

SB-10055838-6763



Das Auto.

## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 29, 2013

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

Subject: Upcoming UPDATE 97AO – Fuse Box Washers (NVLW)  
2013-2014 MY Passat

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## Upcoming UPDATE 97AO

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

This is to inform you of an upcoming UPDATE that will be visible in Elsa and ServiceNet on or about May 1, 2014.

Please refer to the Elsa campaign/action screen for confirmation of whether the UPDATE applies to each specific vehicle, and look to Elsa 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

<b>SAGA CODE</b>	<b>97AO</b>
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	2013-2014 MY Passat
<b>ELSA &amp; VIM VISIBILITY DATE</b>	On or about May 1, 2014
<b>TOPIC</b>	Fuse Box Washers (NVLW)
<b>PROBLEM DESCRIPTION</b>	This update has been proactively released to prevent chafing of the e-box wiring harness.
<b>CORRECTIVE ACTION</b>	Install protective caps in the fuse box to help prevent wire chafing in that area.
<b>VEHICLE WARRANTY PARAMETER</b>	NVLW
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b> USA: Approximately 85,794 Canada: Approximately 5,903
	<b>DEALER INVENTORY</b> USA: Approximately 1,538 Canada: Approximately 168
	<b>CPO INVENTORY</b> USA: Approximately 1,268 Canada: Approximately 117
<b>APPROXIMATE REPAIR TIME</b>	Up to 30 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE UPDATE TECHNICAL BULLETIN
<b>PARTS REQUIRED</b>	SEE UPDATE TECHNICAL BULLETIN
<b>INITIAL PARTS ALLOCATION DATE</b>	On or about April 25, 2014
<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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.