



Das Auto.

## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 26, 2013

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

Subject: Upcoming Emissions Service Action 24Y7  
2011-2012 Model Year Volkswagen Routan with 3.6L Engine  
PCM Software Update

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

## Upcoming Emissions Service Action 24Y7 PCM Software Update

We would like to inform you of upcoming Emissions Service Action 24Y7. Please refer to the attached Campaign Data Sheet for additional information.

#### Requirements for Emissions Campaigns Having Customer Notification (California ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMIS\_CAL VW).** Certificates can be ordered at no cost *online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance

Attachment: Campaign Data Sheet (1)



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## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>EMISSIONS SERVICE ACTION</b>
<b>SAGA CODE</b>		<b>24Y7</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2011-2012 model year Volkswagen Routan with 3.6L engine
<b>TOPIC</b>		PCM Software Update
<b>PROBLEM DESCRIPTION</b>		Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.
<b>CORRECTIVE ACTION</b>		Update software in powertrain control module (PCM)
<b>CUSTOMER NOTIFICATION DATE</b>		On or about May 1, 2013
<b>ELSAWEB VISIBILITY DATE</b>		On or about May 1, 2013
<b>VIM VISIBILITY DATE</b>		On or about May 1, 2013
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 22,600 <b>CANADA:</b> Approximately 1,300
	<b>DEALER INVENTORY</b>	<b>USA:</b> 0 <b>CANADA:</b> 0
	<b>CPO INVENTORY</b>	Approximately 350
<b>APPROXIMATE REPAIR TIME</b>		40 TU
<b>SPECIAL TOOLS NEEDED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>PARTS REQUIRED</b>		NONE – SOFTWARE UPDATE
<b>COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)</b>		Not applicable – this repair is for a software update only
<b>PROJECTED DEALER RETURN BLOCK DATE</b>		Not applicable – this repair is for a software update only
<b>INITIAL PARTS ALLOCATION DATE</b>		Not applicable – this repair is for a software update only
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE WORK PROCEDURE INSTRUCTIONS
<b>EXPIRATION DATE</b>		NONE
<b>ADDITIONAL INFORMATION</b>		<b>Requirements for Emissions Campaigns Having Customer Notification (California ONLY)</b> The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. <b>When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).</b> Certificates can be ordered at no cost <i>online via the Compliance Label Ordering portal at <a href="http://www.vwhub.com">www.vwhub.com</a>.</i>

**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 ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



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## Frequently Asked Questions (FAQ) Emissions Service Action 24Y7/W7

### SUMMARY

■ **Campaign Code:** 24Y7

■ **Affected Vehicles:** 2011-2012 MY Volkswagen Routan with 3.6L Engine

**Problem Description:** Some customers with Routan vehicles build through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

**Corrective Action:** Update software in powertrain control module (PCM).

### IMPORTANT!

Please note that if the PCM in a vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the PCM to original factory specifications is NOT covered under this action.

**California Dealers:** When this repair is completed, you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU). Additionally, you must affix a Campaign Completion label to vehicle. See the campaign circular for additional information.

### What is the parts allocation plan for this service action?

This repair is a software update only; therefore, no parts will be allocated.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

### What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current VIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this work has been performed.

### Can a dealer deliver a new vehicle affected by this action to a customer before the repair has been completed?

No. In the interest of customer satisfaction, please ensure that every new vehicle affected by this action is repaired prior to delivery.

### Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.