



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 30, 2013

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

Subject: Upcoming UPDATE 24Z5 – Jetta Hybrid Software
2013MY Jetta Hybrid

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 24Z5

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

We would like to inform you of an upcoming UPDATE. 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)



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UPDATE DATA SHEET

SAGA CODE	24Z5
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2013 MY Jetta Hybrid
ELSAWEB & VIM VISIBILITY DATE	On or about May 02, 2013
TOPIC	Hybrid Software Update
PROBLEM DESCRIPTION	No customer complaint associated with this software update. Software update is being released to update the ECM and the Electric Drive to the most current levels. This software optimizes Hybrid system operation.
CORRECTIVE ACTION	Install updated software to optimize Hybrid system operation.
VEHICLE WARRANTY PARAMETER	FED_EMS
VEHICLE COUNT	TOTAL AFFECTED USA: Approximately 3,800 Canada: Approximately 600
	DEALER INVENTORY USA: Approximately 2,100 Canada: Approximately 390
	CPO INVENTORY 0
APPROXIMATE REPAIR TIME	Up to 60 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	NONE – Software update only
INITIAL PARTS ALLOCATION DATE	NONE – Software update only
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 ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.