



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 2013

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

Subject: Upcoming UPDATE 91K3 – MY 2011-2012 Routan RHR Radio Software

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 91K3

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

We would like to inform you of UPDATE 91K3. 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		91K3
MARKET(S)		United States and Canada
AFFECTED VEHICLES		7,856
ELSAWEB & VIM VISIBILITY DATE		On or about February 12, 2013
TOPIC		RHR Radio Software
PROBLEM DESCRIPTION		Various Improvements
CORRECTIVE ACTION		Update radios with MY 2013 software
VEHICLE WARRANTY PARAMETER		NVLW
VEHICLE COUNT	TOTAL AFFECTED	USA: 7,756 Canada: 100
	DEALER INVENTORY	USA: 0 Canada: 0
	CPO INVENTORY	USA: 14 Canada: 1
APPROXIMATE REPAIR TIME		20 TU's
SPECIAL TOOLS NEEDED?		StarMOBILE Hand held tool
PARTS REQUIRED		Radio Flash DVD (Version 2.126) - ROSWRHRTB2031926
INITIAL PARTS ALLOCATION DATE		1 auto shipped to dealers January 2013 (no warranty reimbursement)

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.