



VOLKSWAGEN DEALER COMMUNICATION - USA

Repair Available – Service Actions 34J7/34L9 / Gear Shift Cover Trim

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: January 18, 2022

Issue: The chrome trim frame on the gear shift cover may begin to show signs of peeling.

- Repair:**
- REPAIR AVAILABLE – January 19, 2022 / Replace the gear shift cover chrome trim frame.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Please see details from Campaign circular.

Affected Vehicles

	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
34J7	USA	2015	2021	GOLF A7	62,717
	USA	2017	2019	GOLF ALLTRACK	32,932
	USA	2015	2021	GOLF GTI	72,357
	USA	2015	2017	GOLF SPORTWAGEN	31,876
	USA	2018	2019	GOLF SPORTWAGEN	7,917

-OR-

	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
34L9	USA	2015	2016	E GOLF	11,144
	USA	2017	2019	E-GOLF	7,819
	USA	2015	2017	GOLF	6,483
	USA	2018	2019	GOLF R	4,984

IMPORTANT: Affected vehicles will have only one (1) of the above service action codes.

**Counts reflect overall population; some vehicles may have already been repaired. 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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – February 2022

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

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.

Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

-END OF MESSAGE-