



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 20, 2013

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

Subject: Mandatory Stop-Sale – Upcoming Voluntary Safety Recall 34F6
DQ-200 Direct-Shift Gearbox
2013-2014 MY Volkswagen Jetta Hybrid

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Mandatory Stop Sale

Upcoming Voluntary Safety Recall 34F6

As per last week's communication, certain 2013-2014 MY Volkswagen Jetta Hybrid vehicles are affected by an upcoming voluntary Safety Recall.

Beginning on November 21, 2013, affected vehicles in dealer inventory will be under a mandatory stop-sale order. Do not sell, lease or dealer trade any of these vehicles until the recall repair has been made.

- On November 21, 2013, affected inventory vehicles will be identified on a dealer's Open Inventory report (published under My Dealership Reports) with the special stop-sale code **STP1**.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been made.
- Additional information on parts and repair instructions will be provided as soon as they become available.

As a reminder, by law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Please refer to the attached Campaign Data Sheet for additional information. If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		SAFETY RECALL
SAGA CODE		34F6
STOP-SALE CODE FOR INVENTORY VEHICLES		STP1
MARKET(S)		United States and Canada
AFFECTED VEHICLES		USA: 2013-2014 MY Volkswagen Jetta Hybrid Canada: 2013 MY Volkswagen Jetta Hybrid
TOPIC		DQ-200 Direct-Shift Gearbox
PROBLEM DESCRIPTION		Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop. Loss of motive power while driving may increase the risk of a crash. All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.
CORRECTIVE ACTION		Replace existing synthetic gearbox oil with a new, mineral-based oil with non-corrosive additives to prevent future failure.
CUSTOMER NOTIFICATION DATE		Anticipated in December 2013
ELSAWEB VISIBILITY DATE		For stop-sale vehicles, code STP1 will be visible on November 21, 2013
VIM VISIBILITY DATE		For stop-sale vehicles, code STP1 will be visible on November 21, 2013
VEHICLE COUNT	TOTAL AFFECTED	USA: 3,837 CANADA: 318
	DEALER INVENTORY	USA: Approximately 600 CANADA: Approximately 140
	CPO INVENTORY	USA: N/A CANADA: N/A
APPROXIMATE REPAIR TIME		SEE CAMPAIGN WORK INSTRUCTIONS WHEN AVAILABLE
SPECIAL TOOLS NEEDED?		SEE CAMPAIGN WORK INSTRUCTIONS WHEN AVAILABLE
PARTS REQUIRED		SEE CAMPAIGN WORK INSTRUCTIONS WHEN AVAILABLE
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)		N/A
PROJECTED DEALER RETURN BLOCK DATE		N/A
INITIAL PARTS ALLOCATION DATE		N/A
TECHNICIAN TRAINING REQUIRED?		SEE CAMPAIGN WORK INSTRUCTIONS WHEN AVAILABLE

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. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



Das Auto.

EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<ul style="list-style-type: none">· Check Open Inventory report (published under My Dealership Reports) for affected inventory.· Affected inventory will be identified with the code STP1.· Important Reminder on Vehicles Affected by Safety and Compliance Recalls: By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

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. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.