



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 24, 2017

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Service Action 34H7 – DSG Gearbox

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming Service Action. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Service Action
SAGA CODE	34H7
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2017 MY Volkswagen Vehicles
TOPIC	DSG Gearbox
PROBLEM DESCRIPTION	Over time, affected vehicles may develop gearbox noise due to an insufficient supply of oil within the gearbox.
CORRECTIVE ACTION	Replace the DSG gearbox.
CUSTOMER NOTIFICATION DATE	May 2017
ELSA/OMD Web VISIBILITY DATE	On or about May 25, 2017
TOTAL AFFECTED VEHICLE COUNT	USA: 215 CANADA: 33
APPROXIMATE REPAIR TIME	Up to 650 TU
SPECIAL TOOLS NEEDED?	SEE WORK PROCEDURE
PARTS REQUIRED	SEE WORK PROCEDURE
EXPIRATION DATE	December 31, 2020
ADDITIONAL INFORMATION	Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.