



Das Auto.

VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: September 30, 2014

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

Subject: Upcoming UPDATE 23N7 – TDI Battery Management Software Update
2015 MY TDI Passat, Golf, Jetta, Beetle, Beetle Convertible

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming UPDATE 23N7

Dear Volkswagen Dealer Principal, Service Manager, and Parts Manager:

This is to inform you of an upcoming UPDATE that will be visible in Elsa and ServiceNet on or about October 1, 2014.

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 VIM system.

Please 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 Product Compliance

Attachment: UPDATE Data Sheet (1)



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UPDATE DATA SHEET

SAGA CODE		23N7
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2015 MY TDI Passat, Golf, Jetta, Beetle, Beetle Convertible
ELSA & VIM VISIBILITY DATE		On or about October 1, 2014
TOPIC		TDI Battery Management Software
PROBLEM DESCRIPTION		The battery can become discharged due to a unique set of circumstances during the CAN bus diagnostic phase, leading to excessive parasitic draw and a discharged battery while the vehicle is parked.
CORRECTIVE ACTION		SVM software update
VEHICLE WARRANTY PARAMETER		FED_EMS
VEHICLE COUNT	TOTAL AFFECTED	USA: 6,092 Canada: 2,130
	DEALER INVENTORY	USA: Approximately 3,000 Canada: Approximately 900
	CPO INVENTORY	USA: Approximately 0 Canada: Approximately 0
APPROXIMATE REPAIR TIME		Up to 40 TU
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED		N/A
INITIAL PARTS ALLOCATION DATE		N/A
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.