



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 13, 2015

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

Subject: Upcoming Update 24BM – 2.0L MPI Software Update – USA Only
2011 MY Jetta 2.0L MPI (CBPA) with Automatic Transmission
2012-2014 Jetta 2.0L MPI (CBPA) with Automatic or Manual Transmission

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Update 24BM – USA Only

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about April 14, 2014.

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 VIM system.

Please 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	24BM
MARKET(S)	United States Only
AFFECTED VEHICLES	2011 MY Jetta 2.0L MPI (CBPA) w/Automatic Transmission and 2012-2014 Jetta 2.0L MPI (CBPA) w/Automatic or Manual Transmission
ELSA & VIM VISIBILITY DATE	On or about April 14, 2015
TOPIC	2.0L MPI Software
PROBLEM DESCRIPTION	This update has been proactively released to revise the engine management strategy to the latest engineering levels.
CORRECTIVE ACTION	Update the engine management strategy to the latest engineering levels.
VEHICLE WARRANTY PARAMETER	FED_EMS
VEHICLE COUNT	TOTAL AFFECTED USA: 50,525 Canada: 0
	DEALER INVENTORY USA: 11 Canada: 0
	CPO INVENTORY USA: 302 Canada: 0
APPROXIMATE REPAIR TIME	Up to 50 TU
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.