



34-22-01 - Gearbox Resonance

Release date: 12/05/2022

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2019	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2068034/1	12/05/2022	34-22-01	Original publication.

Gearbox may produce a resonance at 450 Hz, also described as a transmission rattling noise.

Technical Background

Gearbox may produce a resonance at 450 Hz.

Production Solution

Optimized software will reduce the resonance at 450 Hz.

Improvement of left drive shaft.

From: 51/2019, VIN 3VWEB7BU3LM001618.

Service

Update-Programming Procedure:

Critical Warning: : The Midtronics battery charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module. Control modules damaged by inadequate voltage will not be covered under the warranty policy. The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

The procedure may cancel itself if the hazard warning lights are not switched ON. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

ODIS-Service tester should be updated to the latest GFF technical version 9.0.1 or higher and SW version 2.44.1 or higher.



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**WARNING:**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a risk that personal injury may result if contact is made with spinning fan blades.

Keep hands and all objects away from Radiator Fan(s) during Update Process!

- Confirm software level of the Transmission Control Module -**J217**- is 3587 or higher, if the software is less than 3587, SVM 427B must be applied.

**Note:**

Prior to launching the ODIS Service diagnostic applications and starting control module update process, confirm tester screen saver and power settings in accordance with Diagnostic Device Hardware & Windows® - VHW-20-02 Change Power Options After Windows®10 Upgrade. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure. When using a VAS 6150/X or 6160/X tester in conjunction with a VAS 6154 wireless transmitter head for a flash procedure, connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

VAS tools must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

If software updates or flash campaign/actions are performed on a vehicle, a charger with at least 70A charging current MUST be used in order to avoid problems during software updates and flash campaign/actions.

**Tip:**

To Update-Programming using Software Version Management (SVM), **review and follow** instructions in **Technical Bulletin Instance 2014603** "Software Version Management".

The SVM process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim or action is carried out that is not explicitly stated in the Technical Bulletin.

- Update the Engine Control Module using the SVM Unit code as listed in the table below:



TCM Part Number and Software Level						
Model	Transmission	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Unit Code
2019 Jetta	AQ300	09S.927.158.R	3510 3552	09S.927.158.R	3587	427B

The procedure can be found in GFF under Functions/Component Selection, Software Version Management, Adapting Software.



Tip:

Ensure attached ECM/TCM Tuning Form has been completed and signed by customer as required in SVM Technical Bulletin Instance 2014603.

Procedure

1. Lift the vehicle and turn the wheels fully to the right to have free access to the left drive shaft.
2. Lubricate pin holes of the damper weight (part number 5WA407267) with silicone spray (part number D 007000A2). see Figure 1.



Figure 1. Lubricate pin holes of the damper weight in marked locations.



3. Insert the hold-down pin (part number N 10877901) with suitable pliers, see Figure 2.



Figure 2. Hold-down pin insertion.

4. Place damper weight (part number 5WA 407 267) on the left drive shaft and mark the installation position with a suitable pen (see Figure 3, measurement = 52 +/- 1 mm).

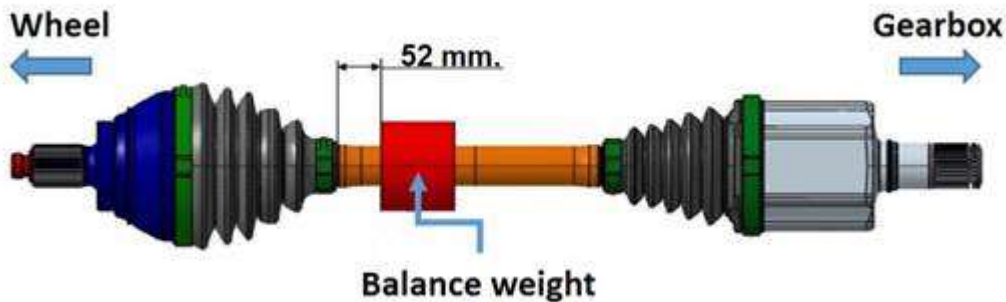


Figure 3. Damper weight positioning.



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5. Fix the damper weight in position with a screw-type clamp (part number N 10518801), see Image 4, green arrow. Hold-down pin install position from step #3, see Figure 4, red arrow.

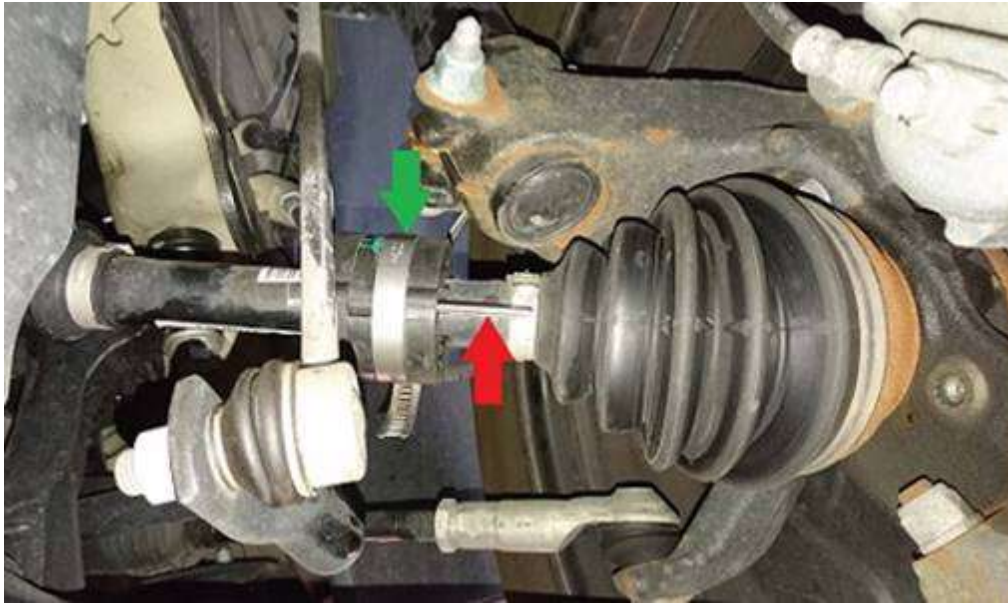


Figure 4. Damper weight fixed in position using a screw-type clamp.

6. Carefully press in the hold-down pin into the damper weight with suitable pliers (see Figure 5).



Figure 5. Pressing of the hold-down pin into the damper weight.



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7. Remove the screw-type clamp from the damper weight.



Figure 6. Final positioning of damper weight without screw clamp.

8. Work complete.



Warranty



Note:

Warranty Key U95 must be present for Warranty Eligibility. Refer to VWC-22-21 for additional Warranty details. For Validation of other Warranty parameters and documentation, refer to the Warranty Policies and Procedures Manual.



Note:

Customers who present their vehicle to an authorized Volkswagen dealer with a diagnosed and confirmed transmission rattling noise may receive from the dealer, free of charge, an update of the transmission control module software and/or installation of a damper weight on the drive shaft.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta	2019	All	All	All	All
SAGA Coding					
Claim Type:	110 (Refer to VWC-22-21 for Warranty parameter) ¹⁾				
Service Number:	Damage Code		Damage Location (Depends on Service No.)		
3735	0020		N/A		
Parts Manufacturer		Jetta		3ME ²⁾	
Labor Operation ³⁾ : Charge Battery			27068950 = 10 TU		
Labor Operation ³⁾ : Update Programming			01500000 = 50 TU Max.		
Labor Operation ³⁾ : Fit damper weight			40462399 = 30 TU		
Causal Part:			5WA407267		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = Actual GFF print out (Max 50 TU)			YES	



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Road Test	01210002 = 10 TU 01210004 = 10 TU	YES
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2068034" in comment section of Warranty Claim.		
<p>1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policies and Procedures Manual.</p>		

Required Parts and Tools

Part No:	Part Description	Quantity
5WA 407 267	Damper Weight	1
D 007 000 A2	Silicone lubricant spray 200 ml	.01
N 105 188 01	Clamp	1
N 108 779 01	Pin	1
Part numbers are accurate at time of publication. Always refer to ETKA for the latest part information.		

Tool Description	Tool No:
Midtronics Battery Tester/Charger	GRX3000VAS or MTRMSP0702 battery maintainer/charger
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates



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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.



Volkswagen

FAQs -- Technical Service Bulletin (2068034) for Certain Specified 2019 Volkswagen Jetta Vehicles Identified by VIN (Gearbox Resonance, also described as Transmission Rattling Noise)

A Technical Service Bulletin (2068034) will be issued to enable current owners and lessees of ***certain specified*** 2019 Volkswagen Jetta vehicles whose VINs are listed in ElsaPro > Vehicle Data, who present the vehicle to an authorized Volkswagen dealer with a diagnosed and confirmed gearbox resonance, also described as a transmission rattling noise, to have the repair detailed in Technical Service Bulletin 2068034 performed. The repair will include having Campaign 37L7 applied to the vehicle by updating the transmission control unit software to version 3587 or higher if Campaign 37L7 has not previously been applied and installation of a damper weight on the drive shaft, free of charge. Claiming instructions for vehicles that are outside of the original NVLW period at the time of repair are provided in Warranty Circular VWC-22-21. This will be available through November 29, 2023.

- **What if a customer complains that the gearbox resonance, also described as transmission rattling noise, is not resolved after having the TSB repair performed?**

If a customer is still complaining of gearbox resonance or a rattling noise from the transmission after having TSB 2068034 performed, instruct the customer to contact Customer CARE for assistance.

- **How will dealers be reimbursed for the TSB repair if it occurs outside of the vehicle's NVLW period?**

Claiming instructions for repairs covered under TSB 2068034 that are completed after the expiration of the vehicle's NVLW period are provided in Warranty Circular VWC-22-21.

- **Are towing costs covered under this TSB?**

No, towing costs are not covered under this TSB.

- **Will there be a Loaner car provision / reimbursement as part of this TSB?**

No, there is no loaner car provision/reimbursement specific to this TSB. Alternate transportation can be considered under the existing Volkswagen Loaner Program Policy.

- **Are there exceptions to coverage under this TSB?**

Yes. If the need for repair resulted from abuse, alteration or modification, a collision or crash, vehicle misuse or neglect, lack of or improper maintenance, vandalism and/or other impact or outside forces, then it shall be excluded from and not covered by this TSB.



Volkswagen

- **Does the TSB apply to vehicles that have not experienced gearbox resonance/transmission rattling noise?**

No. Like the original warranty, a diagnosed condition of a rattling noise from the transmission is required for the TSB to apply.