



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 2, 2014

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

Subject: Upcoming UPDATE 37J2 – AQ250 TCM Software Update (FED_EMS)
2015 MY Passat, Jetta, Beetle, Beetle Convertible and Golf

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 37J2

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 3, 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		37J2	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		Certain 2015 MY Passat, Jetta, Beetle, Beetle Convertible and Golf	
ELSA & VIM VISIBILITY DATE		On or about December 3, 2014	
TOPIC		AQ250 TCM Software	
PROBLEM DESCRIPTION		It is possible that some customers may experience harsh shifting concerns and/or perceived hesitation concerns under certain driving conditions related to TCM software calibration.	
CORRECTIVE ACTION		Install new TCM software via SVM code 3B8B.	
VEHICLE WARRANTY PARAMETER		FED_EMS	
VEHICLE COUNT	TOTAL AFFECTED	USA: 45,653	Canada: 6,778
	DEALER INVENTORY	USA: 17,702	Canada: 2,312
	CPO INVENTORY	None	
APPROXIMATE REPAIR TIME		Up to 40 TU	
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN	
PARTS REQUIRED		None	
INITIAL PARTS ALLOCATION DATE		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.