



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 2, 2014

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

Subject: Upcoming Service Action 97AM
Fuse (Plug-in Position F16)
2009-2010 MY Jetta Sedan and 2009 MY GTI

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Service Action

We would like to inform you of an upcoming Service Action. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Service Action
SAGA CODE		97AM
MARKET(S)		USA and Canada
AFFECTED VEHICLES		2009-2010 MY Jetta Sedan and 2009 GTI
TOPIC		Fuse (Plug-in Position F16)
PROBLEM DESCRIPTION		The F16 position fuse could fail prematurely due to possible degradation of the fuse's coating material. If this happens, it could cause a partial loss (but not a complete failure) of vehicle lighting, including the loss of DRL illumination on one side of the vehicle, which in turn could render the vehicle less visible to other motorists and pedestrians during daylight hours.
CORRECTIVE ACTION		Replace the existing F16 position fuse with a new, optimized hard-coated fuse.
CUSTOMER NOTIFICATION DATE		USA: On or about May 6, 2014 Canada: On or about April 8, 2014
ELSA VISIBILITY DATE		USA: On or about May 6, 2014 Canada: On or about April 8, 2014
VIM VISIBILITY DATE		USA: On or about May 6, 2014 Canada: On or about April 8, 2014
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 201,348 Canada: Approximately 19,347
	DEALER INVENTORY	NONE
	CPO INVENTORY	USA: 316 Canada: 149
APPROXIMATE REPAIR TIME		Up to 30 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
PARTS REQUIRED		SEE WORK PROCEDURE INSTRUCTIONS
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)		N/A – Targeted allocation not used
PROJECTED DEALER RETURN BLOCK DATE		N/A – Targeted allocation not used
INITIAL PARTS ALLOCATION DATE		N/A – Targeted allocation not used
TECHNICIAN TRAINING REQUIRED?		SEE WORK PROCEDURE INSTRUCTIONS
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		Parts will be on Upper Order Limits for this action.

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.



Das Auto.

Frequently Asked Questions (FAQ) Service Action 97AM

SUMMARY

n **Campaign Code: 97AM**

n **Affected Vehicles:** 2009-2010 MY Jetta Sedan and 2009 MY GTI

Problem Description: The F16 position fuse could fail prematurely due to possible degradation of the fuse's coating material. If this happens, it could cause a partial loss (but not a complete failure) of vehicle lighting, including the loss of DRL illumination on one side of the vehicle, which in turn could render the vehicle less visible to other motorists and pedestrians during daylight hours.

Corrective Action: Replace the existing F16 position fuse with a new, optimized hard-coated fuse.

What is the parts allocation plan for this action?

- Parts allocation will take place prior to customer notification.
- Parts will be on Upper Order Limits. The Targeted Allocation program will not be used for this campaign.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

Is towing being covered under this action?

No. Towing is not covered under this action.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.