



**Das Auto.**

## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: April 5, 2013

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

Subject: Upcoming UPDATE 97Z5 – Engine Wiring Spacer Ring

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

**Upcoming UPDATE 97Z5**

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)



## UPDATE DATA SHEET

<b>SAGA CODE</b>		<b>97Z5</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		MY 2013 Touareg TDI
<b>ELSAWEB &amp; VIM VISIBILITY DATE</b>		On or about April 09, 2013
<b>TOPIC</b>		Engine Wiring Spacer Ring
<b>PROBLEM DESCRIPTION</b>		Possible chafing of engine pre-wiring harness
<b>CORRECTIVE ACTION</b>		Install engine wiring spacer ring
<b>VEHICLE WARRANTY PARAMETER</b>		NVLW
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 2,000 <b>Canada:</b> Approximately 230
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 600 <b>Canada:</b> Approximately 20
	<b>CPO INVENTORY</b>	<b>USA:</b> NONE <b>Canada:</b> NONE
<b>APPROXIMATE REPAIR TIME</b>		Up to 20 TUs
<b>SPECIAL TOOLS NEEDED?</b>		None
<b>PARTS REQUIRED</b>		One (1) of part number <b>N 107 162 01</b> , Engine Wiring Spacer Ring
<b>INITIAL PARTS ALLOCATION DATE</b>		On or about March 26, 2013
<b>ADDITIONAL INFORMATION</b>		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 <b>UPDATE</b> , <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.