



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: 2013 Model Year UPDATES & IQS Window

VW Brand Department
October 23, 2012 Date

During the next four months of the JD Power window, it's very 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 the following UPDATES that will be active for certain 2013 model year vehicles in your inventory as the IQS window officially opens on November 1st:

CODE	TOPIC	AFFECTED VEHICLES
90H2	Jetta Instrument Cluster	2013 MY Jetta Sedan
64C7	Window Motors (Inventory Only)	2012-2013 MY Beetle
91J7	RCD 510 (Premium 8) Radio Software	All 2013 MY VW w/ RCD 510 (Premium 8) Radio
96C7	Hood Latch Contact Switch	2012-2013 Passat (Eng.Code CDBV)
90G9	Touareg "SafeLock"	2013 MY Touareg

We thank you in advance for the additional efforts of your team to embrace the spirit of the Volkswagen VOW as you ensure perfect vehicle deliveries throughout the IQS window, and beyond.

Sincerely,

Robert Martell

Marc Trahan