



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 11, 2013

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

Subject: Upcoming UPDATE 37H3 – United States Only
2013 Model Year Volkswagen CC 2.0T with DSG
DSG Software

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 37H3 – USA Only
2013MY Volkswagen CC 2.0T with DSG - DSG Software

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

We would like to inform you of upcoming UPDATE 37H3. 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		37H3
MARKET(S)		United States only
AFFECTED VEHICLES		MY 2013 CC 2.0T with DSG
ELSAWEB & VIM VISIBILITY DATE		On or about January 15, 2013
TOPIC		DSG Software
PROBLEM DESCRIPTION		Shudder during 2-1 downshift
CORRECTIVE ACTION		New software for DSG transmission
VEHICLE WARRANTY PARAMETER		Federal Emissions Warranty (FED_EMS)
VEHICLE COUNT	TOTAL AFFECTED	USA: 8,475 Canada: 0
	DEALER INVENTORY	USA: 4,535 Canada: 0
	CPO INVENTORY	USA: 0 Canada: 0
APPROXIMATE REPAIR TIME		30 TUs
SPECIAL TOOLS NEEDED?		VAS tester, Battery charger
PARTS REQUIRED		None
INITIAL PARTS ALLOCATION DATE		N/A
ADDITIONAL INFORMATION		<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.