



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

Service Action 92D9 – Temporary Deactivation of Service Action 92D9 Code Visibility

This notice is for:	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	
Date:	October 15th, 2019		
Issue:	Effective immediately, Service Action 92D9 code has been temporarily turned off due to an ongoing investigation into programming issues that can arise during this software update.		
Resolution:	TBD – currently no ETA on when the programming issues will be remedied. Please inform customers who have appointments for this service action that you will reschedule once the issue has been resolved.		

-END OF MESSAGE-

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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.