



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: March 30, 2011

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

Subject: Revisions to Safety Recall Circular 97V3 – United States  
2011 MY Volkswagen Jetta Sedan (6<sup>th</sup> Generation) Vehicles – Converter Box Wiring

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## Revisions to Safety Recall Circular 97V3 United States

This is to inform you that the campaign circular for Safety Recall 97V3 has been revised as follows:

- Claiming Instructions for 97V3 Customer Reassurance Program have been added to the campaign circular. Please note that the customer reassurance program is applicable only to customer vehicles (i.e.: retail sold customer vehicles) and does not apply to vehicles in dealer inventory. Claims under the customer reassurance program are a 1SP claim type and must be entered separately from the campaign claim.
- In order to simplify the repair and help prevent consequential damage to interior trim components, the work procedure has been updated to exclude trim piece removal. Please note that while the labor time claimed for the campaign repair has not changed, the actual repair time requirements will be about one-half hour total.

As a reminder, a mandatory stop-sale order has been put in place for vehicles affected by this voluntary safety recall. *By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.*

For additional details, please refer to the revised 97V3 safety recall circular dated March 30, 2011 that will be posted to ServiceNet shortly.

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

**Volkswagen Product Compliance**