



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 07, 2015

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

Subject: Upcoming Update 91N8 – Radio Antenna Wiring
2016 MY Volkswagen CC

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about December 08, 2015.

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 OMD Web system.

Dealers must 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 Customer Protection

Attachment: Update Data Sheet (1)



UPDATE DATA SHEET

SAGA CODE	91N8
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2016 MY Volkswagen CC
CODE VISIBILITY DATE	On or about December 08, 2015
TOPIC	Radio Antenna Wiring
PROBLEM DESCRIPTION	During production, the coaxial cable antenna connections were reversed in the connector at the radio.
CORRECTIVE ACTION	Reversing these antenna cables will correct the AM reception concern.
VEHICLE WARRANTY PARAMETER	NVLW
VEHICLE COUNT	TOTAL AFFECTED USA: 3862 Canada: 94
	DEALER INVENTORY USA: 3100 Canada: 78
	CPO INVENTORY USA: 0 Canada: 0
APPROXIMATE REPAIR TIME	Up to 30 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	NONE
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 a recall</i>.</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.