



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 1903 / Coolant Bottle

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: October 14, 2019

Issue: The coolant bottle may leak coolant into the electrical connector for the coolant level sensor.

- Repair:**
- REPAIR AVAILABLE – October 15, 2019 - Inspect and, if necessary, replace the coolant bottle.
 - Expected coolant bottle replacement rate: approximately 50%
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Parts Control Type: Upper Order Limit

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

Affected Vehicles

Country	Model Year(s)	Vehicle	Vehicle Count
USA	2018	TIGUAN LWB	50,825
USA	2019	JETTA NF	9,117
CAN	2018	TIGUAN LWB	13,868
CAN	2019	JETTA NF	6,436

**Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – October 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.