



Das Auto.

Frequently Asked Questions (FAQ) Voluntary Safety Recall 60B9

SUMMARY

Campaign Code: 60B9

Affected Vehicles: USA: 2013-2015 MY Volkswagen Beetle with factory-installed panoramic sunroof

CAN: 2013-2014 MY Volkswagen Beetle with factory-installed panoramic sunroof

Problem Description: 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.

Precautions to take: We recommend that customers keep the sunroof shade fully closed until the recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof panel break.

Corrective Action: Replace the panoramic sliding sunroof.

FOR RECALLS ONLY: 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.

What should dealers do if they have any affected vehicles in inventory?

There is a mandatory stop-sale applicable for inventory vehicles affected by this safety recall. Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory.

- 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 is the parts allocation plan for this action?

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will not be used in support of this campaign.
- Parts will be on Upper Order Limits
- If additional parts are required for customer car down cases, please create a VTA ticket and contact the Technical Assistance Helpline.

IMPORTANT!
This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

Is towing being covered under this action?

No. Towing is not covered under this action.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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