



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

UPDATED Parts Department Information for Service Action 93D7- California Only

Field Quality Parts Collection – High-Voltage (HV) Battery Pack

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: May 24, 2019

Parts Department:

Your QTM will let you know if a vehicle meets the criteria for HV battery pack exchange. Do not order any parts until your QTM asks you to.

- If an exchange will occur, a new battery pack will be shipped directly to your dealership. *You will **NOT** need to order a battery pack.*
- Other parts required for the HV battery pack exchange will still need to be ordered by your parts department, including the following:

2.00	N 10560702	Bolt
4.00	N 10785401	Screw
2.00	N 91200301	Screw
6.00	N 10653103	Bolt
8.00	N 10788401	Screw
2.00	N 10560702	Bolt
2.00	N 10661001	Torx Screw
14.00	N 90942804	Bolt
1.00	12E998152A	Repair Kit

As a reminder, HV battery packs removed under this service action must be returned to Volkswagen as instructed by your QTM. Ensure removed HV battery packs are not damaged; they **MUST** be packaged using the crate from the new HV battery pack received for the exchange.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.