



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Robert Martell Name  
Vice President, Customer Experience Title

Marc Trahan Name  
Exec. Vice President, Group Quality Title

Subject: **Progress on 2012-2013 MY Beetle Windows**

VW Brand Department  
October 9, 2012 Date

Following up on our letter from September 26<sup>th</sup>, we would like to provide you with an update on the progress made on the parts supply and service repair solution to resolve the Beetle window issue.

- Today, we launched Update 64C7 to address all unsold vehicles in dealership inventory. **Please ensure this Update is performed on every applicable vehicle before delivery to consumers.**
- An initial allocation of parts was delivered to your dealership last week to update your new vehicle inventory. We will continue to allocate parts as we continue to secure additional inventory from our supplier. 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.
- Also today, a technical bulletin (2028594) has been released to address customer vehicles experiencing this issue. With the release of this technical bulletin, dealers are **no longer required to open VTA tickets** for customers who are in need of this repair. In order to support the technical bulletin, all dealers were sent (free of charge) one SET855 Window Regulator Gauge special tool.
- Please continue to honor the critical customer service appointments made by Customer CARE and ensure that the parts required are available **prior** to their service visit. Customer CARE will be reaching out to certain customers, in waves, to notify them that a repair is available. Customers who have been waiting the longest will be contacted first. Calls will be staggered to control appointment volume and avoid lengthy customer repair times.
- Because the technical bulletin repair procedure is fairly detailed, we have taken the extra step to produce a special edition of *TechTalk* (801024) that will help guide technicians through the repair process. We encourage all dealers to ensure that their technicians have had the opportunity to become familiar with this important information **before** beginning work on any vehicle.

We are planning to launch a Service Action campaign for those customer vehicles that have not experienced the window issue. The timing of this action will be communicated to you as soon as additional parts supply and logistics have been confirmed; however we anticipate this to occur towards the end of this year. Thank you for your continued patience and support as we continue to make progress with this issue.

Sincerely,

Robert Martell

Marc Trahan