



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator

Name

Subject: Updates to Safety Recall 26E5/R5 and Campaign Issues in ElsaWeb & SAGA

Service & Quality

Title

Department

June 20, 2008 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION Updates to Safety Recall 26E5/R5 and Campaign Issues in ElsaWeb & SAGA

Safety Recall 26E5/R5 – Work Procedure Video/Updated Campaign Circular

If your technicians have not already watched the video for Safety Recall 26E5/R5, we encourage you to have them do so as soon as possible. It can be found on ServiceNet under the R5/26E5 campaign link. Additionally, the circular for this campaign has been updated. Please discard any previous copies you may have printed and begin referencing this new document immediately.

Safety Recall 26E5/R5 – Criteria Codes

We've received many questions about the new Safety Recall 26E5/R5 from Dealers who are unsure how to determine which of the eight different criteria applies to a vehicle. The Criteria ID column on the ElsaWeb screen shows what criteria applies to a VIN. *Dealers must pay close attention to this column, especially for the 26E5/R5 campaign, to ensure that the correct work is performed and claimed on a vehicle.* There's no need to guess what criteria applies to a VIN; the ElsaWeb system provides this important information.

Safety Recall 26E5/R5 & Customer Satisfaction Campaign 66C8/P9 – 1.8T Vehicles Dealer & Customer Mailing

Dealer notifications for 1.8T vehicles affected by Safety Recall 26E5/R5 and Customer Satisfaction Campaign 66C8/P9 will mail on June 23, 2008, and Service Managers will receive 1.8T-specific allocation lists for both campaigns at that time. Customer notification for the 1.8T vehicles will be on June 27, 2008, and the affected vehicles will show both the 26E5/R5 and 66C8/P9 codes open on that date. While dealers may currently notice the 66C8/P9 campaign showing closed with a date of 06/13/2008 on some 1.8T vehicles, the 66C8/P9 code will show open for these vehicles on June 27, 2008.

Campaign Issues in ElsaWeb

As we all experienced last month, some changes were made to ElsaWeb that caused issues for both Dealers and Corporate users. We are happy to report that many of these have been corrected. Unfortunately, there continue to be some lingering issues that must be addressed, and we are working diligently with our colleagues both here and abroad to correct them. We thank you for your continued patience and understanding as we all learn about and work with the worldwide ElsaWeb system.

One major update you will notice in ElsaWeb is the look and feel of the Campaigns/Actions screen. When a VIN that has an open campaign/action is input into ElsaWeb, the system provides an alert (arrow).



Clicking on this alert will bring up a screen that gives information regarding both open and closed campaigns/actions that apply to the VIN, as shown in the example below:

The screenshot shows a web application interface for vehicle data. On the left is a sidebar with 'Vehicle-Specific Notes' containing links for Vehicle Data, Service History, Campaigns/Actions, Customer Data, and Radio Code. The main area is titled 'Campaigns/Action' and displays a table for VIN: WVWRH63B93P250266. Callout A points to the 'Service Number (Campaign Code)' column. Callouts B through F point to the 'Start Date', 'Description', 'Repair Date', 'Applicable Criteria ID (s)', and 'Campaign/Action Status' columns respectively.

No.	Service Number (Campaign Code)	Start Date	Description	Repair Date	Applicable Criteria ID (s)	Campaign/Action Status
1	M200	2005-08-01	Customer Satisfaction M2: Install Driver's Side Seat Heater	2006-01-19	01	Completed
2	M300	2005-12-13	Customer Satisfaction Campaign: Install New Passenger Side S	2006-01-19	01	Completed
3	M700	2006-03-21	Safety Recall Campaign M7 - Replace Fuel Pump	2006-04-26	01	Completed
4	N400	2006-11-27	Safety Recall N4: Replace Brake Light Switch	2008-03-13	03	Completed
5	26E5	2008-06-13			01	Open
6	66CB	2008-06-13	Service Action Circular P9: Service Air Plenum Area to Impro		01	Open

A- Service Number (Campaign Code): This is the four-character SAGA code that identifies the campaign or action applicable to the VIN. Some vehicles may not have any, and some may have one or more.

- ⇒ In many cases, it is easy to tell what campaign the SAGA code is. For example, M200 is the M2 campaign; M300 is the M3 campaign, and so on. The Description column will provide additional, helpful information.
- ⇒ In other cases, the SAGA code is a four-character number/letter sequence. To find out what campaign/action the code represents, refer to the SAGA code cross-reference table found on the VWHub, under Campaigns. Again, the Description column will provide additional, helpful information.
- ⇒ Clicking on this link opens the corresponding campaign information. *Please note that this link is not functioning for RVUTBs at this time. Additionally, Dealers may see some descriptions in German. These issues are being addressed and should be fixed in the coming weeks.*

B- Start Date: This is the date the campaign/action was launched.

C- Description: This will give you a brief summary of the campaign/action. *Please note that the descriptions for the RVUTBs are not visible at this time. Additionally, Dealers may see some descriptions in German. These issues are being addressed and should be fixed in the coming weeks.*

D- Repair Date: If the campaign/action has been completed, a repair date will be visible in this column. If the campaign/action is still open, no date will be shown.

E- Applicable Criteria IDs: This column is extremely helpful, as it shows what criteria applies to the VIN. *Dealers must pay close attention to this column, especially with the new 26E5/R5 campaign, to ensure that the correct work is performed and claimed on a vehicle.* There's no need to guess what criteria applies to a VIN; the system provides this important information.

F- Campaign/Action Status: If a campaign/action is open on a VIN, "Open" will show in this column. If the work has already been done, "Completed" will show in this column.

Vendor Codes

As of May 19, 2008, specific vendor codes are required for a certain number of campaign and RVUTB claims. This does *not* impact claim processing as long as the circular claiming instructions are followed.

In order to assist Dealers with this requirement:

- Always check labor as causal on a campaign claim, never check the part. Checking the part will stop the claim on the Dealer side.
- As a reminder, revised circulars with the correct vendor code(s) were published to ElsaWeb and ServiceNet. Dealers are asked to discard circulars printed previously to ensure the claiming information being referenced is accurate. A list of affected campaigns and RVUTBs, along with the correct vendor code, can be found on ServiceNet under Campaigns.
- Dealers using a provider (instead of entering claims manually) are being helped by a system edit that automatically corrects a submitted claim with the proper vendor code.
- For manual claim entry, claims are stopped on the Dealer side if a K21 vendor code is used. An error message with the proper vendor code appears, so that the correction can be made and the claim released for processing without having to delete and re-enter it.
- Revised and future campaigns and RVUTBs will include vendor code information in the claiming instructions.

SAGA Claim Entry – Correcting Campaign Claims

Currently, SAGA is causing some issues for Dealers who enter a claim in SAGA as a sold vehicle when in fact the vehicle is actually an unsold stock unit (and vice versa). Simply changing the claim type (from 7-10 to 7-90) and re-submitting it does not work in SAGA today. The system “sees” the original, incorrect data and tries to use it again, even though changes were made to the claim. This issue is being addressed by the SAGA Team. As a temporary workaround, Dealers experiencing this will be able to resubmit a claim if they use an entirely different claim number.

If you have any questions or require additional assistance, please contact the Campaign Helpline at 800-741-2919.

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