



Frequently Asked Questions (FAQ)

ACTION SUMMARY	
Campaign Code	93B4
Action Status	REPAIR AVAILABLE
Market(s)	USA only
Affected Vehicles	2015-2016 MY Volkswagen e-Golf
Problem Description	<p>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.</p> <p>Other vehicle systems like power steering, brakes, lights and airbags remain unaffected as they are powered by the 12V low voltage system.</p>
Corrective Action	Update high-voltage battery management system software.
Dealer Requirements	This recall repair must only be performed by an authorized Volkswagen dealer certified to conduct repairs on e-Golf vehicles.
<p style="text-align: center;">IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p>	
<p>VIN Lookup Visibility - NHTSA safecar.gov and vw.com: On or about March 08, 2016, the campaign code will appear for affected vehicles in the VIN lookup tool(s). Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the Look Up Recalls link at www.vw.com and entering the Vehicle Identification Number (VIN).</p>	

What does the driver experience with this issue?

This issue 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.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen e-Golf dealer without delay.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on Elsa 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.



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

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

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.

How will we address customers requesting reimbursement?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

This action is a software update only – no parts are required and therefore no allocation will take place.

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

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