



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: October 31, 2012

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

Subject: Revision to UPDATE 90H2 – Jetta Instrument Cluster  
2012 Model Year Inventory Vehicles Added – USA Only

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**  
**Revision to UPDATE 90H2 - Jetta Instrument Cluster**  
**2012 Model Year Inventory Vehicles Added – USA Only**

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

We would like to inform you of an expansion to the 90H2 UPDATE. As an additional supply of parts is now available, we have expanded the scope of vehicles to include certain 2012 model year Jetta vehicles in U.S. dealer inventory. Please refer to the attached, revised UPDATE Data Sheet for additional information.

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

Volkswagen Product Compliance

Attachment: UPDATE Data Sheet (1)



## UPDATE DATA SHEET

<b>SAGA CODE</b>		<b>90H2</b>
<b>MARKET(S)</b>		United States
<b>AFFECTED VEHICLES</b>		2012 MY (inventory only) and 2013 MY Jetta
<b>ELSAWEB &amp; VIM VISIBILITY DATE</b>		Added 2012 MY inventory vehicles will be visible on or about November 02, 2012
<b>TOPIC</b>		Jetta Instrument Cluster
<b>PROBLEM DESCRIPTION</b>		Clock and trip meter buttons in the instrument cluster do not function properly
<b>CORRECTIVE ACTION</b>		Check function of buttons and if necessary repair instrument cluster
<b>VEHICLE WARRANTY PARAMETER</b>		New Vehicle Limited Warranty (NVLW), and also any inventory stock showing this code open in ElsaWeb
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	Approximately 50,698 total, Adding approximately 2,698 (2012 MY inventory)
	<b>DEALER INVENTORY</b>	Approximately 35,698 total, Adding approximately 2,698 (2012 MY inventory)
	<b>CPO INVENTORY</b>	Approximately 10 total, no additional CPO added
<b>APPROXIMATE REPAIR TIME</b>		Up to 60 TU
<b>SPECIAL TOOLS NEEDED?</b>		None, only minimally required tools as per Update instructions
<b>PARTS REQUIRED</b>		5C0 998 870 - 3M Tape Kit (If necessary) Note: We estimate 80% of affected vehicles will <b>NOT</b> require repair.
<b>INITIAL PARTS ALLOCATION DATE</b>		Allocation began October 19, 2012. An additional allocation began on October 26, 2012.
<b>ADDITIONAL INFORMATION</b>		<ul style="list-style-type: none"> <li>• Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.</li> <li>• Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle <b>UPDATE</b>, <i>not</i> a recall.</li> <li>• Scope of UPDATE will be expanded once parts become available.</li> </ul>

**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.