



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: October 2012

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

Subject: UPDATE 96C7  
Micro Switch for Oil Level (NVLW)  
2012-2013 MY Passat (Engine Code CDVB)

<p><b>IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION</b></p> <p><b>UPDATE 96C7</b></p>
--

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.

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>96C7</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2012 – 2013 MY Passat (Engine Code CDVB)
<b>ELSAWEB &amp; VIM VISIBILITY DATE</b>		October 9, 2012
<b>TOPIC</b>		Micro Switch for Oil Level
<b>PROBLEM DESCRIPTION</b>		Continuous illumination of the “oil level low” displayed in the MFI after oil has been properly filled caused missing signal to instrument cluster as hood is opened and closed. This signal is necessary to reset the oil level indicator in the instrument cluster as provided by the micro switch contained in the lower hood latch. The micro switch was not originally part of the vehicle build configuration of the 3.6L Passat SE model.
<b>CORRECTIVE ACTION</b>		Install micro switch into the lower portion of hood latch.
<b>VEHICLE WARRANTY PARAMETER</b>		New Vehicle Limited Warranty (NVLW)
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 2,600 <b>CANADA:</b> Approximately 70
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 439 <b>CANADA:</b> Approximately 17
	<b>CPO INVENTORY</b>	<b>USA:</b> Approximately 12 <b>CANADA:</b> 0
<b>APPROXIMATE REPAIR TIME</b>		Up to 50 TU
<b>SPECIAL TOOLS NEEDED?</b>		No special tools needed; refer to Update bulletin for minimum tool requirements
<b>PARTS REQUIRED</b>		(1) Switch 5C6 953 236A (2) Bolt WHT 000 425
<b>INITIAL PARTS ALLOCATION DATE</b>		Parts for this UPDATE were allocated during the week of October 1, 2012
<b>ADDITIONAL INFORMATION</b>		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.  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.

**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.