



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 22, 2012

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

Subject: Upcoming UPDATE 90H2 – Jetta Instrument Cluster
2013 Model Year Jetta – **UNITED STATES ONLY**

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 90H2 – USA ONLY

Jetta Instrument Cluster

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		90H2
MARKET(S)		United States ONLY
AFFECTED VEHICLES		2013 model year Jetta
ELSAWEB & VIM VISIBILITY DATE		October 24, 2012
TOPIC		Jetta Instrument Cluster
PROBLEM DESCRIPTION		Clock and trip meter buttons in the instrument cluster do not function properly
CORRECTIVE ACTION		Check function of buttons and if necessary repair instrument cluster
VEHICLE WARRANTY PARAMETER		New Vehicle Limited Warranty (NVLW), and also any inventory stock showing this code open in ElsaWeb
VEHICLE COUNT	TOTAL AFFECTED	36,600
	DEALER INVENTORY	Approximately 24,000
	CPO INVENTORY	Approximately 10
APPROXIMATE REPAIR TIME		Up to 60 TU
SPECIAL TOOLS NEEDED?		None, only minimally required tools as per Update instructions
PARTS REQUIRED		5C0 998 870 - 3M Tape Kit (If necessary) Note: We estimate 80% of affected vehicles will NOT require repair.
INITIAL PARTS ALLOCATION DATE		Allocation began October 19, 2012
ADDITIONAL INFORMATION		<ul style="list-style-type: none"> • 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</i> a recall. • Scope of UPDATE will be expanded once parts become available.

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.