



## VOLKSWAGEN DEALERSHIP COMMUNICATION - USA ONLY

Date: August 19, 2014

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

Subject: RNA1 Code in Elsa for 2009 MY Routan Affected by Safety Recall 28G1  
WIN Module (Ignition Switch)

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On August 20, 2014, information on pending recalls must be displayed in the VIN search tool on the [vw.com](http://vw.com) brand website. At this time, the only recall that will show with a pending status in the VIN search tool will be for 2009 model year Volkswagen Routan vehicles that have been added to Safety Recall 28G1.

Due to parts supply issues, at this time we are unable to begin repairing 2009 model year vehicles under the 28G1 recall. Therefore, code **RNA1** has been temporarily assigned to the affected 2009 model year vehicles, in order to allow them to show in the VIN search tool as "Repair Not Yet Available." The **RNA1** code will also be used to identify these vehicles in Elsa.

An interim customer notification will be mailed to all affected 2009 MY Routan customers, advising them of the pending recall and letting them know that parts are not currently available. This notification will take place on or about August 29, 2014.

Once parts become available, we will notify dealers and customers accordingly.

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