



Warranty Information



General Communication

Number: VWC-22-21

Subject: Gearbox Resonance / Transmission Rattling Noise (TSB 2068034)

Date: Dec. 05, 2022

Questions - For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

This document conveys Volkswagen Warranty general information.



Gearbox Resonance

Warranty Key "U95" will be assigned to identify certain 2019 Volkswagen Jetta vehicles eligible for Technical Service Bulletin 2068034 which was created to address gearbox resonance, also described as a rattling noise within the transmission.

Eligibility

Vehicles with a diagnosed and confirmed gearbox resonance, also described as a transmission rattling noise, are eligible to receive an update of the Transmission Control Module software and installation of a damper weight on the left side drive shaft by November 29, 2023, regardless of the vehicle's time or mileage in service.

Customers outside of New Vehicle Limited Warranty parameters are able to receive this service by November 29, 2023, regardless of the vehicle's time or mileage in service.

This service procedure does not cover damage or malfunctions caused by outside influence, such as an accident, or vehicle misuse or neglect, nor does it cover repairs that are necessary for proper diagnosis of these conditions or that are required to bring the vehicle up to factory specifications.

Additional Information

A vehicle is not eligible for the extended warranty coverage described if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

Claiming Instructions

The information in this communication can also be found in Technical Bulletin Number 2068034.

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 (Must have U95 Warranty Key) ¹⁾				
Service Number:	Damage Code	Damage Location (Depends on Service No.)			



Warranty Information

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 balance weight	40462399 = 30 TU	
Causal Part:	Damper Weight	
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = Actual GFF print out	YES Max 50 TU
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.		

¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only, unless the vehicle is brought to the dealer by November 29, 2023.

²⁾ Code per warranty vendor code policy.

³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.

⁴⁾ Documentation required per Warranty Policies and Procedures Manual.

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.

Document Revision Table	
Publish Date	Reason For Update
12/05/2022	Original publication