



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: August 21, 2019

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

Subject: Upcoming Update 55K5 – Emergency Release for Rear Lid
Certain 2019-2020 MY Volkswagen Arteon

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 22, 2019.

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	55K5
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2019-2020 MY Volkswagen Arteon Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.
CODE VISIBILITY DATE	August 22, 2019
TOPIC	Emergency Release for Rear Lid
PROBLEM DESCRIPTION	On Arteon vehicles within a limited production period, the emergency release of the rear lid may become stiff because of increased dust exposure.
CORRECTIVE ACTION	The sliding points of the emergency release unit will be lubricated on the affected vehicles.
VEHICLE WARRANTY PARAMETER	NVLW
VEHICLE COUNT	USA: 1,501 Canada: 317
APPROXIMATE REPAIR TIME	25 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. ©2016 Volkswagen Group of America/Volkswagen Canada, Inc.