



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: September 2012

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

Subject: Update Technical Bulletin Announcement

Code: 24X5 – 3.6L Touareg ECM Software (FED_EMS)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION UPDATE – 24X5 3.6L Touareg ECM Software (FED_EMS)

As part of our ongoing commitment to dealer and customer satisfaction, we are releasing an Update for the vehicles listed below. This Update is applicable to both the United States and Canadian markets.

Please ensure that every affected vehicle is updated before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers. Additionally, please reinforce the correct description of this action with dealership personnel – this action is a vehicle update, NOT a recall.

- **What vehicles are affected?**

Model(s)	Year	Engine Code	Trans. Code	From	To
Touareg	2010	BHK_	All	WVG__A9_AD000001	WVG__A9_AD004439

- **Number of Affected Vehicles:** 1,827 total affected
- **Problem Description:** New engine control module software is being proactively released to improve catalyst monitoring. The software incorporates a widening of the enable conditions to ensure catalyst monitoring under specific driving conditions.
- **Repair Solution:** Install new ECM software via Software Version Management.
- **What We Would Like You to Do:** Dealer stock vehicles **cannot be delivered** to customers 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.
- **Parts Allocation:** No parts involved.
- **Update Code Visibility** will be turned on in ElsaWeb on or about September 05, 2012.

If you have additional questions about this or any other action, please contact Warranty for assistance.

Volkswagen Service & Quality