



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 8, 2010

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

From: Service & Quality

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

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Voluntary Safety Recall 97S8 Service Power Sliding Door Wiring Harness Assembly

Volkswagen has notified the NHTSA and Transport Canada of an upcoming safety recall affecting some 2009 model year Volkswagen Routan vehicles equipped with power sliding doors.

Campaign Code: 97S8

Launch Date: Anticipated to take place during June 2010

Problem Description: A small percentage of affected vehicles may have been built with an improperly routed power sliding door wiring harness that contacts the lower sliding door hinge during door operation. If this happens, the wire could become worn and cause a short circuit, resulting in an overheated door latch and possibly a fire within a sliding door.

Corrective Action: Inspect and, as necessary, repair, re-route or replace each power sliding door wiring harness.

Customer Mailing: Depending on parts availability, customer notification is anticipated to take place during June 2010.

Code Visibility Date: We anticipate that vehicles will show the 97S8 code open in ElsaWeb during June 2010. Until then, customers experiencing issues as described with their power sliding doors (but who do not show the campaign code open in ElsaWeb) should be taken care of under warranty.

Circular Release Date: Repair instructions will be available in ElsaWeb and ServiceNet before the customer mailing takes place. 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 prior to customer notification, which we anticipate to take place during June 2010.

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.



Frequently Asked Questions (FAQ) Upcoming Voluntary Safety Recall 97S8

SUMMARY

- **Campaign Code:** 97S8
- **Launch Date:** Anticipated June 2010
- **Code Visibility Date:** Anticipated June 2010
- **Customer Notification Date:** Anticipated June 2010
- **Circular Release Date:** Anticipated June 2010
- **Allocation List Release Date:** Anticipated June 2010
- **Affected Vehicles:**
USA & Canada: 2009 model year Volkswagen Routan equipped with power sliding doors
- **Number of Vehicles Affected:**
USA: approximately 15,900
Canada: approximately 1,700
- **Problem Description:** A small percentage of affected vehicles may have been built with an improperly routed power sliding door wiring harness that contacts the lower sliding door hinge during door operation. If this happens, the wire could become worn and cause a short circuit, resulting in an overheated door latch and, in possibly a fire within a sliding door.
- **Corrective Action:** Inspect and, as necessary, repair, re-route or replace each power sliding door wiring harness.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. However, if a vehicle experiences a power sliding door-related concern at any time, customers are asked to contact their authorized Volkswagen dealer to have the problem diagnosed/repared as soon as possible.

Is a loaner vehicle being covered under this action?

In rare cases, if a loaner vehicle is required, it should be covered under the existing loaner vehicle policy through your FOM.

Is towing being covered under this action?

Towing is not covered under this campaign. Roadside Assistance is offered at no charge by calling Volkswagen Roadside Assistance at 800-411-6688.

What is the customer notification plan?

We anticipate that customer notification will take place during June 2010. We will notify dealers of the actual date prior to customer notification taking place.

What if a customer is having power sliding door issues with their vehicle, but has not yet been notified to come in for the campaign repair?

Customers experiencing issues with the power sliding doors (but who do not show the campaign open in ElsaWeb) should be taken care of under warranty.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNET. 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.

What about customers who have had either a power sliding door wiring harness repaired/replaced? Will they be notified to come in for the campaign?

Yes. All customers with affected vehicles will be being notified about this voluntary safety recall, to ensure that both power sliding door wiring harnesses have been inspected and repaired, re-routed or replaced.

If a customer paid out-of-pocket for a power sliding door wiring harness repair/replacement, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses to repair or replace the power sliding door wiring harness due to the conditions described in this FAQ, they can apply for reimbursement. Customers should refer to the reimbursement instructions that will be enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions. Very few reimbursement requests are expected, as the vehicles affected by this action are, in most cases, covered under the New Vehicle Limited Warranty.

Who should dealers contact if they have additional questions?

United States dealers with additional questions about this or any other campaign should contact Warranty (866) 306-8447 for assistance. Canadian dealers with additional questions about this or any other campaign should contact the Campaign Helpline at (800) 741-2919. Press inquiries should be directed to Volkswagen Public Relations.

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