td>Bracket</td></tr><tr><td>2</td><td>N 90168604</td><td>Speed Nut</td></tr><tr><td>2</td><td>N 0206015</td><td>Clamp</td></tr><tr><td>2</td><td>N 10653301</td><td>Bolt</td></tr></tbody></table>	Quantity	Part Number	Description	1	7P0317829*	Bracket	2	N 90168604	Speed Nut	2	N 0206015	Clamp	2	N 10653301	Bolt
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1	7P0317829*	Bracket														
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## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 34G5 – Automatic Transmission Fluid (ATF) Pipe Bracket  
2014-2015 Model Year Volkswagen Touareg 3.0L TDI**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2014-2015 model year Volkswagen Touareg 3.0L TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur.

**What will we do?** Your authorized Volkswagen dealer will install a bracket on the ATF pipe to help prevent pipe vibration. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

This service action will be available for you **free of charge only until December 31, 2018**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 34G5 – Automatic Transmission Fluid (ATF) Pipe Bracket  
2014-2015 Model Year Volkswagen Touareg 3.0L TDI**

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- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada  
Attn: Customer Relations (34G5)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

**ATTENTION!**  
**Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.**

**Required Parts**

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	7P0 317 829	Bracket
2	N 901 686 04	Speed Nut
2	N 020 601 5	Clamp
2	N 106 533 01	Bolt

**Required Tools**



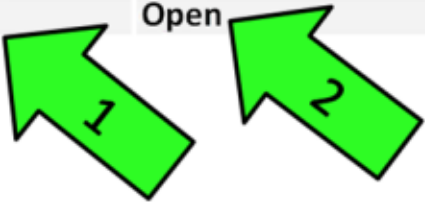
- VAG1331 – 5-50Nm Torque wrench (or equivalent)



- VAG1332 – 40-200Nm Torque wrench (or equivalent)

## Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open



**EXAMPLE**

**TIP**

If Campaign Completion label is present, no further work is required.

### Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

**TIP**

On the date of repair, print this screen and keep a copy with the repair order.

- Ensure that the Status is “Open”  
<arrow 2>
- Note the Applicable Criteria ID  
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

### Proceed to Section B

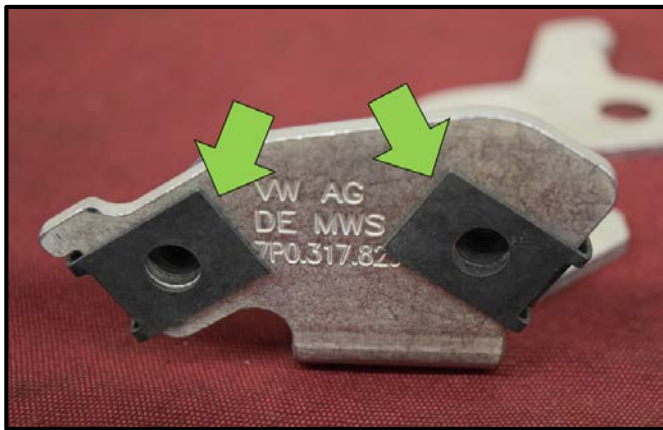
## Section B – Install ATF Pipe Bracket

- Raise the vehicle on an appropriate hoist.
- With the vehicle slightly off the ground, turn the steering wheel all the way to the left.
- Raise the vehicle to a comfortable working height.
- Remove the starter mounting bolt <circle>.



### TIP

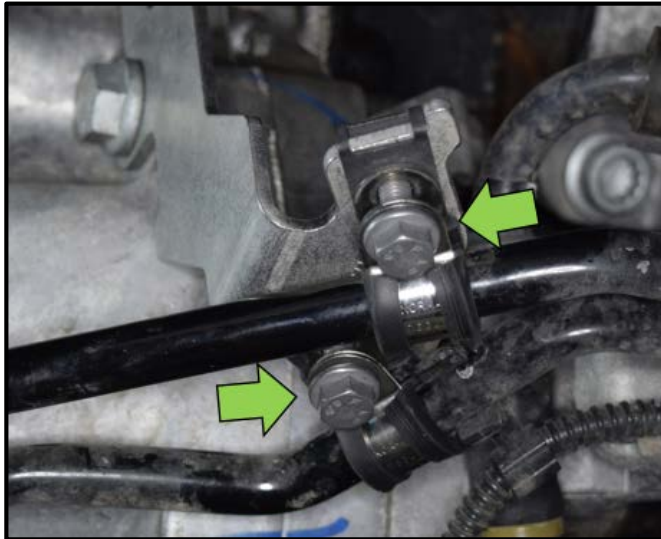
The transmission fluid lines and starter mounting bolt can be accessed through the right front lower wheel well area above the front differential <as shown>.



- Affix the speed nuts, P/N: N90168604 onto the bracket, P/N: 7P0317829 as shown <arrows>.



- Place the bracket, P/N: 7P0317829 against the transmission housing as shown.
- Reinstall the starter mounting bolt <circle> and hand tighten.



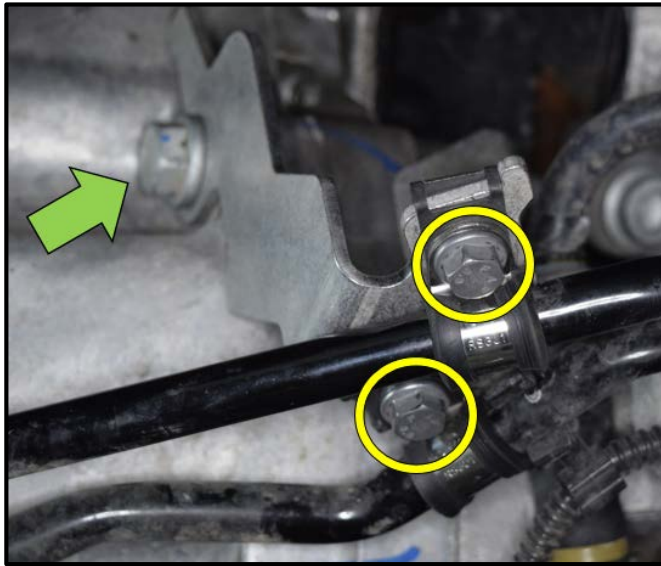
- Install the clamps, P/N: N0206015 over the ATF pipes as shown.
- Install the mounting bolts, P/N: N10653301 <arrows> and hand tighten.



**! NOTE**

It may be necessary to reposition the wiring harness retaining clip <arrow> to accommodate the transmission fluid line bracket and clamps.





- Using the VAG1332 torque wrench (or equivalent), torque the starter mounting bolt <arrow> to **60Nm**.
- Using the VAG 1331 torque wrench (or equivalent), torque the clamp mounting bolts <circles> to **8Nm**.
- Lower the hoist.

**Work Complete – Proceed to Section C**

### **Section C – Campaign Completion Label and Parts Return/Disposal**

#### **Install Campaign Completion Label**

- Open the hood.
- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 <b>TIP</b>
Ensure Campaign Completion Label does not cover any existing label(s).

- Close the hood.

#### **Parts Return/Disposal**

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

**ALL WORK IS COMPLETE**