



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 20, 2012

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

Subject: Upcoming UPDATE 23L3
TDI ECM / EDC Software
2013 Model Year Volkswagen Passat TDI

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 23L3

TDI ECM/EDC Software – 2013MY Passat TDI

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		23L3
MARKET(S)		United States and Canada
AFFECTED VEHICLES		Approximately 2,200
ELSAWEB & VIM VISIBILITY DATE		November 21, 2012
TOPIC		TDI ECM / EDC Software
PROBLEM DESCRIPTION		Proactively install latest version ECM / EDC software for customer satisfaction.
CORRECTIVE ACTION		Software update for ECM / EDC
VEHICLE WARRANTY PARAMETER		FED_EMS
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 2,177 Canada: Approximately 10
	DEALER INVENTORY	USA: Approximately 190 Canada: Approximately 10
	CPO INVENTORY	USA: 0 Canada: 0
APPROXIMATE REPAIR TIME		Up to 70 TU
SPECIAL TOOLS NEEDED?		None – see UPDATE bulletin instructions.
PARTS REQUIRED		N/A – software update
INITIAL PARTS ALLOCATION DATE		N/A – software update
ADDITIONAL INFORMATION		<ul style="list-style-type: none"> • U.S dealers, please note that the IQS window officially opened on November 1, 2012. • As always, it's 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 this and any other applicable Update on all affected 2013 model year vehicles in your inventory. • Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE, <i>not</i> a recall.

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.