



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: August 07, 2017

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

Subject: Upcoming Update 60C7 – Panoramic Sunroof Frame

### 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 or about August 08, 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

<b>SAGA CODE</b>		<b>60C7</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2015-2017MY Golf and GTI
<b>CODE VISIBILITY DATE</b>		On or about August 08, 2017
<b>TOPIC</b>		Panoramic Sunroof Frame
<b>PROBLEM DESCRIPTION</b>		<p>This update has been proactively released to prevent water leaks to the interior of the vehicle that could be caused by cracks in the sunroof frame.</p> <p>A difference in the expansion rate between the plastic water channel and steel reinforcement plates may cause stress cracks to occur at the edges of the reinforcement plates.</p>
<b>CORRECTIVE ACTION</b>		This issue is fixed by installing several adhesive foil patches on the sunroof frame, in the areas in which cracks have appeared or may appear in the future. These patches will prevent any water leaks to the interior of the vehicle that could be caused by cracks in the sunroof frame.
<b>VEHICLE WARRANTY PARAMETER</b>		NVLW
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> 30,390 <b>Canada:</b> 8,625
<b>APPROXIMATE REPAIR TIME</b>		Up to 90 TU
<b>SPECIAL TOOLS NEEDED?</b>		SEE UPDATE TECHNICAL BULLETIN
<b>PARTS REQUIRED</b>		SEE UPDATE TECHNICAL BULLETIN
<b>ADDITIONAL INFORMATION</b>		<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 <b>UPDATE</b>, <u>not</u> 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. ©2017 Volkswagen Group of America/Volkswagen Canada, Inc.