



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 9, 2014

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

Subject: Safety Recall 94G8
Headlight (Low Beam)
2012-2013 MY Volkswagen Passat

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Safety Recall 94G8

This is to inform you of the launch of a voluntary safety recall affecting certain 2012-2013 MY Volkswagen Passat vehicles. Please refer to the attached Campaign Data Sheet for additional information.

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.

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)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE	SAFETY RECALL
SAGA CODE	94G8
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2012-2013 MY Volkswagen Passat
TOPIC	Headlight (Low Beam)
PROBLEM DESCRIPTION	It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low-beam headlight bulb to lose electrical contact. If this happens, a warning in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.
CORRECTIVE ACTION	Dealers will install an improved bulb fitting. Additionally, the hood bumpers will be replaced to help prevent the hood from contacting the headlight assembly if the hood is dropped during closing. In addition to this recall remedy, affected vehicles may benefit from the installation of protective caps in the fuse box to help prevent wire chafing in that area. This work will also be done at no cost to customers.
CUSTOMER NOTIFICATION DATE	On or about May 13, 2014
ELSA VISIBILITY DATE	On or about May 13, 2014
VIM VISIBILITY DATE	On or about May 13, 2014
TOTAL AFFECTED	USA: Approximately 150,201 CANADA: Approximately 10,152
APPROXIMATE REPAIR TIME	Up to 140 TU
SPECIAL TOOLS NEEDED?	SEE WORK PROCEDURE INSTRUCTIONS
PARTS REQUIRED	SEE WORK PROCEDURE INSTRUCTIONS
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)	1/20
PROJECTED DEALER RETURN BLOCK DATE	On or about February 24, 2015
INITIAL PARTS ALLOCATION DATE	On or about May 7, 2014
TECHNICIAN TRAINING REQUIRED?	SEE WORK PROCEDURE INSTRUCTIONS
EXPIRATION DATE	NONE

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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



Das Auto.

ADDITIONAL INFORMATION

As always, customers should be aware of and heed any warnings that appear in the instrument cluster. If this problem occurs, a warning in the instrument cluster will immediately alert the driver.

The Targeted Allocation program will be used in support of this campaign except for the washer and plastic cap, which will be on Upper Order Limits.

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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.