



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 27, 2014

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

Subject: Upcoming UPDATE 97AX – BCM Software
2015 MY Golf, GTI

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 97AX

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 October 28, 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

SAGA CODE	97AX
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2015 MY Golf, GTI
ELSA & VIM VISIBILITY DATE	On or about October 28, 2014
TOPIC	BCM Software
PROBLEM DESCRIPTION	Due to an over-sensitive diagnostic routine, the Body Control Module (BCM) may incorrectly detect a short circuit for one front turn signal and deactivate the flasher for one ignition cycle. This issue only occurs during certain unique engine starting sequences and at cold start.
CORRECTIVE ACTION	Install new BCM software via SVM code 3B36
VEHICLE WARRANTY PARAMETER	NVLW
VEHICLE COUNT	TOTAL AFFECTED USA: 8,934 Canada: 1,942
	DEALER INVENTORY USA: 3,163 Canada: 1,363
	CPO INVENTORY USA: 1 Canada: None
APPROXIMATE REPAIR TIME	Up to 40 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	NONE
INITIAL PARTS ALLOCATION DATE	N/A
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.