



VOLKSWAGEN DEALER COMMUNICATION

REVISED! – Service Action 60E5 / Front Sunroof Drain Cleaning & Modification

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

Date: February 12, 2020

Revision Information: Vehicles have been added under Criteria 02; claiming instructions have been updated. Updated circular is visible in ServiceNet today and will be in ELSA tomorrow.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2019	GOLF ALLTRACK	5,540
USA	2015	2019	GOLF SPORTWAGEN	35,704
USA	2018	2019	TIGUAN	83,711
CAN	2018	2019	GOLF ALLTRACK	2,805
CAN	2015	2019	GOLF SPORTWAGEN	12,365
CAN	2018	2019	TIGUAN	23,769

**Counts reflect overall 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.*

-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.