



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 08, 2018

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

Subject: Upcoming Update 37L7 – TCM Software (USA ONLY / INVENTORY VEHICLES ONLY)
2019 MY Volkswagen Jetta

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 November 09, 2018.

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.

Dealer stock vehicles **cannot 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	37L7
MARKET(S)	United States
AFFECTED VEHICLES	2019 MY Jetta – INVENTORY ONLY Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.
CODE VISIBILITY DATE	On or about November 09, 2018
TOPIC	TCM Software – Inventory Vehicles Only
PROBLEM DESCRIPTION	Gearbox may produce a resonance at 450 Hz. Optimized software will reduce the resonance at 450 Hz.
CORRECTIVE ACTION	Update TCM software
VEHICLE WARRANTY PARAMETER	INVENTORY ONLY (INV_ONLY)
TOTAL AFFECTED VEHICLE COUNT	USA: 6400
APPROXIMATE REPAIR TIME	Up to 50 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	None – software only
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.