



Technical Bulletin

Model	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2016-2017	1.8T (CPKA/CPRA)	09G AQ250 Gen III	ALL	ALL
Passat	2016-2017	1.8T (CPKA/CPRA)	09G AQ250 Gen III	ALL	ALL
Beetle/Beetle Convertible	2016-2017	1.8T (CPKA/CPRA)	09G AQ250 Gen III	ALL	ALL
Golf	2016-2017	1.8T (CXBB)	09G AQ250 Gen III	ALL	ALL
Tiguan	2016-2017	2.0T (CCTA)	09M AQ450	ALL	ALL

Condition

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Proper Documentation of Transmission Concerns before Contacting Volkswagen Technician Helpline

Technical Background

To help ensure the most accurate and timely transmission repair when calling the Volkswagen Technician Helpline, follow the steps outlined below.

Production Solution

Information only.



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Service

If Volkswagen Technician Helpline assistance is needed, and before calling for transmission diagnosis/repair advice and/or transmission replacement authorization, please make sure the Automatic Transmission Worksheet has been completed (see attachment, file can also be found within Required Worksheets in VTA). This information will ensure the helpline has everything needed to further assist on the first call.

For all concerns, attach a picture of the transmission serial number (see Figure 1 below). The serial number is located below and slightly behind the starter on the surface of the transmission.

 **Tip:**

The starter does not need to be removed to see the sticker.

It is not the sticker with the bar code.



Figure 1: Transmission serial number circled.



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Warranty

Information only.

Required Parts and Tools

No Special Parts required.

No Special Tools required.

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2046493/1	2/9/17	V371701	Original publication.

Automatic Transmission Worksheet

Failure Occurrence / Condition	
>Failure frequency	<input type="checkbox"/> Always <input type="checkbox"/> Frequent <input type="checkbox"/> Intermittent <input type="checkbox"/> Not duplicated by dealer
>Traffic condition	<input type="checkbox"/> General (City) <input type="checkbox"/> Highway <input type="checkbox"/> Off road <input type="checkbox"/> Others
>Engine temp.	<input type="checkbox"/> Cold <input type="checkbox"/> Hot <input type="checkbox"/> Unconcerned engine temperature
>Road grade	<input type="checkbox"/> Up-hill <input type="checkbox"/> Down-hill <input type="checkbox"/> Flat road <input type="checkbox"/> Others
Customer Concern	Failure Details (Only fill out details that apply to the failure)
MIL lighting ON <input type="checkbox"/> Yes <input type="checkbox"/> No	1) Fault code deleted: <input type="checkbox"/> Yes <input type="checkbox"/> No 2) Did fault return: <input type="checkbox"/> Yes <input type="checkbox"/> No 3) Did same fault return: <input type="checkbox"/> Yes <input type="checkbox"/> No 4) A/T & TCM connectors checked: <input type="checkbox"/> Yes <input type="checkbox"/> No
Transmission does not provide movement <input type="checkbox"/> Yes <input type="checkbox"/> No	1) Transmission operates in Drive: <input type="checkbox"/> Yes <input type="checkbox"/> No 2) Transmission operates in Reverse: <input type="checkbox"/> Yes <input type="checkbox"/> No 3) Transmission has Park: <input type="checkbox"/> Yes <input type="checkbox"/> No 4) Tip tronic mode operates: <input type="checkbox"/> Yes <input type="checkbox"/> No 5) Sport mode operates: <input type="checkbox"/> Yes <input type="checkbox"/> No
Drivability Concerns <input type="checkbox"/> Yes <input type="checkbox"/> No	1) Customer description: <input type="checkbox"/> Vibration <input type="checkbox"/> Shudder <input type="checkbox"/> Hard upshift <input type="checkbox"/> Hard downshift <input type="checkbox"/> Hangs in gear <input type="checkbox"/> Shifting early <input type="checkbox"/> Slipping <input type="checkbox"/> Hesitation <input type="checkbox"/> Bump after a stop 2) Shift position: <input type="checkbox"/> P <input type="checkbox"/> R <input type="checkbox"/> N <input type="checkbox"/> D <input type="checkbox"/> P⇒R <input type="checkbox"/> R⇒P <input type="checkbox"/> R⇒N <input type="checkbox"/> N⇒R <input type="checkbox"/> N⇒D <input type="checkbox"/> D⇒N 3) Failure occurrence speed (MPH) (select all that apply): 0-10 <input type="checkbox"/> 10-20 <input type="checkbox"/> 20-30 <input type="checkbox"/> 30-40 <input type="checkbox"/> 40-50 <input type="checkbox"/> 50-60 <input type="checkbox"/> 60+ <input type="checkbox"/> 4) Failure occurrence throttle position (select all that apply): 0-25% <input type="checkbox"/> 25-50% <input type="checkbox"/> 50-75% <input type="checkbox"/> 75-100% <input type="checkbox"/> Kick down <input type="checkbox"/>
Noise <input type="checkbox"/> Yes <input type="checkbox"/> No	1) Failure occurrence: <input type="checkbox"/> Constant <input type="checkbox"/> Intermittent <input type="checkbox"/> Not present 2) Chassis ears used to locate noise on hoist: <input type="checkbox"/> Yes <input type="checkbox"/> No 3) Frequency of noise: <input type="checkbox"/> Follows vehicle speed <input type="checkbox"/> Follows engine speed <input type="checkbox"/> No conjunction 4) Noise location on vehicle: <input type="checkbox"/> Left front <input type="checkbox"/> Right front <input type="checkbox"/> Left rear <input type="checkbox"/> Right rear
Oil leakage <input type="checkbox"/> Yes <input type="checkbox"/> No	1) Transmission case: <input type="checkbox"/> Yes <input type="checkbox"/> No 2) Bell housing: <input type="checkbox"/> Yes <input type="checkbox"/> No 3) ATF cooler: <input type="checkbox"/> Yes <input type="checkbox"/> No 4) ATF line: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A 5) Picture available to provide to Helpline <input type="checkbox"/> Yes <input type="checkbox"/> No
Mandatory ATF check	1) ATF level at 30-35celsius: <input type="checkbox"/> Normal <input type="checkbox"/> High <input type="checkbox"/> Low 2) ATF color: <input type="checkbox"/> Normal <input type="checkbox"/> White colored (milky) <input type="checkbox"/> Dark / Discolored (burned) <input type="checkbox"/> Foreign material 3) If ATF is contaminated, picture available to provide to Helpline: <input type="checkbox"/> Yes <input type="checkbox"/> No