



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 2010

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

From: Service & Quality

Subject: Voluntary Safety Recall 97S8
2009 Model Year Routan Equipped with Power Sliding Doors
Power Sliding Doors - Wiring Harness Assembly

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION **Voluntary Safety Recall 97S8** **Power Sliding Doors - Wiring Harness Assembly**

Volkswagen has launched a safety recall affecting some 2009 model year Volkswagen Routan vehicles equipped with power sliding doors as follows:

Campaign Code: 97S8

Launch Date: October 15, 2010

Problem Description: A right and/or left side power sliding door wiring harness may chafe on a sliding door hinge when that door is operated. If this happens, a sliding door latch can overheat and cause a fire inside the door.

Corrective Action: Inspect and, as necessary, repair or replace the left and right power sliding door wiring harness.

Customer Mailing: On or about October 15, 2010

ElsaWeb Code Visibility Date: On or about October 15, 2010

ElsaWeb & ServiceNet Circular Visibility Date: On or about October 15, 2010. Please ensure that all dealership personnel with campaign-related responsibilities have been provided with this important information.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the VW Hub on or before October 15, 2010.

Parts Allocation & Supply: Dealers will receive an allocation of tab/wedge packages prior to customer notification. No other parts will be allocated due to the very small number of vehicles expected to need wiring repairs or replacements. Dealers needing additional parts should order them in the normal manner.

Volkswagen Service & Quality

IMPORTANT!

To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.