



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: September 13, 2013

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

Subject: Upcoming UPDATE 01AE – Coolant Flush (NVLW) – **UNITED STATES ONLY**
2014 MY Passat 1.8T

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 01A3 – USA ONLY

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

This is to inform you of an upcoming UPDATE that will be visible in ElsaWeb and ServiceNet on or about September 16, 2013.

Please refer to the ElsaWeb campaign/action screen for confirmation of whether the UPDATE applies to each specific vehicle, and look to ElsaWeb and ServiceNet for additional information and complete repair instructions.

Consistent with general Volkswagen corporate policy governing UPDATES, Volkswagen is not notifying consumers. (UPDATES differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the UPDATE is completed.

To identify any vehicles in your inventory that are affected by this UPDATE, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the VIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

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	01A3
MARKET(S)	United States ONLY
AFFECTED VEHICLES	MY 2014 Passat 1.8T
ELSAWEB & VIM VISIBILITY DATE	On or about September 16, 2013
TOPIC	Coolant Flush
PROBLEM DESCRIPTION	During the hot testing at the engine production facility, certain 1.8T engines may have been contaminated with poor quality coolant. Residual poor quality coolant may have been transferred to the engine cooling system during vehicle production.
CORRECTIVE ACTION	Flush engine cooling system.
VEHICLE WARRANTY PARAMETER	New Vehicle Limited Warranty (NVLW)
VEHICLE COUNT	TOTAL AFFECTED USA: 185
	DEALER INVENTORY USA: 150
	CPO INVENTORY NONE
APPROXIMATE REPAIR TIME	Up to 160 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	G013 A8J 1G
INITIAL PARTS ALLOCATION DATE	None
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.