



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 2012

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

Subject: Service Action 06A2

2012 MY Volkswagen Passat - Replace Owner's Manual

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Service Action 06A2

This is to inform you of the launch of Service Action 06A2.

Problem Description: The owner's manual provided in affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Volkswagen dealer would have been performed to the correct tightening torque specifications.

Corrective Action: Replace the owner's manual with a new one containing the correct wheel bolt torque tightening values. New tire information brochures will also be provided.

What should dealers do?

Affected vehicles will appear on dealer VIM reports with code **06A2**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this action. Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until this service action has been performed.

Customer Mailing: Customer notification will take place on or about April 10, 2012.

Code Visibility Date: The campaign code will be made visible on affected vehicles on or about April 10, 2012.

Parts Allocation will take place prior to customer notification, and will be approximately 40% of each dealers' affected population. 06A2 parts kits will be provided to dealers free of charge. After your initial allocation is depleted, replacement 06A2 kits may be ordered via the Compliance Label Ordering Portal on www.vwhub.com. VIN(s) will need to be provided in order to have owner's manuals shipped.

Vehicle Allocation List Release Date: Vehicle allocation lists available under My Dealership Reports on the VW Hub prior to customer notification.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance



Frequently Asked Questions (FAQ) Service Action 06A2

SUMMARY

- **Campaign Code:** 06A2
- **Launch Date:** April 10, 2012
- **Code Visibility Date:** April 10, 2012
- **Customer Notification Date:** April 10, 2012
- **Circular Release Date:** April 10, 2012
- **Allocation List Release Date:** April 10, 2012

■ **Affected Vehicles:**

United States: 2012 MY Volkswagen Passat
Canada: 2012 MY Volkswagen Passat

Number of Vehicles Affected:

USA: approximately 25,163

Canada : approximately 2,761

Problem Description: The owner's manual provided in affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Volkswagen dealer would have been performed to the correct tightening torque specifications.

Corrective Action: Replace the owner's manual with a new one containing the correct wheel bolt torque tightening values. New tire information brochures will also be provided.

What is the customer notification plan?

Customer notification is anticipated to take place on or about April 10, 2012.

When will the repair instructions become available?

On or about April 10, 2012 the campaign circular with repair instructions will be available in ElsaWeb and ServiceNet.

When will parts be allocated for this action?

Prior to owner notification, dealers will receive a 40% initial allocation of 06A2 parts kits. After your initial allocation is depleted, additional kits may be ordered at no cost online via the Compliance Label Ordering Portal at www.vwvhub.com.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their VIM report to identify any affected vehicles that may be in their inventory. Dealers should ensure that this action has been performed on inventory vehicles prior to their sale or lease.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please contact Warranty.



Service Action

Code: 06A2

**Subject: 2012 Model Year Passat
Owner's Manual**

April 10, 2012

Problem Description

The owner's manual provided in affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Volkswagen dealer would have been performed to the correct tightening torque specifications.

Corrective Action

Volkswagen will replace the owner's manual with a new one containing the correct wheel bolt tightening torque values. New tire information brochures will also be provided.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

2012 Passat

1VW_7A3_CC000046 – 1VW_7A3_CC030756

Production Date: December 23, 2010 – January 18, 2012

CANADA

2012 Passat

1VW_7A3_CC001227 – 1VW_7A3_CC030756

Production Date: April 26, 2011 – December 7, 2011

NOTE: *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about April 10, 2012. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Prior to owner notification, dealers will receive a 40% initial allocation of 06A2 parts kits. After your initial allocation is depleted, additional kits may be ordered at no cost online via the Compliance Label Ordering Portal at www.vwhub.com.

When placing your order, please have the vehicle identification number (VIN) and correct kit number:

- United States: CAMP.06A2.USA
- Canada: CAMP.06A2.CAN

Owner Notification Mailing

On or about April 10, 2012, the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order. **See Claiming Instructions on next page.**

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 06A2

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code WWO

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Replace owner's manual and place new tire brochures in owner's literature folder

Repair operation: 0671 19 99 10 T.U.

IMPORTANT!

Claim labor only under this action. DO NOT claim any parts.

An initial allocation of 06A2 parts kits (containing owner's manual(s) and tire brochures) was provided to dealers free of charge prior to campaign release.

Additional kits can be ordered at no cost online via the Compliance Label Ordering Portal at www.vwhub.com.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (United States)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

February 2012

**Subject: Service Action 06A2/V6
Replace Owner's Manual**

Dear Volkswagen Owner,

We are writing to inform you of a service action on some 2012 Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What is the problem?

The owner's manual provided with some vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Volkswagen dealer would have been performed to the correct tightening torque specifications.

What will Volkswagen do?

At no cost to you, we will replace the owner's manual in your vehicle with a new one containing the correct wheel bolt tightening torque values. New tire information brochures will also be provided. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take just a few minutes and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service help from us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center (06A2/V6)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (Canada)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

February 2012

**Subject: Service Action 06A2/V6
Replace Owner's Manual**

Dear Volkswagen Owner,

We are writing to inform you of a service action on some 2012 Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

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Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service help from us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer CARE Center (06A2/V6)
P.O. Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance(C)”

Required Parts:

Quantity	Part Number	Part Description
1	CAMP.06A2.USA	06A2 Service Action Kit – UNITED STATES <i>Kit contains:</i> <ul style="list-style-type: none"> • Owner’s Manual 2012 Passat - U.S. edition • Three (3) tire information brochures
1	CAMP.06A2.CAN	06A2 Service Action Kit – CANADA <i>Kit contains:</i> <ul style="list-style-type: none"> • Owner’s Manual 2012 Passat Canada English edition • Owner’s Manual 2012 Passat Canada French edition • Four (4) tire information brochures (English & French)
1	CAMP 010 000	Campaign Completion Label



Note: The kit part numbers listed above are applicable **ONLY** to vehicles affected by the 06A2 service action.

An initial allocation of 06A2 kits was provided to dealers free of charge prior to campaign release. Additional kits can be ordered at no cost online via the Compliance Label Ordering Portal at www.vwhub.com. When placing your order please have the vehicle identification number (VIN) available.

Work Sequence



Section A – Check for Previous Repair

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen



Tip: On the date of repair, print this screen and keep a copy with the repair order

- ◀ Ensure that the Status is “Open” <arrow 2> Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated
- Open hood and check if there is a campaign completion label already present for this action
 - If campaign completion label shows the SAGA code applicable to this action, **NO FURTHER WORK REQUIRED.**
 - If there is not a campaign completion label showing the SAGA code applicable to this action, **continue to Section B.**

Section B – Replace Owner’s Manual & Install Tire Information Brochures in Owner’s Literature Folder

- Ensure correct 06A2 Parts Kit is on-hand:
 - CAMP.06A2.USA (United States)
 - CAMP.06A2.CAN (Canada)
- Remove folder containing owner’s vehicle documentation from the glove compartment.
- Remove existing owner’s manual from folder and replace with new manual from parts kit
- Place new tire information brochures in owner’s literature folder



Note: Replace **ONLY** the owner's manual(s) and install the new tire information brochures into the owner's literature folder. Other vehicle documents must not be replaced (e.g. maintenance booklet, radio booklet, etc.)

- Place folder containing owner's vehicle documentation into the glove compartment
- **Continue to Section C**

Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label
- Close hood

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE