



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 23, 2022

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

Subject: Upcoming Update 97FX – Alternator Cable – (NVLW)  
2021 Passat

### 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 February 24, 2022.

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.

Consistent with general Volkswagen corporate policy governing Updates, Volkswagen is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, 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

|                                   |                       |   |
|-----------------------------------|-----------------------|---|
| <b>SAGA CODE</b>                  |                       | <b>97FX</b>   |
| <b>MARKET(S)</b>                  |                       | United States and Canada  |
| <b>AFFECTED VEHICLES</b>          |                       | 2021 Passat<br>Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.  |
| <b>CODE VISIBILITY DATE</b>       |                       | On or about February 24, 2022   |
| <b>TOPIC</b>                      |                       | Alternator Cable – (NVLW)   |
| <b>PROBLEM DESCRIPTION</b>        |                       | The B+ Cable on the back of the alternator may have been installed in the incorrect orientation. As a result, the cable terminal could make contact with the metallic portion of the air conditioning line. The cable terminal is protected with rubber insulation; however, this insulation is not intended for constant contact and may wear through over time, which would result in a high-current short circuit. |
| <b>CORRECTIVE ACTION</b>          |                       | Inspect and reroute alternator cable (if necessary).  |
| <b>VEHICLE WARRANTY PARAMETER</b> |                       | NVLW  |
| <b>VEHICLE COUNT</b>              | <b>TOTAL AFFECTED</b> | <b>USA:</b> 430<br><b>Canada:</b> 88  |
| <b>APPROXIMATE REPAIR TIME</b>    |                       | Up to 50 TU   |
| <b>ADDITIONAL INFORMATION</b>     |                       | 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.<br><br>Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle <b>UPDATE</b> , <i>not a recall</i> .  |

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. ©2022 Volkswagen Group of America/Volkswagen Canada, Inc.