



**Das Auto.**

## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: February 18, 2014

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

Subject: Revision of UPDATE 55H9 – Fuel Door (NVLW)  
2014 MY Jetta & Jetta Hybrid  
Vehicles Added for U.S. Market and Canadian Vehicles Now Included

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

## **Revision of UPDATE 55H9**

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

This is to inform you that UPDATE 55H9 has been revised as follows:

- Vehicles have been added for the United States market
- Canadian vehicles are now included

Added vehicles will be visible in Elsa on or about February 19, 2014.

The revised UPDATE bulletin will be available in Elsa and ServiceNet on or about February 19, 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 – Revision 02/18/2014

<b>SAGA CODE</b>		<b>55H9</b>
<b>MARKET(S)</b>		United States & Canada
<b>AFFECTED VEHICLES</b>		2014 model year Jetta & Jetta Hybrid
<b>ELSA &amp; VIM VISIBILITY DATE</b>		Added vehicles will be visible on or about February 19 <sup>th</sup> .
<b>TOPIC</b>		Fuel Door Sticking
<b>PROBLEM DESCRIPTION</b>		Fuel door binding or sticking due to excess material inside of the fuel door housing.
<b>CORRECTIVE ACTION</b>		Remove excess burrs or material from fuel door housing.
<b>VEHICLE WARRANTY PARAMETER</b>		NVLW
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 34,857    Canada: 5,686</b>
	<b>DEALER INVENTORY</b>	<b>USA: 8,473    Canada: 2,911</b>
	<b>CPO INVENTORY</b>	<b>USA: NONE    Canada: NONE</b>
<b>APPROXIMATE REPAIR TIME</b>		10 TU
<b>SPECIAL TOOLS NEEDED?</b>		None
<b>PARTS REQUIRED</b>		None
<b>INITIAL PARTS ALLOCATION DATE</b>		N/A
<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.