



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: March 2014

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

Subject: Upcoming Service Action 19J5
Coolant Pump
2012 - 2013 MY Golf R

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Service Action 19J5

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		19J5	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2012 – 2013 MY Golf R	
TOPIC		Coolant Pump	
PROBLEM DESCRIPTION		Some customers have reported engine compartment noise and hard start issues with their vehicles. Volkswagen has determined that the coolant pump is the source of these concerns.	
CORRECTIVE ACTION		Replace the coolant pump.	
CUSTOMER NOTIFICATION DATE		On or about March 18, 2014	
ELSA VISIBILITY DATE		On or about March 18, 2014	
VIM VISIBILITY DATE		On or about March 18, 2014	
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 841	CANADA: Approximately 63
	DEALER INVENTORY	USA: 0	CANADA: 0
	CPO INVENTORY	USA: Approximately 3	CANADA: 0
APPROXIMATE REPAIR TIME		Up to 400 TU	
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS	
PARTS REQUIRED		SEE WORK PROCEDURE INSTRUCTIONS	
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)		Not applicable – parts will be on upper order limits	
PROJECTED DEALER RETURN BLOCK DATE		Not applicable – parts will be on upper order limits	
INITIAL PARTS ALLOCATION DATE		Not applicable – parts will be on upper order limits	
TECHNICIAN TRAINING REQUIRED?		SEE WORK PROCEDURE INSTRUCTIONS	
EXPIRATION DATE		March 31, 2016	
ADDITIONAL INFORMATION		This repair affects the engine/engine compartment of the vehicle. If aftermarket modifications to these areas are present, they must be addressed at customer responsibility before this service action can be performed.	

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 19J5

SUMMARY

■ **Campaign Code:** 19J5

■ **Affected Vehicles:** 2012 - 2013 MY Golf R

Problem Description: Some customers of 2012 and 2013 model year Golf R vehicles have reported engine compartment noise and hard start issues with their vehicles. Volkswagen has determined that the coolant pump is the source of these concerns.

IMPORTANT!

This repair affects the engine/engine compartment of the vehicle. If aftermarket modifications to these areas are present, they must be addressed at customer responsibility before this service action can be performed.

Corrective Action: Replace the coolant pump.

Expiration Date: March 31, 2016

What is the parts allocation plan for this action?

- Due to a small number of affected vehicles, there will not be a parts allocation for this action.
- Parts will be on Upper Order Limits; the Targeted Allocation program will *not* be used in support of 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?

Due to the age of vehicles included in this action, it is unlikely that dealers will have any affected vehicles in new car inventory. However, it is possible that CPO/used car inventory may be affected. 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 service action 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.