



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: November 2012

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

Subject: Revision to UPDATE 90H2 – Jetta Instrument Cluster  
Vehicles in Canada Added

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**  
**Revision to UPDATE 90H2 - Jetta Instrument Cluster**  
**Vehicles in Canada Added**

Dear Volkswagen Dealer Principal, Service Manager, and Parts Manager:

We would like to inform you that we have expanded the scope of this UPDATE to include vehicles in Canada. Please refer to the attached, revised 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 – REVISED 11/09/2012

|  |                         |  |
|--|-------------------------|--|
| <b>SAGA CODE</b>                         |                         | <b>90H2</b>  |
| <b>MARKET(S)</b>                         |                         | United States & Canada   |
| <b>AFFECTED VEHICLES</b>                 |                         | 2012 MY (inventory only) and 2013 MY Jetta   |
| <b>ELSAWEB &amp; VIM VISIBILITY DATE</b> |                         | Added Canadian vehicles will be visible on or about November 13, 2012  |
| <b>TOPIC</b>                             |                         | Jetta Instrument Cluster   |
| <b>PROBLEM DESCRIPTION</b>               |                         | Clock and trip meter buttons in the instrument cluster do not function properly  |
| <b>CORRECTIVE ACTION</b>                 |                         | Check function of buttons and if necessary repair instrument cluster   |
| <b>VEHICLE WARRANTY PARAMETER</b>        |                         | New Vehicle Limited Warranty (NVLW), and also any inventory stock showing this code open in ElsaWeb  |
| <b>VEHICLE COUNT</b>                     | <b>TOTAL AFFECTED</b>   | USA: 39,293 CANADA: 7,754  |
|  | <b>DEALER INVENTORY</b> | USA: 25,811 CANADA: 3,573  |
|  | <b>CPO INVENTORY</b>    | USA: 4 CANADA: 0   |
| <b>APPROXIMATE REPAIR TIME</b>           |                         | Up to 60 TU  |
| <b>SPECIAL TOOLS NEEDED?</b>             |                         | None, only minimally required tools as per Update instructions   |
| <b>PARTS REQUIRED</b>                    |                         | 5C0 998 870 - 3M Tape Kit (If necessary)<br>Note: We estimate 80% of affected vehicles will <b>NOT</b> require repair.   |
| <b>INITIAL PARTS ALLOCATION DATE</b>     |                         | USA Allocation began October 19, 2012; An additional allocation began on October 26, 2012. Canada allocation began on November 8, 2012.  |
| <b>ADDITIONAL INFORMATION</b>            |                         | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> |

**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.