



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 19, 2017

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

Subject: Upcoming Update 37K7 – TCM Software
2018 MY Volkswagen Atlas

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on May 20, 2017.

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 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)



UPDATE DATA SHEET

SAGA CODE	37K7
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2018 MY Volkswagen Atlas
CODE VISIBILITY DATE	May 20, 2017
TOPIC	TCM Software Update
PROBLEM DESCRIPTION	Software update needed for smoothing the shift operation, driveshaft protection and transmission emergency mode for the AQ450 transmission.
CORRECTIVE ACTION	Update TCM software
VEHICLE WARRANTY PARAMETER	NVLW
TOTAL AFFECTED VEHICLE COUNT	USA: 5,723 Canada: 418
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. ©2016 Volkswagen Group of America/Volkswagen Canada, Inc.