



## **VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY**

Date: June 30, 2015

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

Subject: Upcoming Service Action 01A6 – Vehicle Safety Certification Label  
2015 MY Volkswagen e-Golf

### **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

<b>CAMPAIGN TYPE</b>		<b>Service Action</b>
<b>SAGA CODE</b>		<b>01A6</b>
<b>MARKET(S)</b>		United States
<b>AFFECTED VEHICLES</b>		2015 MY Volkswagen e-Golf
<b>TOPIC</b>		Vehicle Safety Certification Label
<b>PROBLEM DESCRIPTION</b>		During production, the vehicle loading information was not printed onto the existing vehicle safety certification label.
<b>CORRECTIVE ACTION</b>		Install an overlay containing the correct information onto the existing vehicle safety certification label.
<b>CUSTOMER NOTIFICATION DATE</b>		On or about July 01, 2015
<b>ELSA VISIBILITY DATE</b>		On or about July 01, 2015
<b>OMD Web/VIM VISIBILITY DATE</b>		On or about July 01, 2015
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 3,000</b>
	<b>DEALER INVENTORY</b>	<b>USA: 1,031</b>
	<b>CPO INVENTORY</b>	<b>USA: 1</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 10 TU
<b>PARTS REQUIRED</b>		SEE WORK PROCEDURE
<b>INITIAL PARTS ALLOCATION</b>		<p>A supply of overlay labels will be sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vwhub.com. Please have the VIN(s) you are ordering for available when you place your order.</p> <p>Dealers should ensure that, as necessary, an order for the correct label is placed <b><i>once this repair is scheduled</i></b> for each customer. This will help ensure that correct label is on hand at the dealership when the customer's vehicle is presented for service, and help avoid the need for the customer to return at a later date to have the label installed.</p>
<b>EXPIRATION DATE</b>		December 31, 2020
<b>ADDITIONAL INFORMATION</b>		Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u>

**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.



Das Auto.

## Frequently Asked Questions (FAQ)

### SUMMARY

**Campaign Code:** 01A6

**Affected Vehicles:** 2015 MY Volkswagen e-Golf

**Problem Description:** During production, vehicle loading information was not printed onto the vehicle safety certification label for the affected vehicles.

**Corrective Action:** Install an overlay containing the correct information onto the existing vehicle safety certification label.

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

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

Dealers can use their most current OMD Web/VIM 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.

### What is the parts allocation plan for this action?

A supply of labels will be sent to dealers with affected inventory vehicles prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on [vw.com](http://vw.com). Please have the VIN(s) you are ordering for available when you place your order.

Dealers should ensure that, as necessary, an order for the correct label is placed **once this repair is scheduled** for each customer. This will help ensure that correct label is on hand at the dealership when the customer's vehicle is presented for service, and help avoid the need for the customer to return at a later date to have the label installed.

### FOR USA ONLY:

#### **vw.com VIN Lookup Tool Visibility**

On or about **July 01, 2015**, the campaign code will appear for affected vehicles in the [vw.com](http://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](http://www.vw.com) and entering the Vehicle Identification Number (VIN).

#### 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.