



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 22, 2014

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

Subject: Update to Upcoming Voluntary Safety Recall – Beetle Convertible Not Affected
Rear Axle Trailing Arms (Post-Impact Crash Damage)
2011-2013 MY Jetta and 2012-2013 MY Beetle

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Update to Upcoming Voluntary Safety Recall

Volkswagen has notified the NHTSA and Transport Canada that the Beetle Convertible is not included in the upcoming voluntary safety recall for rear axle trailing arms. The only affected vehicles are certain 2011-2013 MY Jetta and 2012-2013 MY Beetle vehicles. An updated Campaign Data Sheet reflecting this is attached for your reference.

We will continue to communicate additional information as it becomes available. 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		To be provided at a later date
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2011-2013 MY Jetta and 2012-2013 MY Beetle vehicles
TOPIC		Rear Axle Trailing Arms (Post-Impact Crash Damage)
PROBLEM DESCRIPTION		<p>If a repair facility does not correctly diagnose or replace damaged rear axle components after a rear or side-rear impact crash severe enough to cause deformation of one or both rear axle trailing arms, the durability of the trailing arm(s) could be reduced, later leading to sudden fracture of the trailing arm. A sudden trailing arm fracture may lead to loss of vehicle control and could result in a crash without warning.</p> <p>There have been no reports of accidents or injuries as a result of this concern in the United States or in Canada.</p>
CORRECTIVE ACTION		<p>For all vehicles affected by this recall, dealers will inspect the vehicle for collision damage and, provided no damage is present, install a sheet metal inlay on both rear axle trailing arms. We anticipate having parts available for the <u>recall repair</u> in the first quarter next year. Volkswagen will notify customers via first-class mail just as soon as dealers are able to begin the <u>recall repair</u>.</p> <p><u>In the interim</u>, an initial customer notification is planned for late October, 2014. Affected customers will be instructed that, if their vehicle has been in a rear or rear-side impact collision (or if such a collision occurs prior to the recall repair being available), to make an appointment with an authorized Volkswagen dealer. Dealers will inspect the rear axle trailing arms in your vehicle for collision damage. This inspection will be performed free of charge.</p> <ul style="list-style-type: none"> · If no damage is found during the inspection, customers may continue to drive the vehicle as usual. · If damage is found during the inspection, dealer will advise the customer of the repairs needed for proper vehicle repair. <i>All parts and labor costs associated with collision-related damage are solely the customer's responsibility, and are <u>not</u> covered under this recall or under any Volkswagen warranty.</i> <p>Inspection instructions, along with associated information on entering claims, will be provided to dealers prior to the interim customer notification mailing.</p>
CUSTOMER NOTIFICATION DATE		Interim customer notification: anticipated to begin in late October 2014
ELSA VISIBILITY DATE		Prior to the interim customer notification in late October 2014
VIM VISIBILITY DATE		Anticipated in late October 2014
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 442,000 CANADA: Approximately 126,000
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.