



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 20, 2014

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

Subject: Upcoming Voluntary Safety Recall & Mandatory Stop-Sale  
Possible Fracture of Panoramic Sliding Sunroof  
2013-2015 MY Volkswagen Beetle with Factory-Installed Panoramic Sunroof

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## Upcoming Voluntary Safety Recall & Mandatory Stop-Sale

Volkswagen has notified the NHTSA and Transport Canada of an upcoming voluntary safety recall affecting certain 2013-2015 MY Volkswagen Beetle vehicles equipped with a factory-installed panoramic sunroof. Because of this, we are also implementing an immediate stop-sale on affected vehicles in dealer inventory.

#### What should dealers do?

- On or about October 21, 2014, the affected inventory vehicles will be identified on a dealer's VIM report with the campaign code **60B9**.
- Check your VIM report to see if you have any in-stock vehicles affected by this mandatory stop sale. Only dealers with inventory vehicles affected by this action will see vehicles tagged with the campaign code on their VIM report.
- If you have an affected vehicle, ***DO NOT*** sell, lease, or dealer-trade it. If you are using an affected vehicle as a demo, discontinue using it immediately.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade.
- Affected vehicles in the United States will be identified as **REPAIR NOT YET AVAILABLE** in the vw.com and NHTSA VIN lookup tool under the campaign code **60B9** on or about October 21, 2014.

#### What will Volkswagen do?

- Affected dealers will be reimbursed for floor planning expenses related to the stop-sale hold vehicles until the repair instructions and parts allocation are released.

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/Canadian 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)

**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.



# CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>
<b>SAGA CODE</b>		<b>60B9</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		<b>USA:</b> 2013-2015 MY Beetle with factory-installed panoramic sunroof <b>CANADA:</b> 2013-2014 MY Beetle with factory-installed panoramic sunroof
<b>TOPIC</b>		Possible Fracture of Panoramic Sliding Sunroof
<b>PROBLEM DESCRIPTION</b>		Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a panoramic sunroof glass panel with a steel frame that may have been manufactured out of tolerance. As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures. Usage of certain de-icing salts also has been identified as a contributing factor. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.
<b>CORRECTIVE ACTION</b>		Replace the panoramic sliding sunroof.
<b>CUSTOMER NOTIFICATION DATE</b>		TBD
<b>ELSA VISIBILITY DATE</b>		On or about October 21, 2014
<b>VIM VISIBILITY DATE</b>		On or about October 21, 2014
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> 7,062 <b>CANADA:</b> 1,191
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 1,706 <b>CANADA:</b> Approximately 238
	<b>CPO INVENTORY</b>	<b>USA:</b> Approximately 38 <b>CANADA:</b> Approximately 6
<b>APPROXIMATE REPAIR TIME</b>		About one hour
<b>SPECIAL TOOLS NEEDED?</b>		SEE WORK PROCEDURE INSTRUCTIONS WHEN AVAILABLE
<b>PARTS REQUIRED</b>		SEE WORK PROCEDURE INSTRUCTIONS WHEN AVAILABLE
<b>PROJECTED DEALER RETURN BLOCK DATE</b>		TBD
<b>INITIAL PARTS ALLOCATION DATE</b>		TBD
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>EXPIRATION DATE</b>		NONE
<b>ADDITIONAL INFORMATION</b>		<b>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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</b>

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