



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 08, 2013

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

Subject: Upcoming Service Action 64C9  
2012-2013 Model Year Volkswagen Beetle  
Front Window Motors

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## Upcoming Service Action 64C9 Front Window Motors

We would like to inform you of Service Action 64C9. Please refer to the attached Campaign Data Sheet for additional information.

#### U.S. dealers only – please note:

- As of January 9, 2013 Service Action 64C9 replaces UPDATE 64C7.
- For ***inventory*** vehicles repaired prior to January 9, 2013, refer to UPDATE 64C7 claiming instructions found in ServiceNet. These claims ***must*** be entered on or before January 30, 2013 to be eligible for payment.
- The Parts Team will be sending out additional communication relating to any remaining UPDATE 64C7 parts you may have in your Parts inventory.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>SERVICE ACTION</b>
<b>SAGA CODE</b>		<b>64C9</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2012-2013 model year Volkswagen Beetle
<b>TOPIC</b>		Front Window Motors
<b>PROBLEM DESCRIPTION</b>		Some Beetle customers have reported problems with the operation of the front windows in their vehicle. We have identified the window motors installed in production as the cause of these problems.
<b>CORRECTIVE ACTION</b>		Install improved front window motors.
<b>CUSTOMER NOTIFICATION DATE</b>		On or about January 09, 2013
<b>ELSAWEB VISIBILITY DATE</b>		On or about January 09, 2013
<b>VIM VISIBILITY DATE</b>		On or about January 09, 2013
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 24,000 <b>CANADA:</b> Approximately 2,300
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 564 <b>CANADA:</b> Approximately 254
	<b>CPO INVENTORY</b>	<b>USA:</b> 0 <b>CANADA:</b> 0
<b>APPROXIMATE REPAIR TIME</b>		Up to 100 TU <i>plus</i> three (3) hours of cure time for Loctite® NOTE: Special temperature requirements for Loctite® curing – see work procedure for details.
<b>SPECIAL TOOLS NEEDED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>PARTS REQUIRED</b>		6R0 959 801AP Z01 Driver Side Window Motor 6R0 959 802BC Z01 Passenger Side Window Motor D195800A1 Loctite® Formula 480 (one bottle = 250 vehicle repairs)
<b>COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)</b>		100%
<b>PROJECTED DEALER RETURN BLOCK DATE</b>		October 15, 2013
<b>INITIAL PARTS ALLOCATION DATE</b>		January 7, 2013 The Targeted Allocation program will be used in support of this campaign. U.S. Dealers who have not yet completed the web-based training module (Course # 449324) on this new program should do so as soon as possible.
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>EXPIRATION DATE</b>		January 31, 2015
<b>ADDITIONAL INFORMATION</b>		Due to the three hour cure time required for the Loctite® used in this repair, dealers <u>must</u> ensure they set the correct customer expectations regarding the time needed for this repair. Please ensure that everyone in your dealership who handles customer scheduling is aware of this requirement and take proper steps to ensure customers are informed accordingly.

**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.



## Frequently Asked Questions (FAQ) Service Action 64C9

### SUMMARY

■ **Campaign Code:** 64C9

■ **Affected Vehicles:** 2012-2013 MY Volkswagen Beetle

**Problem Description:** Some Beetle customers have reported problems with the operation of the front windows in their vehicle. We have identified the window motors installed in production as the cause of these problems.

**Corrective Action:** Install improved front window motors.

### U.S. dealers only – please note:

- As of January 9, 2013 Service Action 64C9 replaces UPDATE 64C7.
- For *inventory* vehicles repaired prior to January 9, 2013, refer to UPDATE 64C7 claiming instructions found in ServiceNet. These claims must be entered on or before January 30, 2013 to be eligible for payment.
- The Parts Team will be sending out additional communication relating to any remaining UPDATE 64C7 parts you may have in your Parts inventory.

### **What window issues is this service action designed to address?**

This service action is designed to address/prevent the front window(s) from entering pinch protection with no obstructions present (ie: window "one-touch" does not work properly - window will not go up, or comes down on its own.)

### **What should dealers be aware of when scheduling customer vehicles for this repair?**

Due to the three-hour cure time needed for the Loctite® used in this repair, dealers must ensure they set the correct customer expectations about the timeframe needed to complete this repair. Please ensure that everyone in your dealership who handles customer scheduling is aware of this time requirement, and take the proper steps to ensure customers are informed accordingly.

**NOTE: Special temperature requirements for Loctite® curing – see work procedure for details.**

### **What is the parts allocation plan for this service action?**

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign. U.S. dealers who have not yet completed the web-based training module (Course # 449324) on this new program should do so as soon as possible.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement rate for your calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

#### 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.

**Is a loaner vehicle being covered under this action?**

Yes. Due to the length of time required for the Loctite® used in this repair to fully cure, loaner vehicles can be charged to this service action. Please see the campaign circular for claiming information.

**Is towing being covered under this action?**

No. Towing is not covered under this action.

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

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this service action repair has been performed.

**Can a dealer deliver a new vehicle affected by this action to a customer before the repair has been completed?**

No. In the interest of customer satisfaction, please ensure that every new vehicle affected by this action is repaired prior to delivery.

**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.