



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 16, 2015

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

Subject: Upcoming Update 69L7 – Airbag Control Module Software Update
2016 MY Jetta

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 December 17, 2015.

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

SAGA CODE	69L7	
MARKET(S)	United States and Canada	
AFFECTED VEHICLES	2016 MY Volkswagen Jetta	
CODE VISIBILITY DATE	On or about December 17, 2015	
TOPIC	Airbag Control Module Software Update	
PROBLEM DESCRIPTION	During vehicle startup, the airbag control module may misidentify engine vibrations and/or vehicle movement due to an overly sensitive self-test of the rollover sensor. This condition results in DTC B200000 "Control module faulty" being permanently recorded in the airbag control module, and the airbag warning light coming on in the instrument cluster.	
CORRECTIVE ACTION	Updated software installed in production.	
VEHICLE WARRANTY PARAMETER	NVLW	
VEHICLE COUNT	TOTAL AFFECTED	USA: 4,000 Canada: 1,600
APPROXIMATE REPAIR TIME	Up to 90 TU	
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN	
ADDITIONAL INFORMATION	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. Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE , <i>not</i> a recall.	

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.