



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers, Sales & Service Managers, and Parts Managers**

Robert Martell Name
Vice President, Customer Experience Title

Marc Trahan Name
Exec. Vice President, Group Quality Title

Subject: **2012-2013 MY Beetle Window Activities**

VW Brand Department
October 15, 2012 Date

Following up on our letter from October 9th, we would like to provide you with some clarifications based upon feedback we have received regarding the Beetle window issue communications. There has been some confusion reported due to the UPDATE 64C7 and the technical bulletin being released on the same day.

The UPDATE should be performed on new vehicles in your inventory prior to the vehicle sale and involves replacing the window motors. The technical bulletin should be performed on vehicles where a customer has complained that their front window(s) are not going up all the way due to pinch protection or that they need to hold the switch to close the window. To summarize the activities:

- **UPDATE 64C7 is for new vehicle inventory only.** The UPDATE requires the dealer to replace the window motors prior to sale for those vehicles that have an open UPDATE code in ELSA. Your dealership has and will continue to receive weekly allocations of motors to support this UPDATE.
- **The technical bulletin (2028594) is for customers who report the issue.** Please have your technicians view the supporting *TechTalk* video (801024) that describes the repair procedure. Every dealership was sent (free of charge) one Window Regulator Gauge special tool (SET855). This tool is to determine if the window regulator needs to be replaced.
- To support the technical bulletin, an allocation of left and right window regulator assemblies is being sent to your dealership and will start to arrive early next week. Important is that you order replacement window regulators through the Special Services group as you use your allocation, until further notice. System blocks will eventually be released to allow for individual dealer orders once sufficient supply of parts becomes available. If additional parts are required for critical cases, please email Special Services in our Parts Logistics organization with VIN.

Thank you for your continued patience and support as we continue to make progress with this issue.

Sincerely,

Robert Martell

Marc Trahan