



Service Action

Code: 34N4

Subject Manual Transmission Shift Knob

Document History

Date	Summary
04/09/2024	Updated parts and claiming information
10/05/2023	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	GOLF GTI	3,505
USA	2022	2023	GOLF R	647
CAN	2022	2023	GOLF GTI	621
CAN	2022	2023	GOLF R	341

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

In certain vehicles equipped with a manual transmission, the shift knob could become detached during use. If this happens, the shift knob can be replaced immediately and this issue does not affect the drivability of the vehicle. The gears can continue to be selected as normal.

Corrective Action

Replace the shift knob with an improved version.

Code Visibility

On or about October 05, 2023, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in October 2023. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **October 05, 2028**. 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.vwclub.com.

Parts Information

Parts Control Type:
Free Order Parts will be managed by Free Order

Initial Allocation:
NO There will be no parts allocation. 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	1	5H1-711-113-J OYN	GEARSHIFT	Free Order
02	1	5H1-711-113-H QOV	GEARSHIFT	

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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.

Service Number	34N4		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Criteria 01 and 02 - Mark GEARSHIFT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	3404 19 00	20	Gearshift lever knob remove+reinstall
	PARTS		
	Quantity	Part Number	Description
	1.00	5H1711113J OYN	GEARSHIFT*

Criteria I.D.	02		
	LABOR		
	Labor Op	Time Units	Description
	3404 19 00	20	Gearshift lever knob remove+reinstall
	PARTS		
	Quantity	Part Number	Description
	1.00	5H1711113H QOV	GEARSHIFT*

Continued on next page

AND (ONLY IF NECESSARY)	Add the following part only if the new shift knob assembly did not come with a new clamp.		
	PARTS		
	Quantity	Part Number	Description
	1.00	N 10255501	CLAMP

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 34N4 - Manual Transmission Shift Knob

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 2022-2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In certain vehicles equipped with a manual transmission, the shift knob could become detached during use. If this happens, the shift knob can be replaced immediately and this issue does not affect the drivability of the vehicle. The gears can continue to be selected as normal.

What will we do? Your authorized Volkswagen dealer will replace the shift knob with an improved version. This work will take about an hour 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? Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.

This service action will be available for you **free of charge only until October 05, 2028**. If you wish to have this service performed after that date, your dealer's normal costs 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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls 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 34N4 - Manual Transmission Shift Knob

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 2022-2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** In certain vehicles equipped with a manual transmission, the shift knob could become detached during use. If this happens, the shift knob can be replaced immediately and this issue does not affect the drivability of the vehicle. The gears can continue to be selected as normal.
- What will we do?** Your authorized Volkswagen dealer will replace the shift knob with an improved version. This work will take about an hour 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 October 05, 2028. If you wish to have this service performed after that date, your dealer's normal costs 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.

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



- Replacement of the gearshift knob and boot assembly

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.

Required Tools



Hose Clip Pliers
-VAS1275A-
(or equivalent)



Wedge Set
-T10383-
(or equivalent)

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 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

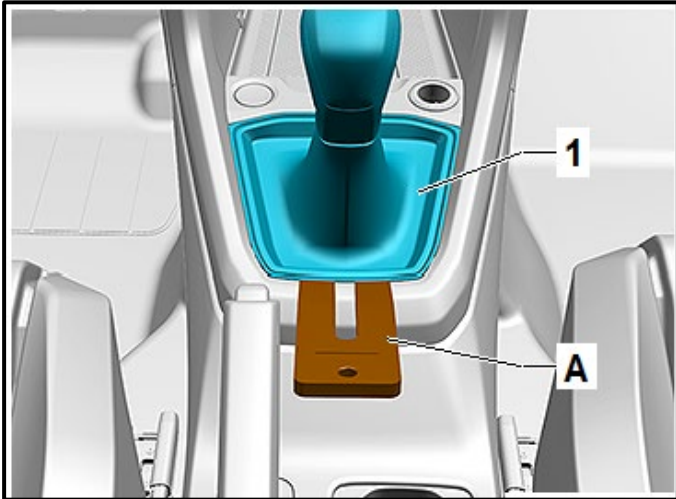
CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

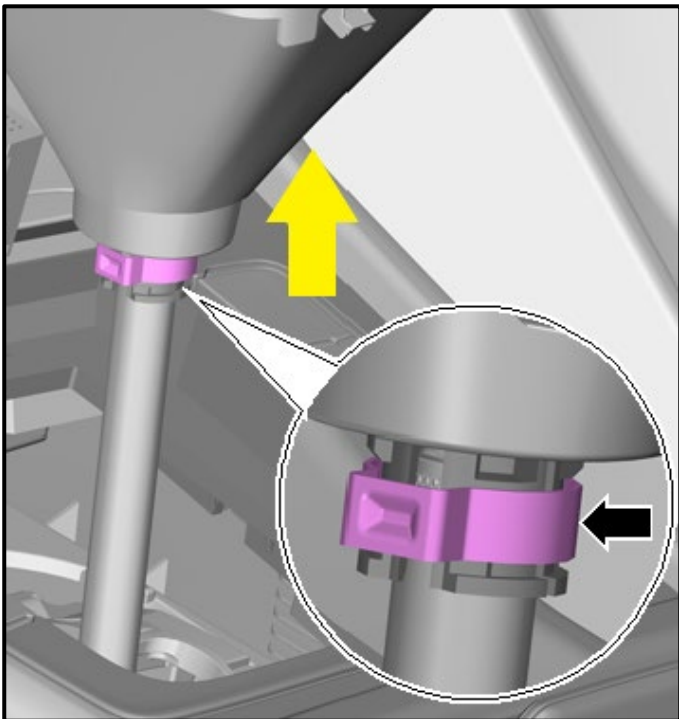
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B**

Section B – Repair Procedure



Removing

- Pry up the shift lever boot <1> carefully from the center console using the Wedge Set -T10383/1- <A>.
- Lift the rear section of the shift lever boot first.



- Roll the selector lever boot up over the gearshift knob <yellow arrow>.
- Open the clamp <black arrow> and remove the gearshift lever knob with the shift lever boot.
- Replace the gearshift knob.

Installing

- Install in reverse order of removal while noting the following:
- Press the gearshift knob and the dust protector all the way on the gearshift lever.
- Secure the gearshift knob using the clamp <black arrow> on the gearshift lever. Use Hose Clip Pliers -V.A.G 1275A- to do this.
- Secure the boot back to the center console.
- Verify correct fit and operation.

Criteria	Part Number	Part Description
01	5H1-711-113-J OYN	Golf R Gearshift
02	5H1-711-113-H QOV	GTI Gearshift
All	N -102-555-01	Clamp (only if necessary)

- **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.