



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 15, 2014

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

Subject: Upcoming Emissions Service Action 23N5 – ECM Software
2012-2014 MY Volkswagen Passat with 2.0L TDI® Clean Diesel Engine

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Emissions Service Action

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

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 Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Emissions Service Action	
SAGA CODE		23N5	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2012-2014 MY Volkswagen Passat with 2.0L TDI® Clean Diesel Engine	
TOPIC		ECM Software	
EMISSIONS ACTION SCOPE		This action is applicable to vehicles showing the 23N5 action open in Elsa and registered or residing in: <ul style="list-style-type: none"> · Canada · All U.S. states (except California) 	
PROBLEM DESCRIPTION		<p>Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.</p> <p>In addition, the vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.</p>	
CORRECTIVE ACTION		Update ECM software	
CUSTOMER NOTIFICATION DATE		On or about January 07, 2015	
ELSA VISIBILITY DATE		On or about December 16, 2014	
VIM VISIBILITY DATE		On or about December 16, 2014	
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 91,588	CANADA: Approximately 11,696
	DEALER INVENTORY	USA: Approximately 412	CANADA: Approximately 45
	CPO INVENTORY	USA: Approximately 317	CANADA: Approximately 59
APPROXIMATE REPAIR TIME		Up to 50 TU	
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS	
PARTS REQUIRED		None – software only	
EXPIRATION DATE		NONE	

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.



Das Auto.

Frequently Asked Questions (FAQ) Service Action 23N5

SUMMARY

Campaign Code: 23N5

Affected Vehicles: 2012-2014 Passat with 2.0L TDI® Clean Diesel Engine

Emissions Action Scope: This action is applicable to vehicles showing the 23N5 action open in Elsa and registered or residing in:

- Canada
- All U.S. states (except California)

Problem Description: Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.

In addition, the vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.

Corrective Action: Install updated ECM software.

What is the parts allocation plan for this action?

This is a software update only; no parts are required.

Will the software update result in a noticeable change in the vehicle's performance?

Some customers may notice a reduction in vehicle performance for approximately the first 100 seconds after the engine is started in extremely cold weather. This is intended to protect the turbocharger from damage during engine startup in these types of extreme weather conditions.

Can the software update be reversed if a customer is not happy with how the vehicle operates after this campaign has been performed?

No. The software update cannot be reversed.

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 repair has been performed.

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.

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.