



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 15, 2014

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

Subject: Upcoming UPDATE 24BG – ECM Software Update
2013-2014 MY Jetta Hybrid

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 24BG

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 December 16, 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 Customer Protection

Attachment: UPDATE Data Sheet (1)



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UPDATE DATA SHEET

SAGA CODE		24BG
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2013-2014 MY Jetta Hybrid
ELSA & VIM VISIBILITY DATE		On or about December 16, 2014
TOPIC		ECM Software
PROBLEM DESCRIPTION		This update has been proactively released to prevent the Engine Control Module (ECM) from incorrectly storing scan tool mode data.
CORRECTIVE ACTION		Update ECM software
VEHICLE WARRANTY PARAMETER		FED_EMS
VEHICLE COUNT	TOTAL AFFECTED	USA: 2,281 Canada: 207
	DEALER INVENTORY	USA: 149 Canada: 10
	CPO INVENTORY	USA: 13 Canada: 2
APPROXIMATE REPAIR TIME		Up to 40 TU
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED		NONE
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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.