

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please contact Warranty



Emissions Service Action

Code: 23M1

**Subject: 2009 - 2012 Volkswagen Touareg 3.0L TDI
Differential Pressure Sensor/ECM Software Update**

August 06, 2013

Problem Description

- In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, a vehicle will not pass an IM (emissions) inspection.
- In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software. If the MIL is on because of this issue, the vehicle will not pass an IM (emissions) inspection.

Corrective Action

- Update ECM software *and/or*
- Replace differential pressure sensor

IMPORTANT!

Some vehicles may have more than one criteria applicable. Check ElsaWeb to ensure that **all** applicable criteria are performed/claimed.

Affected Vehicles**U.S.A. and CANADA:****2009-2012 Touareg 3.0L TDI**

Verify the open Campaigns/Actions screen in ElsaWeb to determine if the VIN# applies to this Campaign/Action

NOTE:

- ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".
- If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.
- ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.
- Contact Warranty if you have any questions.

Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on www.vwclub.com. A list will not be posted for dealers who had no affected vehicles.

Parts Information and Allocation

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign.

- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement Rate for your targeted allocation calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

Owner Notification Mailing

All known owners will be notified by first class mail on or about August 13, 2013. Owner letter samples are enclosed.

Requirements for Emissions Campaigns With 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 EMISCAVWU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action are required to be identified with a Campaign Completion label when the work is performed. It is mandatory for all dealers to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. The Applicable Criteria ID is shown in ElsaWeb. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the campaign is open.

Service No.: 23M1
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code WWO

Sold vehicle = 7 10
Unsold vehicle = 7 90

Vehicles may have more than one Criteria. Complete and claim all applicable criteria on one claim in order to close the Campaign on the vehicle.

Accounting Instructions

Criteria I.D. 01

Perform ECM software update
Repair operation: 2360 25 99 80 T.U.

OR

Criteria I.D. 02

Perform ECM software update
Repair operation: 2360 26 99 65 T.U.

AND/OR

Criteria I.D. 03

Replace differential pressure sensor
Repair operation: 2675 55 99 70 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	059 906 051 A	Differential Pressure Sensor

OR

Criteria I.D. 04

Replace differential pressure sensor
Repair operation: 2675 56 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	059 906 051 A	Differential Pressure Sensor

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6501 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2013 Volkswagen of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (United States – Except California)

Vehicle Identification Number (VIN): <VIN>

Criteria: <CRITERIA>

**Subject: Emissions Service Action 23M1/W8
Differential Pressure Sensor/ECM Software
2009-2012 MY Volkswagen Touareg 3.0L TDI Vehicles**

Dear Volkswagen Owner:

As a valued Volkswagen customer, your satisfaction is our utmost priority. We are writing to you today about how we intend to address/prevent some potential emissions-related issues that some customers have experienced in certain 2009-2012 MY Volkswagen Touareg 3.0L TDI vehicles.

What is the issue?

- In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on.
- In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software.

If the MIL is on because of either issue, your vehicle will not pass an IM (emissions) inspection. Please note that your vehicle may be subject to one or both of these issues.

What will we do?

As needed, your authorized Volkswagen dealer will install updated Engine Control Module (ECM) software and/or a new differential pressure sensor on your vehicle at no cost to you. This work can take up to two hours to complete.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts (if needed) are available for your vehicle on your scheduled appointment date.

IMPORTANT!

Please note that if the ECM in your 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 ECM to original factory specifications is NOT covered under this action.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the conditions described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If you have any questions regarding this repair, please contact us at:

*Volkswagen of America, Inc.
Attn: Customer CARE Center (23M1/W8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298*

We also invite you to visit our website at www.vw.com where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CALIFORNIA ONLY)

Vehicle Identification Number (VIN): <VIN>

Criteria: <CRITERIA>

**Subject: Emissions Service Action 23M1/W8
Differential Pressure Sensor/ECM Software
2009-2012 MY Volkswagen Touareg 3.0L TDI Vehicles**

Dear Volkswagen Owner:

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What will we do?

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What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts (if needed) are available for your vehicle on your scheduled appointment date.

IMPORTANT!

Please note that if the ECM in your 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 ECM to original factory specifications is NOT covered under this action.

Important Information for California Vehicle Owners – California Regulations

California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed “Proof of Correction” certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed “Proof of Correction” certificate with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

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Customer Letter Example (Canada)

Vehicle Identification Number (VIN): <VIN>

Criteria: <CRITERIA>

**Subject: Emissions Service Action 23M1/W8
Differential Pressure Sensor/ECM Software
2009-2012 MY Volkswagen Touareg 3.0L TDI Vehicles**

Dear Volkswagen Owner:

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What is the issue?

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Reimbursement of Expenses If you have previously paid for repairs relating to the conditions described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? If you have any questions regarding this repair, please contact us at:

*Volkswagen Canada
Attn: Customer Relations (23M1/W8)
PO Box 842, Stn. A, Windsor, ON N9A 6P2
1-800-822-8987*

We also invite you to visit our website at www.vw.ca where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

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Campaign Work Procedure

23M1 Emissions Service Action

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance/Recall Assistance (C)”

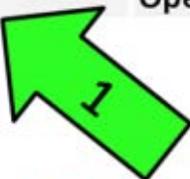
Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	059 906 051 A	Differential Pressure Sensor
(1) Shop supply	CAMP 010 000	Campaign Completion Label
(1) Shop supply	RC EMISCAVWAWU	Proof of Correction Certificate (California Only)

Work Procedure:

 Tip: If Campaign Completion label is present, no further work required

<u>Applicable Criteria ID (s)</u>	<u>Campaign/Action Status</u>
01	Open

EXAMPLE

Section A – Identify Criteria and Check for Open Status

 Tip: On the date of repair, print this screen and keep a copy with the repair order.

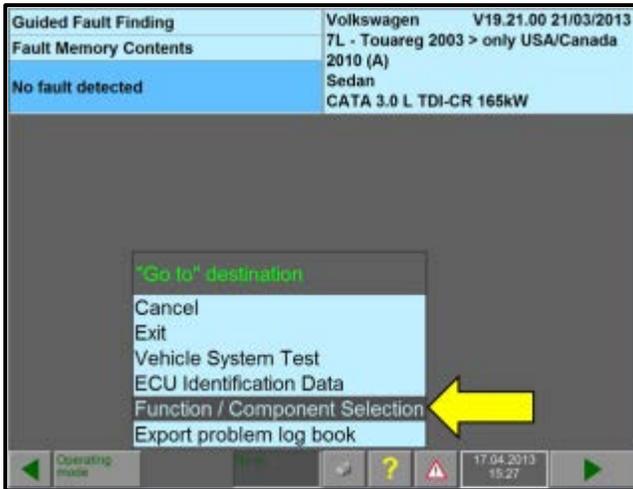
- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.
- ⇐ Ensure that the Status is “Open” <arrow 2>.
- ⇐ Note all of the Applicable Criteria ID(s) <arrow 1> for use in determining the correct work to be done and associated parts.

Perform all Applicable Criteria below as necessary according to ElsaWeb:

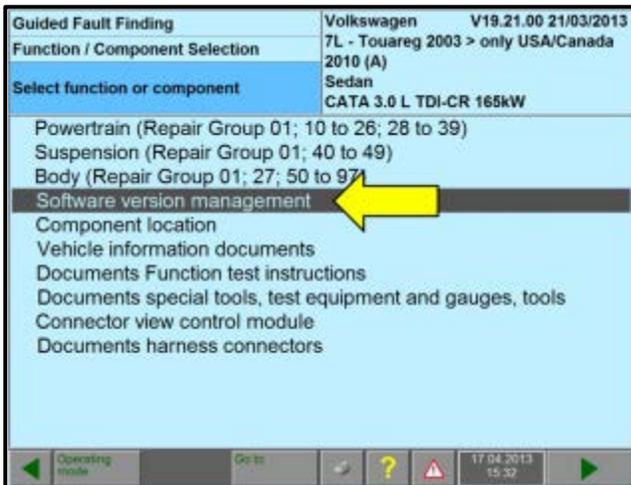
- 01 – Section B – 7L Touareg ECM Software Update**
- 02 – Section C – 7P Touareg ECM Software Update**
- 03 – Section D – 7L Touareg Sensor Replacement**
- 04 – Section E – 7P Touareg Sensor Replacement**

Model	Engine	Model Year	New Software Part No.	New Software Version (or higher)	SVM Action Code	
Touareg	3.0L (CATA)	2009	7L0 907 401K	0100	331E	
		2010	7L0 907 401T	0090		
						363C
		2011	7P0 907 401J	0005		
		2012				

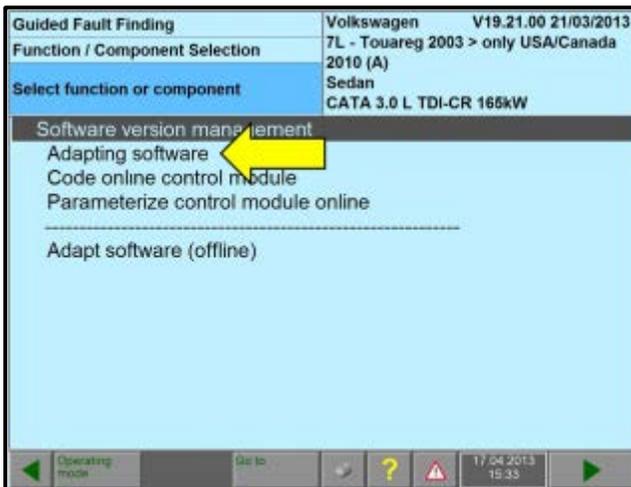
Section B - Criteria 01 – 7L Touareg – ECM Software Update



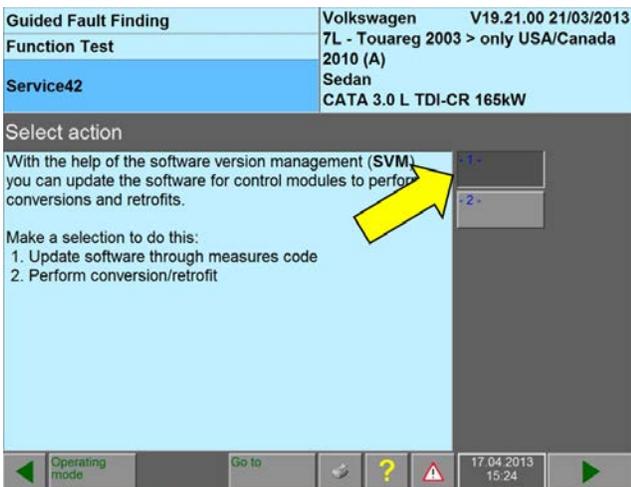
- Open the hood.
 - Attach an appropriate battery charger to the vehicle battery.
 - Attach the VAS tester to the vehicle.
 - Scan the vehicle using Guided Fault Finding.
- ⇐ Select “Go To”, then “Function/Component Selection” <arrow>.



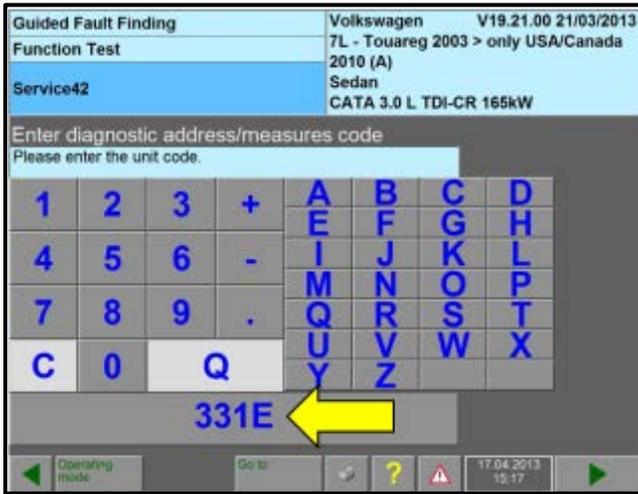
← Select “Software Version Management” <arrow>.



← Select “Adapting Software” <arrow>.



← Select “-1- Update software through measures code” <arrow>.

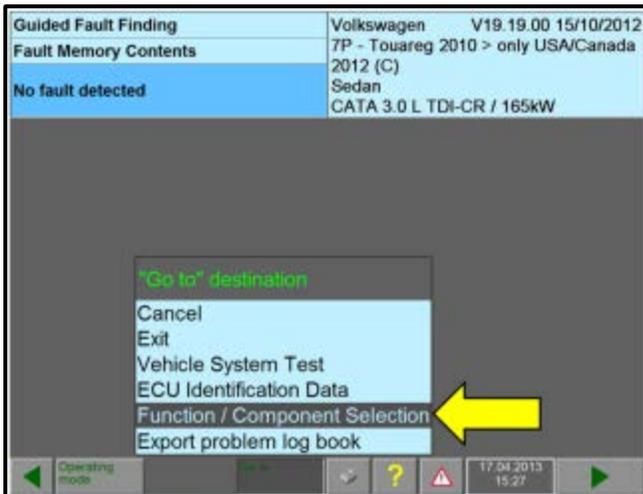


⇐ Enter SVM code “331E” <arrow> and press the forward arrow.

- Follow the remaining on screen prompts to complete the ECM software update.

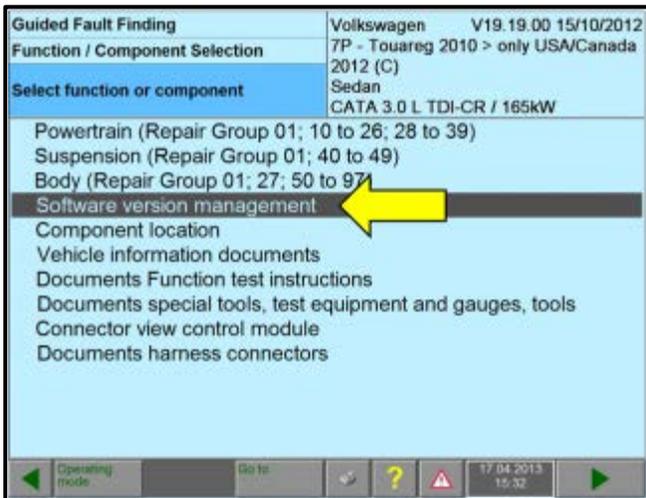
If Criteria 3 applies, continue to Section D. Otherwise, continue to Section F.

Section C - Criteria 02 – 7P Touareg – ECM Software Update

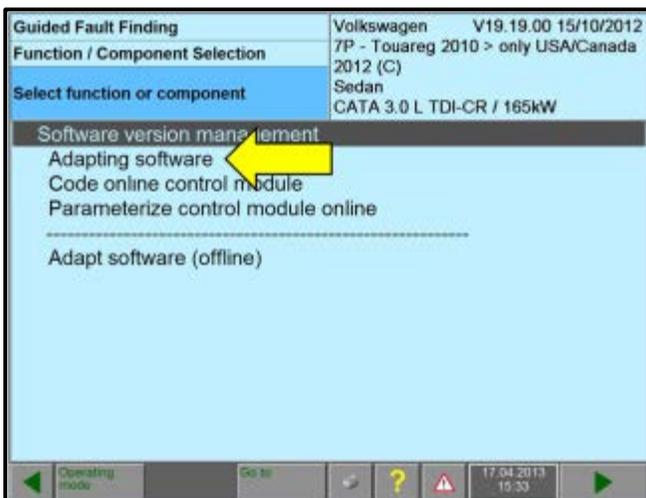


- Open the hood.
- Attach an appropriate battery charger to the vehicle battery.
- Attach the VAS tester to the vehicle.
- Scan the vehicle using Guided Fault Finding.

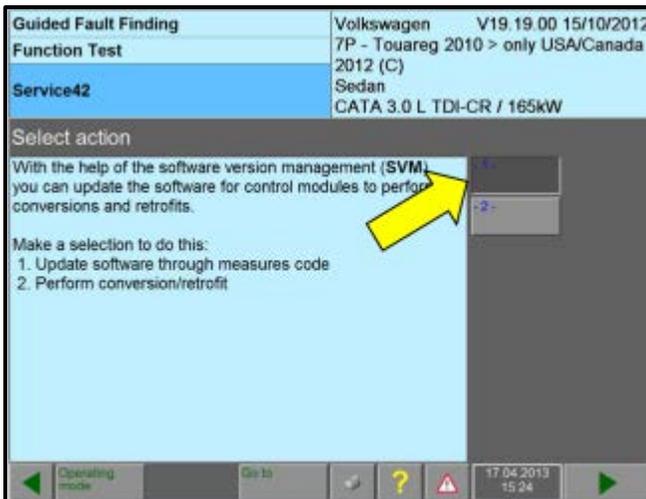
⇐ Select “Go To”, then “Function/Component Selection” <arrow>.



← Select “Software Version Management” <arrow>.



← Select “Adapting Software” <arrow>.



← Select “-1- Update software through measures code” <arrow>.



⇐ Enter SVM code "363C" <arrow> and press the forward arrow.

- Follow the remaining on screen prompts to complete the ECM software update.

If Criteria 4 applies, Continue to Section E, Otherwise Continue to Section F.

Section D - Criteria 03 – 7L Touareg – Replace Differential Pressure Sensor

- Open the hood.
- Remove the engine cover.
- Remove the intake hose.

⇐ The differential pressure sensor is mounted in the center of the bulkhead, below the wiper cowl <circle>.





⇐ Disconnect the electrical connector from the differential pressure sensor <circle>.



⇐ Remove the differential pressure sensor mounting nut <circle>.



⇐ Reposition the spring clamps on both of the particulate filter hoses to allow removal of the hoses from the differential pressure sensor <arrows>.

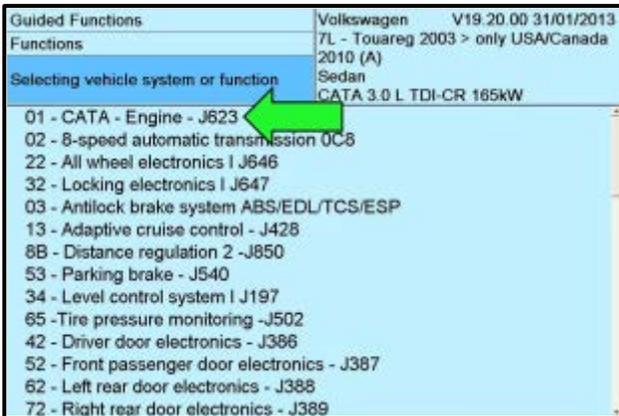
- Remove both of the particulate filter hoses from the differential pressure sensor and remove the sensor itself from the mounting bracket.

- Install the particulate filter hoses onto the new differential pressure sensor (P/N 059 906 051 A).
- Reposition the spring clamps.
- Install the new differential pressure sensor into the retaining clip.
- Install and torque the mounting nut to 3.5 Nm.

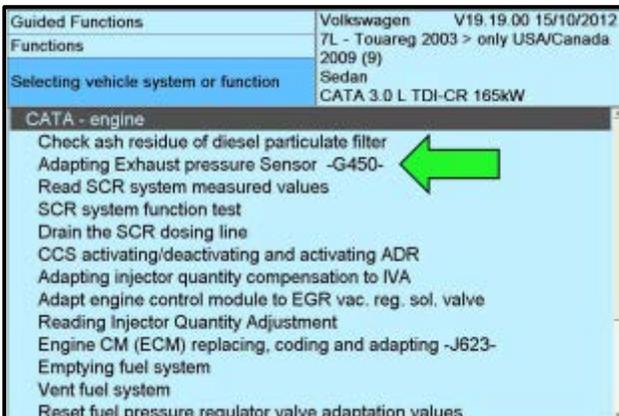
Adjust Programmed Values - 7L Touareg

- Attach an appropriate battery charger to the vehicle battery.
- Using a VAS 6150A or equivalent enter “Guided Functions”.
- Select the appropriate model, model year, and engine code.

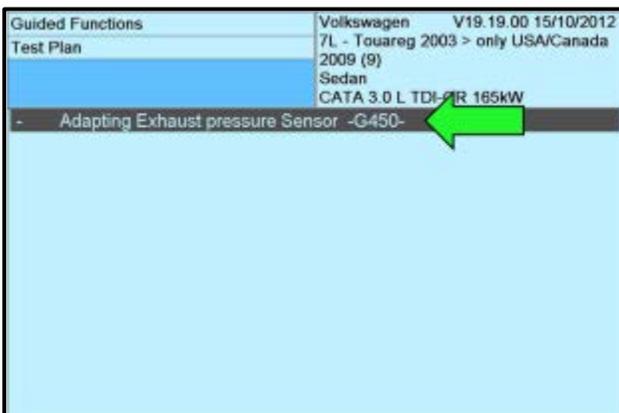
⇐ Select “01 – CATA – Engine – J623” <arrow>.



⇐ Select “Adapting Exhaust pressure Sensor -G450-“<arrow>.



⇐ Select “Adapting Exhaust pressure Sensor -G450-“ <arrow>.



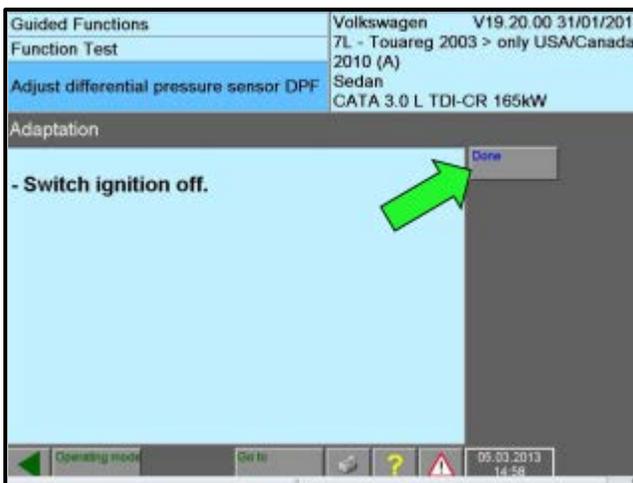


- Verify the ignition is switched on.

⇐ Select "Done" <arrow>.

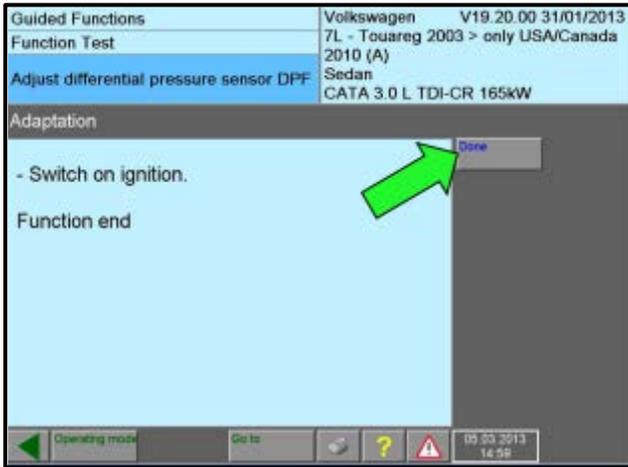


⇐ Select "No" <arrow>.



- Switch the ignition off.

⇐ Select "Done" <arrow>.



- Switch the ignition on.
- ⇐ Select “Done” <arrow>.
- Disconnect the VAS tester from the vehicle.
- Disconnect the battery charger.
- Close the hood.

Work Complete

California Dealers - Proceed to Section F, all other dealers proceed to section G

Section E - Criteria 04 – 7P Touareg – Replace Differential Pressure Sensor

- Open the hood.
- Remove the engine cover.
- ⇐ The differential pressure sensor is mounted in the center of the bulkhead, underneath the wiper cowl <circle>.





⇐ Disconnect the electrical connector from the differential pressure sensor <circle>.



⇐ Remove the differential pressure sensor mounting nut <circle>.



⇐ Reposition the spring clamps on both of the particulate filter hoses to allow removal of the hoses from the differential pressure sensor <arrows>.

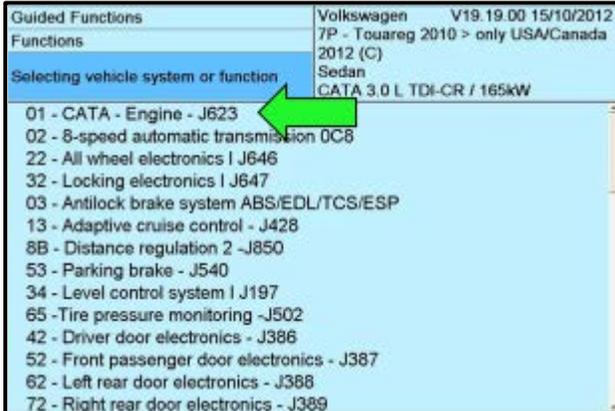
- Remove both of the particulate filter hoses from the differential pressure sensor and remove the sensor itself from the mounting bracket.

- Attach the particulate filter hoses to the fittings on the new differential pressure sensor.
- Reposition the spring clamps.

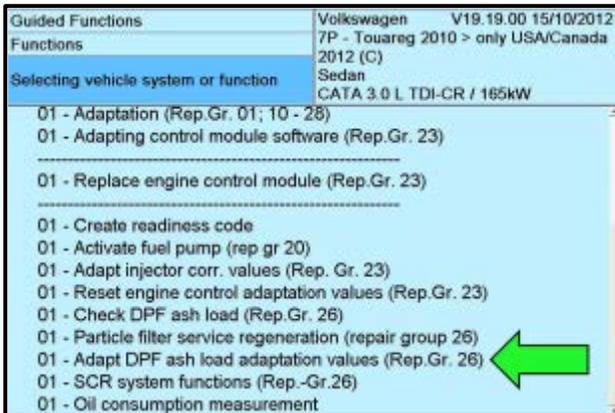
- Install the new differential pressure sensor (P/N 059 906 051 A) into the retaining clip.
- Install and torque the mounting nut to 3.5 Nm.

Adjust Programmed Values – 7P Touareg

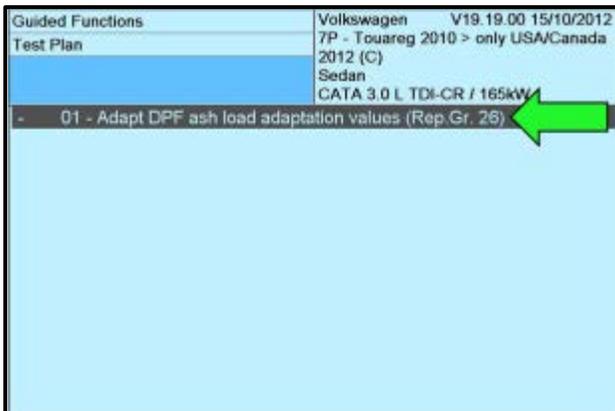
- Attach an appropriate battery charger to the vehicle battery.
- Using a VAS6150A, or equivalent, enter “Guided Functions”.
- Select the appropriate model, model year, and engine code.



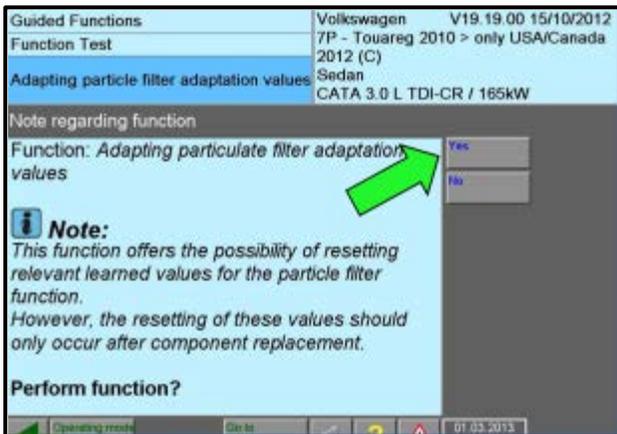
← Select “01 – CATA – Engine – J623” <arrow>.



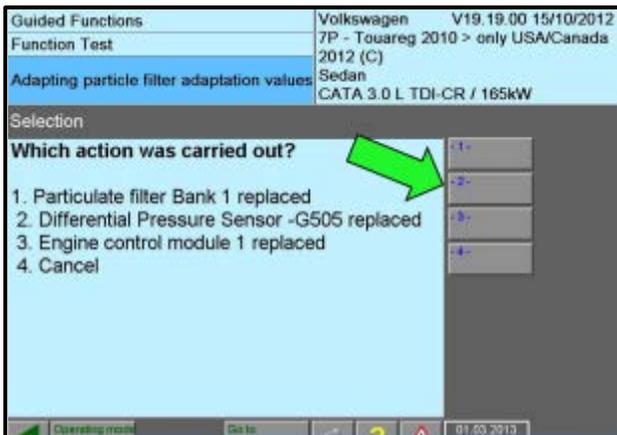
← Select “01-Adapt DPF ash load adaptation values (Rep.Gr.26)” <arrow>.



← Select “01-Adapt DPF ash load adaptation values (Rep.Gr.26)” <arrow>

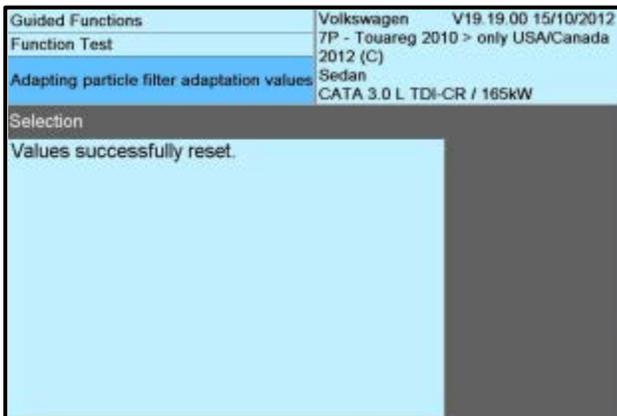


⇐ Select "Yes" <arrow>.



⇐ Select "2. Differential Pressure Sensor –G505 replaced" <arrow>.

- Follow the on-screen prompts and complete the test plan.



⇐ This confirmation will be displayed briefly when the test plan is complete (left).

- Disconnect the VAS tester from the vehicle.
- Disconnect the battery charger.
- Close the hood.

California Dealers - Proceed to Section F, all other dealers proceed to section G

Section F – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

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 can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.



Tip: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV *only upon request*.

Section G – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.
- ⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE

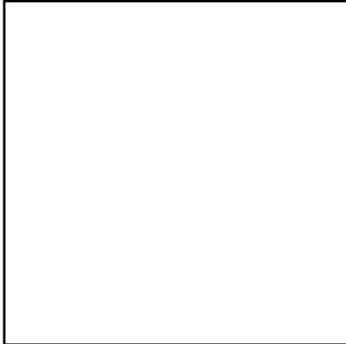
Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

**) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.*

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

Signature of Customer