

Subject: Delphi Premium 8 Radio Orders -- 91J7 Update

PARTS MEMORANDUM

Attention: Parts Manager
Service Manager

October 31, 2012

Subject: Delphi Premium 8 Radio Orders -- 91J7 Update

It is very important to note that the update 91J7 dated October 5, 2012 does not require a replacement radio. For instructions on how to perform the update, please refer to the bulletin (ServiceNet, Updates) for additional information.

vwuhub.com Welcome [AnnMarie] !
Administration My Account

My Hub Vehicle Sales Certified pre-owned Financial Services Parts Service

Volkswagen **AFTER SALES 411** News Flash! The new Octob... is now availabl...

Alerts

Related Sites

- > VW Car Cover
- > VW Tire Store
- > VW Accessories eCatalog
- > generationVW
- > VW DriverGear
- > VW Brand Store
- > Sirius Dealer Link
- > VW ServiceSmarts
- > VW Competitive Advantage
- > Customer Experience Survey Tool
- > VW Second Skin
- > Technical Literature Ordering Center
- > Automotive Youth Education Systems (AYES)
- > vwwebservice
- > Radio Code
- > Compliance Label Ordering Portal
- > **ServiceNet**
- > ElsaWeb
- > My Dealership Reports - Service
- > TRAC Reporting

Documents

- Service and Repair
- Warranty
- Customer Satisfaction
- Advertising ar
- Service Incen

News

ETKA Enhance
Mar 1: AM ESP And

Home - ServiceNet

vwuhub.com | EN | FR

ServiceNet

Home Campaign Circulars **UPDATES** Technical Bulletins Guided Fault Finding Technician References Owner's Manual and Maintenance Pre-Delivery Training Workshop Equipment

VW Home

Feedback

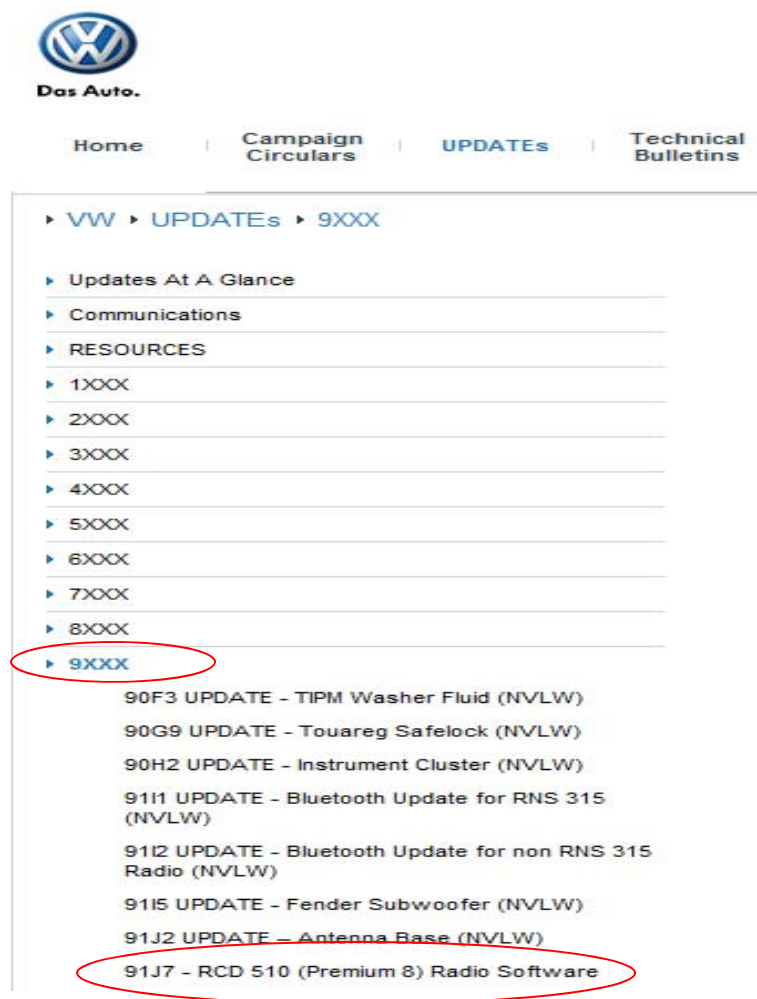
Alerts

- [VSS-12-05 2012 / 2013 Beetle Windows - Update](#)

Repair Information News & Updates

Quality Rewards Program Updates...

- generationVW bucks have now been added to the 5 and 10 feedback submissions!
- Check out the website, which provides the rules and rewards for the program, at the following link: www.vwwebservice.com/generationVW.aspx



If the radio does not operate correctly after performing the update, please call Volkswagen Technical Assistance, toll-free (800) 678-2389.

For those dealers who placed radio orders for new units (PDI vehicles) between October 2, 2012 and October 26, 2012 please note the following activities will take place for any PDI order related to the 91J7 update:

- 1) All current PDI orders will be cancelled
- 2) All dealers with a PDI order will be notified via email of the order cancellation

For those vehicles requiring a new radio at PDI not related to the 91J7 update, please contact Volkswagen Technical Assistance Center (TAC), toll-free (800) 678-2389. Once the radio complaint has been validated, VW TAC will forward the VW TAC contact number to Direct Exchange for a new radio order. The new radios are currently on back order with Delphi; the delivery date is being clarified.

Sincerely,

Ann Marie Jones
Dealer Support Manager
Parts Logistics
Email: ann.marie.jones@vw.com