



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 91BM / Car-Net® Operating Control Unit (OCU)

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

Date: April 12, 2021

Issue: As indicated on the Monroney label at the time of retail sale, the vehicles included in this service action were sold before July 1, 2020 with a non-functioning Car-Net® Operating Control Unit (OCU). Purchasers were advised that a functioning OCU would be installed free of charge once parts became available.

- Repair:**
- REPAIR AVAILABLE – April 13, 2021 / Install a new/functional Operating Control Unit (OCU)
 - 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: There will be no parts allocation. Parts will be managed by a weekly upper order limit.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	PASSAT	4,838

**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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – April 2021
 - This campaign expires on **April 13, 2026**. Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealership's normal parts and labor cost associated with this repair will apply.
 - Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

-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.