



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 2012

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

Subject: UPDATE 64C7
Window Motors (INV_ONLY)
2012-2013 MY Beetle - United States Market Only

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

UPDATE 64C7 – USA Only

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

SAGA CODE		64C7
MARKET(S)		United States ONLY
AFFECTED VEHICLES		2012-2013 MY Beetle
ELSAWEB & VIM VISIBILITY DATE		October 9, 2012
TOPIC		Window Motors
PROBLEM DESCRIPTION		Window “one touch” does not work properly (window will not go up, or comes down on its own)
CORRECTIVE ACTION		Replace window motor(s) with new motor design
VEHICLE WARRANTY PARAMETER		New Car Inventory Only (INV_ONLY)
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 9,000
	DEALER INVENTORY	USA: Approximately 9,000
	CPO INVENTORY	Not applicable
APPROXIMATE REPAIR TIME		Up to 90 TU
SPECIAL TOOLS NEEDED?		No special tools needed; refer to Update bulletin for minimum tool requirements
PARTS REQUIRED		(1) Driver Side Window Motor 5C5 959 801M_Z01 (1) Passenger Side Window Motor 5C5 959 802P_Z01
INITIAL PARTS ALLOCATION DATE & INFORMATION		Currently, a very limited supply of inventory is available, and an initial parts allocation has been sent to dealers. These parts should be used to address critical customer vehicles can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers. Additional parts allocations will be made as parts supplies increase.
ADDITIONAL INFORMATION		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 UPDATE , <i>not a recall</i> .

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.