



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: March 8, 2013

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

Subject: Campaign Closure Notification

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Campaign Closure Notification

On March 31, 2013 the following Campaigns will be closed:

- 97R7 - Inspect, and If Necessary, Replace Positive Battery Cable
- 19H4 - Inspect/Replace Coolant Pump

Please note:

- Repairs under these actions must be completed by your close of business on March 31, 2013 in order to be eligible for payment consideration. Any repairs performed after that date will not be eligible for payment.
- Claims under these actions must be entered before your close of business on April 30, 2013. After this date, the system will not accept claims under these actions.
- No electronic funds transfer payments will be made to accommodate repairs or claims that miss the deadlines shown above.
- Dealers scheduling customer appointments under these actions are asked to keep the dates mentioned above in mind, and make every effort to complete repairs and claim entry in the timeframes shown.

Code(s) Deactivation Date: After March 31, 2013 the campaign codes will be removed from ElsaWeb. The campaign circulars will remain on ServiceNet until April 30, 2013 so that the SAGA claiming instructions are available for reference when entering claims.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance