

# VOLKSWAGEN DEALERSHIP COMMUNICATION



**To: Dealer Principals, General Managers, Sales & Service Managers,  
Parts Managers**

Marc Trahan Name  
Exec. Vice President, Group Quality Title

VW Brand Department  
January 29, 2014 Date

**Subject: Technical Bulletin and Upcoming UPDATE  
Fuel Door Sticks or is Difficult to Open  
2014 MY Volkswagen Jetta – Pending Sale Vehicles**

Today we have released a technical bulletin for 2014 MY Jetta vehicles addressing complaints of the fuel door sticking/difficult to open. ***In order to prevent customers from experiencing this issue, we are asking dealers to ensure that the fuel door of any 2014 MY Jetta opens properly prior to customer delivery. If the fuel door is difficult to open, please perform Technical Bulletin 55 14 01 (2036334).***

We anticipate an UPDATE for this issue to be released on or about February 3, 2014. At that time, dealers will see the UPDATE code in Elsa on affected inventory vehicles, and claims may be entered accordingly.

Dealers performing the technical bulletin repair should file their claim under the technical bulletin until the UPDATE code and claiming instructions have been released.

We thank you in advance for driving your team's efforts to ensure perfect deliveries throughout the IQS window, and for continuing to provide the highest level of service for our customers.

Sincerely,



Marc Trahan