VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 91BP / Sport HMI Performance Monitor

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: February 22, 2023

Issue: Vehicles included in this service action did not have the Sport HMI Performance Monitor functions enabled.

Repair:

- REPAIR AVAILABLE – February 23, 2023 / Enable Sport HMI Performance Mo functions
- 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: No parts needed

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	GOLF GTI	3,578
CAN	2021	2021	GOLF GTI	350

**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 – March 2023

U.S.A.: 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.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-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.