



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 55K4 / Trunk Springs

This notice is for:

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

Date: June 25, 2019

Issue: If the trunk lid is not placed in the fully open position when accessing the trunk, the lid may not stay open.

- Repair:**
- REPAIR AVAILABLE – June 26, 2019 - Replace the trunk springs with new, stronger springs.
 - Repair instructions available in ELSA/ServiceNet
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Information

Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.

Notes:

- Vehicles: Certain 2019 MY Volkswagen Jetta vehicles

Country	Model Year	Vehicles	Vehicle Count
USA	2019	JETTA	57,130
CANADA	2019	JETTA	16,061

- Schedule owner repairs immediately
- Owner mailing – June 2019

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-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.