



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: March 07, 2016

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

Subject: Upcoming Safety Recall 93B4 – High-Voltage Battery Management System Software
2015-2016 MY Volkswagen e-Golf

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming safety recall. Please refer to the attached Campaign Data Sheet for additional information.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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 Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall
SAGA CODE		93B4
MARKET(S)		United States
AFFECTED VEHICLES		2015-2016 MY Volkswagen e-Golf
TOPIC		High-Voltage Battery Management System Software
PROBLEM DESCRIPTION		Under certain conditions, oversensitive diagnostics in the high-voltage battery management system may inadvertently classify a brief internal electrical current surge/peak as a critical battery condition. This can cause an emergency shutdown of the high-voltage battery, which in turn deactivates the vehicle's electrical drive motor. Unexpected shutdown of the vehicle's electrical drive motor ("stalling") can lead to a crash. Other vehicle systems like power steering, brakes, lights and airbags remain unaffected as they are powered by the 12V low voltage system.
CORRECTIVE ACTION		Update high-voltage battery management system software.
DEALER REQUIREMENTS – e-Golf		This recall repair must only be performed by an authorized Volkswagen dealer certified to conduct repairs on e-Golf vehicles.
CUSTOMER NOTIFICATION DATE		Mid-March 2016
ELSA VISIBILITY DATE		On or about March 08, 2016
OMD Web VISIBILITY DATE		On or about March 08, 2016
VEHICLE COUNT	TOTAL AFFECTED	USA: 5,561 CANADA: 0
	DEALER INVENTORY	USA: 157 CANADA: 0
	CPO INVENTORY	USA: 1 CANADA: 0
APPROXIMATE REPAIR TIME		Up to 100 TU
PARTS REQUIRED		NONE- SOFTWARE ONLY
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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. Pre-Owned Vehicles in Dealer Inventory: Dealers are requested not to delivery any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied. Ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.

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.