



## **VOLKSWAGEN DEALERSHIP COMMUNICATION – USA Only**

Date: August 05, 2015

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

Subject: Elsa Visibility & Revised Circular for Service Action 19K5 – Coolant Pump  
2011-2014 Model Year Volkswagen GTI

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

We would like to inform you that the 19K5 service action will be turned back on for Elsa visibility on or about August 06, 2015. At that time, repairs can resume on affected vehicles. Please refer to the revised 19K5 Service Action circular that will be posted to ServiceNet and Elsa for additional information.

Customer notification will take begin on or about August 31, 2015.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection



Das Auto.

## Frequently Asked Questions (FAQ)

### SUMMARY

**Campaign Code:** 19K5

**Affected Vehicles:** 2011-2014 MY Volkswagen GTI

**Problem Description:** The coolant pump may develop a small leak over time.

**Corrective Action:** Inspect and, if necessary, replace the coolant pump.

### 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/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.

### 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 customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### FOR USA ONLY:

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

On or about **August 06, 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.