



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: June 15, 2015

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

Subject: Upcoming Update 64D6 – Window Lifter Motors (NVLW)
2014-2015 MY Volkswagen Beetle/Beetle Convertible

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Update 64D6

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about June 16, 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/VIM 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)



Das Auto.

UPDATE DATA SHEET

SAGA CODE	64D6
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2014-2015 MY Volkswagen Beetle/Beetle Convertible
CODE VISIBILITY DATE	On or about June 16, 2015
TOPIC	Window Lifter Motors
PROBLEM DESCRIPTION	On certain Beetle and Beetle convertibles within a limited production period, the incorrect window regulator motors were fitted in the front doors. This can lead to malfunctions in the front window lifter operation.
CORRECTIVE ACTION	Replace window regulator motors.
VEHICLE WARRANTY PARAMETER	NVLW
VEHICLE COUNT	TOTAL AFFECTED USA: 546 Canada: 32
	DEALER INVENTORY USA: 103 Canada: 9
	CPO INVENTORY USA: 0 Canada: 0
APPROXIMATE REPAIR TIME	Up to 90 TU
PARTS REQUIRED	See Update Technical Bulletin
INITIAL PARTS ALLOCATION DATE	On or before June 15, 2015
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.