



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: October 07, 2013

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

Subject: Closure Notification – Customer Satisfaction Campaigns 19G8 and 87C2

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION
Closure Notification
Customer Satisfaction Campaigns 19G8 and 87C2

This is to inform you that the actions shown in the chart below will be closing soon.

SAGA CODE	DESCRIPTION	LAST DATE FOR REPAIRS	DATE ELSA VISIBILITY REMOVED	LAST DATE FOR CLAIM ENTRY
19G8	Customer Satisfaction Campaign – Radiator Cap	10/31/2013	11/01/2013	11/30/2013
87C2	Customer Satisfaction Campaign – A/C Discharge Hose	10/31/2013	11/01/2013	11/30/2013

Please note:

- Repairs performed after 10/31/2013 will not be eligible for payment.
- The SAGA codes will be removed from Elsa visibility on November 1, 2013.
- Campaign circulars will remain on ServiceNet until November 30, 2013 so that the claiming instructions are available for reference.
- After November 30, 2013, the system will no longer accept claims under these codes, and no electronic funds transfer (EFT) payments will be made.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance