



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 31, 2012

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

Subject: Upcoming UPDATE 24Y4 – MPI Software
2013 MY Jetta 2.0L Engine Vehicles

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 24Y4 2013 MY Jetta 2.0L Engine Vehicles MPI Software

Dear Volkswagen Dealer Principal, Service Manager, and Parts Manager:

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

U.S. dealers, please note that the IQS window officially opens on November 1, 2012. As always, it's important for dealerships to take extra measures to ensure each new vehicle is delivered to customers in perfect condition. With this in mind, we ask you to pay special attention to completing this and any other applicable Update on all affected 2013 model year vehicles in your inventory.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance

Attachment: UPDATE Data Sheet (1)



UPDATE DATA SHEET

SAGA CODE		24Y4
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2013 MY Jetta 2.0L engine vehicles
ELSAWEB & VIM VISIBILITY DATE		November 02, 2012
TOPIC		2.0L MPI Software
PROBLEM DESCRIPTION		This Update has been proactively released to prevent slight hesitation concerns.
CORRECTIVE ACTION		2.0L MPI software update for ECM/TCM
VEHICLE WARRANTY PARAMETER		FED_EMS and any affected inventory vehicle
VEHICLE COUNT	TOTAL AFFECTED	USA: 11,141 Canada: 4,926
	DEALER INVENTORY	USA: 4,776 Canada: 1,984
	CPO INVENTORY	USA: <10 Canada: <10
APPROXIMATE REPAIR TIME		Up to 50 TU
SPECIAL TOOLS NEEDED?		None – see Update bulletin instructions
PARTS REQUIRED		N/A – software update
INITIAL PARTS ALLOCATION DATE		N/A – software update
ADDITIONAL INFORMATION		<ul style="list-style-type: none"> • U.S dealers, please note that the IQS window officially opens on November 1, 2012. • As always, it's important for dealerships to take extra measures to ensure each new vehicle is delivered to customers in perfect condition. With this in mind, we ask you to pay special attention to completing this and any other applicable Update on all affected 2013 model year vehicles in your inventory. • Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE, <i>not</i> a recall. • Scope of UPDATE will be expanded once port activities are complete.

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 ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.