



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 11, 2013

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

Subject: Upcoming UPDATE 24AE – 1.8T ECM/TCM Software (FED_EMS)
2014 MY Jetta and Passat

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 24AE

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 November 12, 2013.

Important Note: Please be aware that on the date of publication for this UPDATE, Passat will be shown in the UPDATE bulletin as affected; however the software to address these vehicles is not yet available. We will turn VINs on in Elsa once the software is available. Your notice for this will be the visibility in Elsa and the vehicles will appear on your Open Inventory Report.

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		24AE
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2014 1.8T Jetta and Passat with Automatic Transmission
ELSA & VIM VISIBILITY DATE		On or about November 12, 2013
TOPIC		1.8T ECM/TCM Software
PROBLEM DESCRIPTION		Current TCM programming in combination with ECM programming may cause shift quality concerns and/or rough running behavior depending on driving conditions.
CORRECTIVE ACTION		Update TCM and ECM software
VEHICLE WARRANTY PARAMETER		FED_EMS
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 36,500 Canada: Approximately 900
	DEALER INVENTORY	USA: Approximately 30,500 Canada: Approximately 700
	CPO INVENTORY	USA: 0 Canada: 0
APPROXIMATE REPAIR TIME		Up to 50 TU
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED		N/A
INITIAL PARTS ALLOCATION DATE		N/A
ADDITIONAL INFORMATION		<p>Please be aware that on the date of publication for this UPDATE, Passat will be shown in the UPDATE bulletin as affected; however the software to address these vehicles is not yet available. We will turn VINs on in Elsa once the software is available. Your notice for this will be the visibility in Elsa and the vehicles will appear on your Open Inventory Report.</p> <p>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.</p> <p>Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE, <i>not</i> a recall.</p>

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.