



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 23, 2013

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

Subject: UPDATE 61B7 – Quality Package

- **U.S. Dealers:** Revisions to CRIT 03 Work & Claiming Procedure and Vehicles Added
- **Canadian Dealers:** Update 61B7 Released for Canadian Market, CRIT 03 Only

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

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

#### U.S. Dealers

- On January 25, 2013, additional models will be included in this Update under Criteria 03. (Criteria 03 addresses washer fluid conductivity (too low).) Please see the attached Update Data Sheet for details.
- Vehicles being added to Update 61B7 will be visible in the system and on dealership reports on or about January 25, 2013.
- Effective January 25, 2013, the work procedure and claiming instructions for Criteria 03 vehicles will be revised. All repairs under Criteria 03 on or after this date must use the new work & claiming procedure as published. Please refer to the revised Update 61B7 bulletin for additional information.
- Claims for Criteria 03 vehicles that were repaired on or before January 24, 2013 must be entered before close of business on February 28, 2013 to be eligible for payment.
- After February 28, 2013 the system will only accept claims for Criteria 03 repairs using the new claiming instructions, and no EFT payments for claims dated January 24, 2013 or prior will be made.

#### Canadian Dealers

- On January 25, 2013, Canadian vehicles will be added to Update 61B7 for Criteria 03 only. (Criteria 03 addresses washer fluid conductivity (too low).) Please see the attached Update Data Sheet for details.
- Canadian vehicles affected by Update 61B7 will be visible in the system and on dealership reports on or about January 25, 2013.

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>61B7</b>
<b>MARKET(S)</b>		United States & Canada
<b>AFFECTED VEHICLES</b>		2013 MY Beetle Convertible, Jetta Hybrid, Beetle, Jetta Sedan, Jetta SportWagen/Golf Wagon
<b>ELSAWEB &amp; VIM VISIBILITY DATE</b>		January 25, 2013
<b>TOPIC</b>		Quality Package
<b>PROBLEM DESCRIPTION</b>		<p><b><u>USA - As applicable – multiple Criteria possible:</u></b>            Crit 01: New software for convertible top motors            Crit 02: Fuel gauge adaption for incorrect gauge display            Crit 03: Washer fluid conductivity too low.</p> <p><b><u>Canada</u></b>            Crit 03: Washer fluid conductivity too low.</p>
<b>CORRECTIVE ACTION</b>		<p><b><u>USA - As applicable – multiple Criteria possible:</u></b>            Crit 01: Install new software for convertible top motors            Crit 02: Adapt fuel gauge in instrument panel            Crit 03: Increase washer fluid conductivity</p> <p><b><u>Canada</u></b>            Crit 03: Increase washer fluid conductivity</p>
<b>VEHICLE WARRANTY PARAMETER</b>		NVLW
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 33,100 <b>CANADA:</b> Approximately 7,570
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 13,800 <b>CANADA:</b> Approximately 7,570
	<b>CPO INVENTORY</b>	NONE
<b>APPROXIMATE REPAIR TIME</b>		<p><b><u>USA - As applicable – multiple Criteria possible:</u></b>            Crit 01: Up to 50 TU            Crit 02: Up to 30 TU            Crit 03: Up to 20 TU</p> <p><b><u>Canada</u></b>            Crit 03: Up to 20 TU</p>
<b>SPECIAL TOOLS NEEDED?</b>		VAS Tester
<b>PARTS REQUIRED</b>		None
<b>INITIAL PARTS ALLOCATION DATE</b>		N/A
<b>ADDITIONAL INFORMATION</b>		<p><b>IMPORTANT!</b>            VAS Tester Patch files will be required for vehicles needing new convertible top software so that the tester can communicate with the control modules. These files are a one-time download requirement to the tester and are <u>currently available</u> as follows: <b>Service Net &gt;&gt;Workshop Equipment &gt;&gt;VAS Tester &gt;&gt;Beetle Convertible Quality Package 61B7 Update</b></p> <p><b><i>USA Dealers! Multiple Criteria Possible! Vehicles may have more than one Criteria applicable. Ensure that all applicable criteria are completed and claimed on one claim.</i></b></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.