



VOLKSWAGEN DEALERSHIP COMMUNICATION - USA ONLY

Date: December 14, 2015

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

Subject: Upcoming Update 91N9 – MIB2 MQB Modular Infotainment System Software
2016 MY Volkswagen Golf, GTI, Golf SportWagen

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 15, 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		91N9
MARKET(S)		United States
AFFECTED VEHICLES		2016 MY Volkswagen Golf, GTI, Golf SportWagen
CODE VISIBILITY DATE		On or about December 15, 2015
TOPIC		MIB2 MQB Modular Infotainment System Software
PROBLEM DESCRIPTION		Customer complaints of infotainment-related symptoms.
CORRECTIVE ACTION		Software level 0613 is available to enhance infotainment system functionality.
VEHICLE WARRANTY PARAMETER		NVLW
VEHICLE COUNT	TOTAL AFFECTED	USA: 12,110
APPROXIMATE REPAIR TIME		Up to 40 TU
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED		NONE – SOFTWARE UPDATE ONLY
ADDITIONAL INFORMATION		<p>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.</p> <p>Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE, <i>not</i> a recall.</p>

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.