



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 29, 2013

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

Subject: Upcoming UPDATE 97AO – Fuse Box Washers (NVLW)
2013-2014 MY Passat

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 97AO

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

This is to inform you of an upcoming UPDATE that will be visible in Elsa and ServiceNet on or about May 1, 2014.

Please refer to the Elsa campaign/action screen for confirmation of whether the UPDATE applies to each specific vehicle, and look to Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Volkswagen corporate policy governing UPDATES, Volkswagen is not notifying consumers. (UPDATES differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the UPDATE is completed.

To identify any vehicles in your inventory that are affected by this UPDATE, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the VIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance

Attachment: UPDATE Data Sheet (1)



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UPDATE DATA SHEET

SAGA CODE	97AO
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2013-2014 MY Passat
ELSA & VIM VISIBILITY DATE	On or about May 1, 2014
TOPIC	Fuse Box Washers (NVLW)
PROBLEM DESCRIPTION	This update has been proactively released to prevent chafing of the e-box wiring harness.
CORRECTIVE ACTION	Install protective caps in the fuse box to help prevent wire chafing in that area.
VEHICLE WARRANTY PARAMETER	NVLW
VEHICLE COUNT	TOTAL AFFECTED USA: Approximately 85,794 Canada: Approximately 5,903
	DEALER INVENTORY USA: Approximately 1,538 Canada: Approximately 168
	CPO INVENTORY USA: Approximately 1,268 Canada: Approximately 117
APPROXIMATE REPAIR TIME	Up to 30 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	SEE UPDATE TECHNICAL BULLETIN
INITIAL PARTS ALLOCATION DATE	On or about April 25, 2014
ADDITIONAL INFORMATION	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.

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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.