



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All except Routan	2012-2017	All	All	All	All

## Condition

**00 16 07** October 25, 2016 **2034407** Supersedes Technical Bulletin V001606 dated October 25, 2016 to correct technical bulletin numbering sequence.

### Selecting Correct Transmission and Drivetrain Service Number before Submitting Warranty Claims



**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, 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 3<sup>rd</sup> gear shifts and the 3<sup>rd</sup> gear set is faulty. Replace the 3<sup>rd</sup> 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 3<sup>rd</sup> gear set within the transmission.

<b>Standard Gearbox related Service Numbers</b>	
5/6 Speed Gearbox	3435
1 <sup>st</sup> gear concerns	3571
2 <sup>nd</sup> Gear Concerns	3572
3 <sup>rd</sup> Gear Concerns	3573
4 <sup>th</sup> Gear Concerns	3574
5 <sup>th</sup> Gear Concerns	3575
6 <sup>th</sup> 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.**

<b>Automatic Transmission related Service Numbers</b>	
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 in chart #3, 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 3511, **not** 3435. **For customer concerns that cannot be duplicated, please use 3435. For DSG software updates, please use 3730.**

<b>DSG Transmission related Service Numbers</b>	
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 in chart #3.

<b>Drivetrain related Service Numbers</b>	
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.



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## 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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2034407/5	10/25/16	V001607	To correct technical bulletin numbering sequence.
2034407/4	10/25/16	V001606	Update model year applicability.
2034407/1	1/29/13	V001304	Original publication.