

VOLKSWAGEN DEALERSHIP COMMUNICATION

To: **Dealer Principals, General Managers, Sales and Service Managers, FOMS, and SOMS**
Subject: **MY2020 Passat Car-Net Availability – Coming in early Q2, 2021**

Eligible MY20 Passat trims SE, SEL and R-Line sold last year before July 1st, 2020 will soon have the hardware available for dealers to order.

We understand you may have customers asking about this process. There will be a VW campaign communication mailed to all eligible customers next month. Customers that get a letter will be instructed to bring in their vehicle to get serviced.

For dealers, a Service Action Letter 91B will be distributed in early Q2 that will provide more details on the part number, the damage code and the claim information for you to be reimbursed for labor time.

Thank you for your patience as we work to get these parts available for your customers.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Weith".

Frank Weith, Director, Connected & Mobility Services