



## VOLKSWAGEN DEALERSHIP COMMUNICATION

**To:** Dealer Principals, General Managers, Sales & Service Managers,  
and Parts Managers

**Subject:** Ensuring a Perfect Delivery – UPDATES on 2013MY  
Inventory Vehicles

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VW Brand      Department  
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On November 1<sup>st</sup> the 2013 JD Power IQS window began, which is the period of time when customers who purchase a new Volkswagen will be asked about the initial quality of their vehicle. Extensive training and support actions are now in place to assist dealerships with the PDI and new vehicle delivery process. However, we must ask for the immediate attention of your Service Team to check for and complete all outstanding UPDATES to vehicles prior to customer delivery.

**Please remind everyone in your Sales and Service departments that it is critical to complete every UPDATE that impacts 2013MY vehicles in your inventory.** You can quickly identify these vehicles by using the [New & CPO Inventory Open Campaign/Action Report](#) (found under My Dealership Reports on the VWHub).

### **64C7 UPDATE - Beetle Window Motor Parts Supply**

As you may know, Hurricane Sandy disrupted the New Jersey Parts Distribution Center (PDC) and Redistribution Center (RDC) operations for five business days, delaying the shipment of Beetle window motor parts throughout the entire Parts network. Strong efforts have been put in place to restore the inbound inventory operations as well as the outbound shipping operations so that shipments of the Beetle materials were able to resume.

**Dealers should expect an allocation to arrive this week, and an additional allocation next week. By then, all dealerships will have 100% of parts needed on hand to address all open 64C7 UPDATE vehicles in their new car inventory.**

In the meantime, if additional parts are required for the window motors or window regulators for critical cases, please contact Special Services with a VIN. The Special Services Team may be reached via email at [vwoaspecialservices@vw.com](mailto:vwoaspecialservices@vw.com) or by using the Customer Service Inquiry tab in Parts On Command. As new information becomes available, updates will be published on the VWHub.

We thank you in advance for driving your team's efforts to ensure perfect deliveries throughout the IQS window, and for continuing to provide the highest level of service for our customers to complete UPDATE repairs.

Sincerely,

Robert Martell

Marc Trahan

Anu Goel