



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 04, 2014

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

Subject: Upcoming Service Action 93A7 – USA Only
Cable Tube
2015 Model Year eGolf

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Service Action 93A7

We would like to inform you of an upcoming service action for the USA market only. Please refer to the attached Campaign Data Sheet for additional information.

Dealership Requirements – eGolf

This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.

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 Customer Protection

Attachment: Campaign Data Sheet (1)



Das Auto.

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Service Action
SAGA CODE		93A7
DEALER/TECHNICIAN REQUIREMENTS		This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.
MARKET(S)		United States
AFFECTED VEHICLES		2015 MY eGolf
TOPIC		Cable Tube
PROBLEM DESCRIPTION		It is possible that a cable tube fastener was not torqued correctly during vehicle production. This can lead to a rattling noise near the charge port, and can also impact the vehicle's ability to fully charge.
CORRECTIVE ACTION		Replace the affected cable tube.
CUSTOMER NOTIFICATION DATE		Outbound customer calls: Beginning on or about December 10, 2014 First class mail notification: On or about December 17, 2014
ELSA VISIBILITY DATE		On or about December 05, 2014
VIM VISIBILITY DATE		On or about December 05, 2014
VEHICLE COUNT	TOTAL AFFECTED	USA: 255
	DEALER INVENTORY	USA: 117
	CPO INVENTORY	USA: 0
APPROXIMATE REPAIR TIME		Up to 50 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
PARTS INFORMATION		Parts will be allocated prior to customer notification only to authorized eGolf dealers. Parts will be on Upper Order Limits. Refer to the 93A7 Service Action circular for additional information.
INITIAL PARTS ALLOCATION DATE		On or about December 04, 2014 parts will be allocated to eGolf dealers only
EXPIRATION DATE		December 31, 2017

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.



Frequently Asked Questions (FAQ) Service Action 93A7

SUMMARY

Campaign Code: 93A7

Affected Vehicles: 2015 MY Volkswagen eGolf

Problem Description: It is possible that a cable tube fastener was not torqued correctly during vehicle production. This can lead to a rattling noise near the charge port, and can also impact the vehicle's ability to fully charge.

Corrective Action: Replace the affected cable tube.

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
- Parts will only be allocated to authorized Volkswagen dealers that have been certified to conduct repairs on eGolf vehicles.

What is the customer notification plan for this action?

- Outbound calls to customers will begin on or about December 10, 2014.
- Customer notification via first-class mail will begin on or about December 17, 2014.
- Service Action 93A7 code will show in the vw.com VIN Lookup as REPAIR NEEDED on or about December 05, 2014.

Is a loaner vehicle being covered under this action?

While a loaner vehicle cannot be claimed under the 93A7 Service Action, alternate transportation/loaners should be provided to customers under the normal policies/goodwill as needed.

Is towing being covered under this action?

While a towing cannot be claimed under the 93A7 Service Action, appropriate vehicle transportation/towing should be provided to customers under the normal policies/goodwill as needed.

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.