



# Service Action

## Code: 38C5

**Subject** Transmission Oil Cooler Seals

**Release Date** March 25, 2020

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2019	2019	JETTA
CAN	2019	2019	JETTA

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

**Problem Description** The seals on the transmission oil cooler may leak.

**Corrective Action** Replace transmission cooler seals.

**Code Visibility** On or about March 25, 2020, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in April 2020. Owner letter examples are included in this bulletin for your reference.

**Campaign Expiration Date** This campaign expires on **December 31, 2022**. 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.

**Additional Information** **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

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

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 [www.vwhub.com](http://www.vwhub.com).

## Parts Information

**Parts Control Type:**  
**Upper Order Limit**

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

**Initial Allocation:**  
**YES**

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	2	WHT-009-338	Washer	UOL
	Up to 3	SEE ELSA	Coolant	UOL
	0.20 (200 ml)	G -053-001-A2	ATF oil	UOL
	3	WHT-000-729-A	Hex socket head bolt (combi)	UOL
	1	WHT-008-961	Seal ring	UOL
	1	WHT-008-969	Seal ring (if required)	UOL

**NOTE**

The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	38C5		
<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 washer* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action <b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	3860 25 99	70	Replace transmission oil cooler seals
	3702 35 99	Time stated on diagnostic protocol (up to 75 TU)	Perform ATF level checking via GFF test plan
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	WHT009338	Washer*
	Up to 3.00	G 013A8JS0	Coolant
	0.20	G 053001A2	ATF oil
	3.00	WHT000729A	Hex socket head bolt (combi)
	1.00	WHT008961	Seal ring
	<i>Add ONLY if ATF fill plug seal was replaced:</i>		
	1.00	WHT008969	Seal ring (if required)

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 38C5 – Transmission Oil Cooler Seals**

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 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	The seals on the transmission oil cooler may leak.
<b>What will we do?</b>	Your authorized Volkswagen dealer will replace the transmission oil cooler seals. This work can take up to a half a day to complete and will be performed for you free of charge. 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.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .  This service action will be available for you <b>free of charge only until December 31, 2022</b> . 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.
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	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 reach out to us using your preferred method of communication at <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 38C5 – Transmission Oil Cooler Seals**

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 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

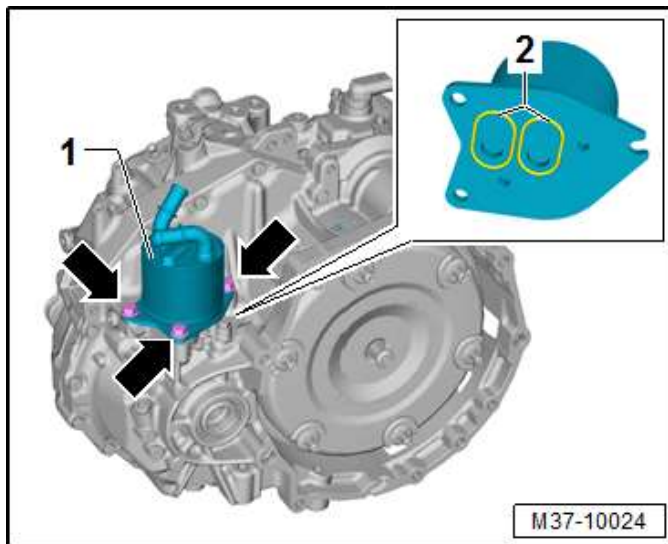
- What is the issue?** The seals on the transmission oil cooler may leak.
- What will we do?** Your authorized Volkswagen dealer will replace the transmission oil cooler seals. This work can take up to a half a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- 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.
- This service action will be available for you **free of charge only until December 31, 2022**. 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.
- 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 contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [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.

Sincerely,

Volkswagen Customer Protection

## Repair Overview



- Replace transmission oil cooler seals <2>.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

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

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

- 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.

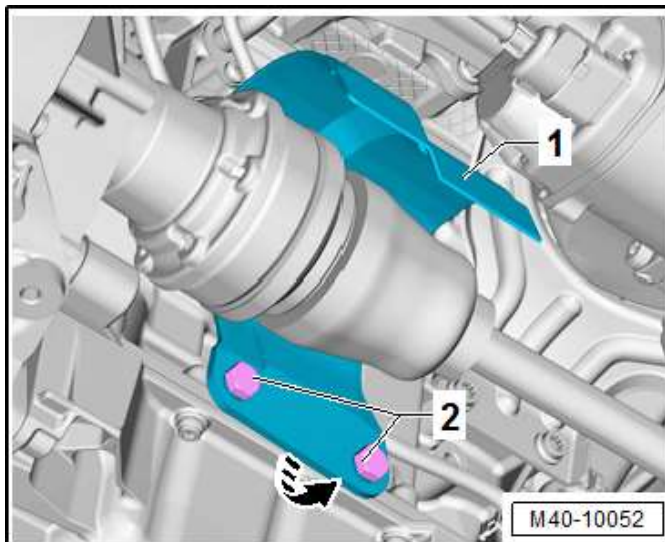
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls MUST be completed before starting this Campaign.**

**Proceed to Section B**

## Section B – Replacing ATF Cooler Seals

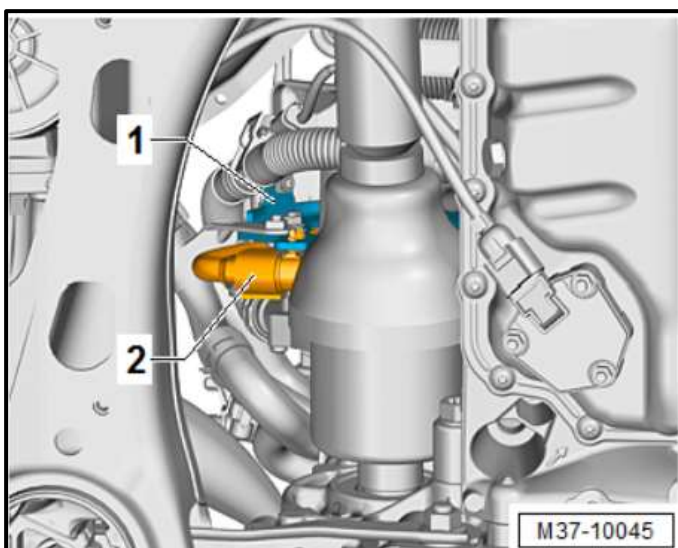
### Vehicle disassembly:

- Remove air filter housing and air duct hose:
  - See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Fuel Injection (1.4L Engine, 4V, EA211, Turbocharger) > 24 Multiport Fuel Injection > Air Filter*
- Remove battery and battery tray:
  - See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Battery*



### Remove drive axle heat shield:

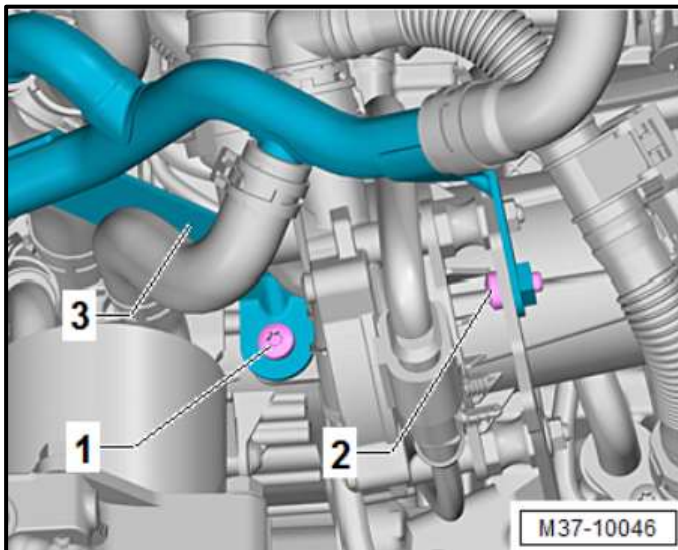
- Remove front noise insulation:
  - See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation*
- Remove bolts <2> and remove drive axle heat shield <1>.



### Unclip secondary air injection pump motor from underneath the vehicle:

- The connector <2> remains connected.
- Unclip the secondary air injector pump motor connector housing <2> from the bracket <1>.





**Loosen coolant pipe bracket from underneath the vehicle:**

- Remove bolts <1> and <2>.

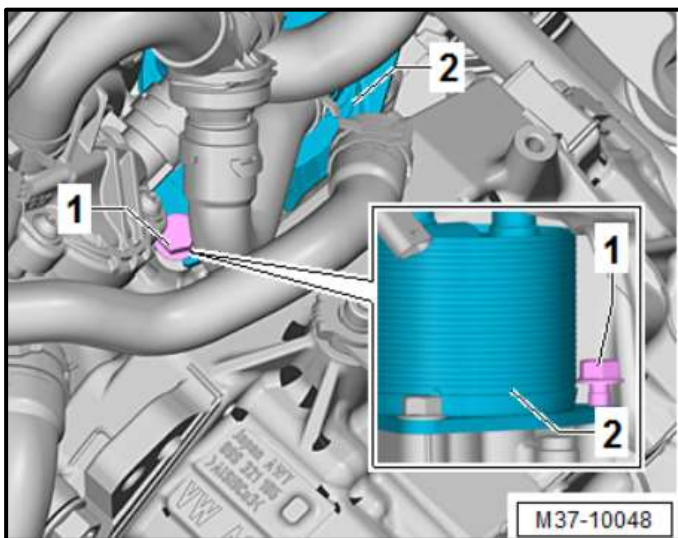


**Secure coolant line out of the way:**

- Tie up coolant line <1> upward to gain better accessibility to ATF cooler.

**NOTE**

Shifter cable shown removed for clarity. It is possible to perform this repair without removing the shifter cable.

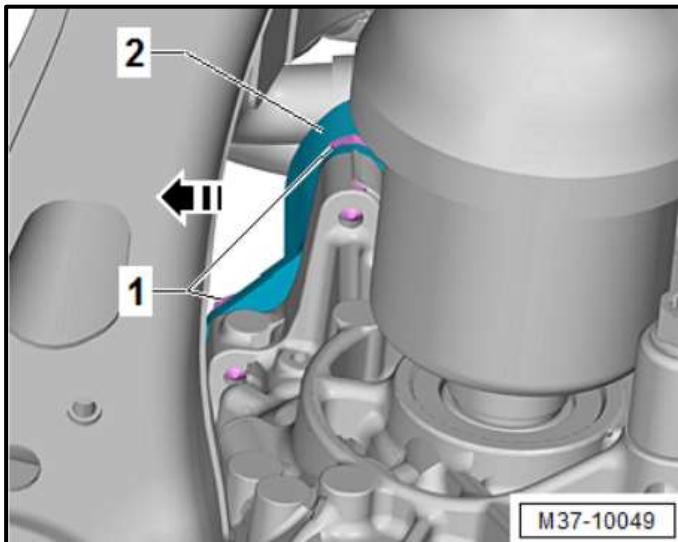


**Unbolt ATF cooler:**

- DO NOT remove the coolant hoses from the ATF cooler!!
- The area around the ATF cooler must be free of dirt and debris before removing the ATF cooler.
- Dirt and foreign objects must not enter the ATF system.
- Loosen bolt <1> a few turns.

**NOTE**

The ATF cooler is slotted at bolt <1> so the bolt does not have to be removed completely.



- From below, remove bolts <1> and <2>.
- Reposition ATF cooler with the coolant lines still attached toward the rear.
- Replace the ATF cooler seals.

Part Number	Part Description
WHT-009-338	ATF cooler seal (qty. 2)

- Install ATF cooler in the reverse order of removal.

**⚠ CAUTION**

**Risk of leaks due to twisting the seals.**  
Do not slide the ATF cooler along the surface of the transmission.

- Torque bolts to 20 Nm.

**Reassemble the following in the reverse order of removal:**

- Coolant pipe bracket.
  - Torque bolts to 8 Nm.
- Secondary air injection pump connector housing.
- Drive axle shield.
  - Torque bolts to 25 Nm.



**Top off ATF before reassembling the vehicle:**

**NOTE**

In an effort to reduce waste, the following steps differ from what is stated in the repair manual.

- Top off ATF after the ATF cooler has been reinstalled.
- Remove fill plug <arrow> from top of transmission.
- Insert a clean funnel into the fill hole.
- Shake the fluid container before opening and fill transmission with 200 ml of ATF.

Part Number	Part Description
G -053-001-A2	ATF

- Reinstall fill plug and torque to 40 Nm.

**NOTE**

If the fill plug O-ring is damaged, it must be replaced.

**NOTE**

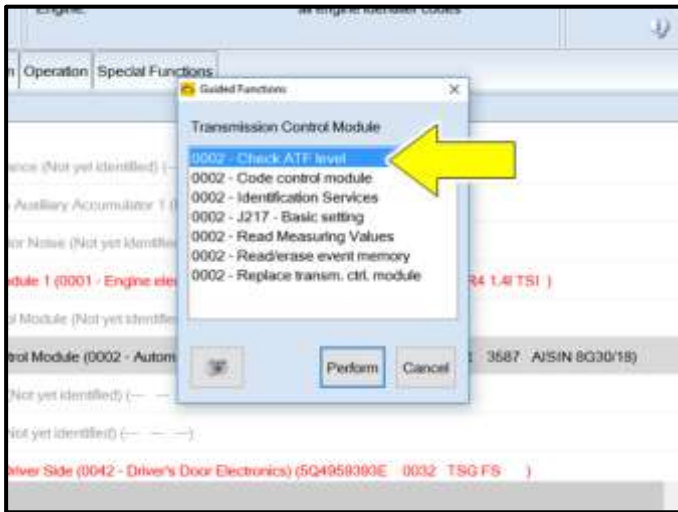
If the ATF cooler seals were leaking slightly, the initial amount of 200 ml should be enough fluid to bring the ATF to the correct level.

If more than 200 ml is needed:

- U.S. Dealers - Submit a campaign authorization request for consequential damage.
- Canadian Dealers - Create a Volkswagen Technical Assistance ticket and obtain campaign authorization for consequential damage.

**Reassemble the following in the reverse order of removal:**

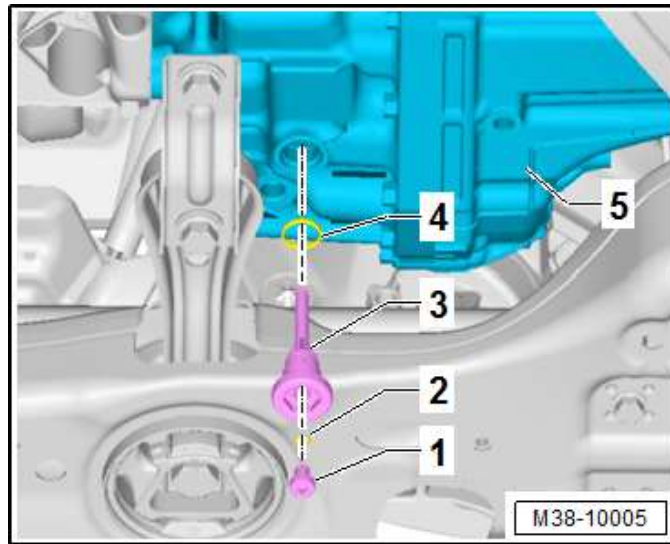
- Battery and battery tray.
  - Torque battery tray fasteners to 9 Nm.
  - Torque battery terminal bolts to 6 Nm.
- Air filter housing and air duct hose.
  - Torque clamps to 3.5 Nm.



**Check ATF level:**

- ATF level checking pre-requisites:
  - The vehicle is level and all hoist mounts are the same height.
  - The Vehicle Diagnostic Tester is connected.
  - To begin working, the oil temperature should not be higher than 45 °C (113 °F).
  - Test temperature: 35 to 45 °C (95 to 113 °F)

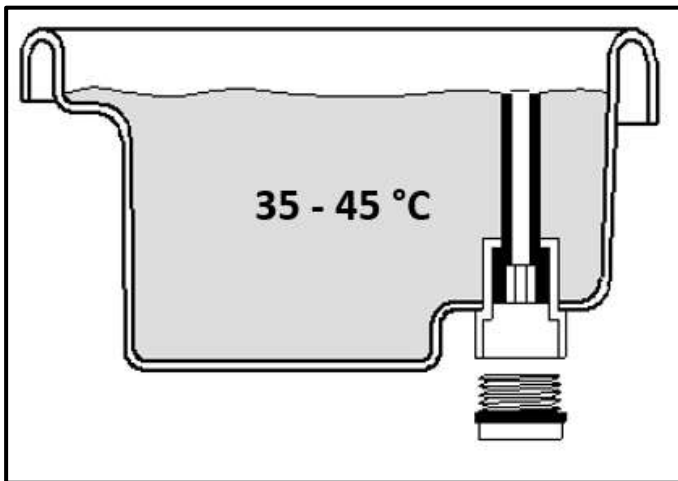
**⚠ WARNING**  
Risk of injury due to hot transmission fluid.



- Start the Transmission Control Module Guided Functions test plan “0002 – Check ATF level” and follow the on-screen prompts.
- When prompted by the test plan and when the test temperature is reached, remove drain plug <1>.
- Let the excess fluid drain.
- Install ATF drain plug with a new O-ring and torque to 9 Nm as soon as the excess fluid has drained out (fluid will start to drip).

Part Number	Part Description
WHT-008-961	O-ring (drain plug)

- If no oil flows out, more ATF must be added.
- The ATF drain plug with the overflow tube <3> and seal <4> must stay in the transmission <5>.



**⚠ CAUTION**  
Too little or too much fluid will impair the function of the transmission.

- Install noise insulation in reverse order of removal.
  - Torque speed nuts to 2 Nm.
  - Replace micro-encapsulated bolts and torque to 6 Nm.

Part Number	Part Description
WHT-000-729-A	Bolt (noise insulation)

**Proceed to Section C.**

## Section C – Campaign Completion Label

### Install Campaign Completion Label

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



#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

**Proceed to Section D**

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.