



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 16, 2015

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

Subject: Upcoming Service Action 34G5 – ATF Pipe Bracket
2014-2015 Model Year Volkswagen Touareg 3.0L TDI

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

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

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Service Action
SAGA CODE	34G5
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2014-2015 MY Volkswagen Touareg 3.0L TDI
TOPIC	Automatic Transmission Fluid (ATF) Pipe Bracket
PROBLEM DESCRIPTION	Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur.
CORRECTIVE ACTION	Install a bracket on the ATF pipe to help prevent pipe vibration.
CUSTOMER NOTIFICATION DATE	January 2016
ELSA VISIBILITY DATE	On or about December 17, 2015
OMD Web VISIBILITY DATE	On or about December 17, 2015
VEHICLE COUNT	TOTAL AFFECTED USA: 4,511 CANADA: 2,205
	DEALER INVENTORY USA: 7 CANADA: 13
	CPO INVENTORY USA: 52 CANADA: 0
APPROXIMATE REPAIR TIME	Up to 40 TU
PARTS REQUIRED	SEE WORK PROCEDURE
INITIAL PARTS ALLOCATION DATE	On or before December 16, 2015
EXPIRATION DATE	December 31, <u>2018</u>
ADDITIONAL INFORMATION	Parts will be allocated prior to campaign release, and will be on Upper Order Limits.

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)

SUMMARY

Campaign Code: 34G5

Affected Vehicles: 2014-2015 MY Volkswagen Touareg 3.0L TDI

Problem Description: Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur.

Corrective Action: Install a bracket on the ATF pipe to help prevent pipe vibration.

Campaign Expiration Date: December 31, 2018.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

What does the driver experience with this issue?

Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur. If this happens, customers may notice small drops of transmission fluid on the ground beneath their vehicle.

No accidents or injuries related to this issue have been reported.

Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and 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.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

Parts will be allocated prior to campaign release, and will be on Upper Order Limits.

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.



FOR USA ONLY:

vw.com VIN Lookup Tool Visibility

On or about **December 17, 2015**, the campaign code will appear for affected vehicles in the vw.com VIN lookup tool. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.vw.com and entering the Vehicle Identification Number (VIN).

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