



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 04, 2015

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

Subject: Upcoming Update 23O9 – 2.0L TDI ECM Software Update
2015 MY Passat, Jetta, Beetle/Beetle Convertible, Golf and Golf SportWagen with
2.0L TDI engine

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Update 23O9

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about May 05, 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 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)



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UPDATE DATA SHEET

SAGA CODE	2309
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2015 MY Passat, Jetta, Beetle/Beetle Convertible, Golf and Golf SportWagen with 2.0L TDI engine
ELSA & VIM VISIBILITY DATE	On or about May 05, 2015
TOPIC	2.0L TDI ECM Software Update
PROBLEM DESCRIPTION	Deviation between the calculated and actual soot mass of the particulate matter trap causing DTC P2463 to set in the ECM fault memory. Incorrect data for the particulate matter trap regeneration time causing DTC P2458 to set in the ECM fault memory.
CORRECTIVE ACTION	Improved software implemented in production.
VEHICLE WARRANTY PARAMETER	FED_EMS
VEHICLE COUNT	TOTAL AFFECTED USA: 43,455 Canada: 13,237
	DEALER INVENTORY USA: 18,115 Canada: 6,464
	CPO INVENTORY USA: 28 Canada: 4
APPROXIMATE REPAIR TIME	Up to 30 TU
ADDITIONAL INFORMATION	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. Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE , <i>not</i> a recall.

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.