



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: October 17, 2014

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

Subject: Upcoming Emissions Service Action 28G8 – USA Only  
Glow Plug Control Module  
2012-2013 MY Volkswagen Jetta SportWagen TDI® Clean Diesel Engine Vehicles

**IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

### **Upcoming Emissions Service Action – USA Only**

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 Product Compliance

Attachment: Campaign Data Sheet (1)





Das Auto.

## Frequently Asked Questions (FAQ) Emissions Service Action 28G8

### SUMMARY

■ Campaign Code: 28G8

■ Affected Vehicles: USA Only 2012-2013MY Volkswagen Jetta SportWagen TDI® Clean Diesel

**Problem Description:** If the engine is started during the initial glow plug glow phase, the engine control module (ECM) may receive an incorrect reading from the glow plug control module which may cause the vehicle's Malfunction Indicator Light (MIL) to come on. If this happens, the vehicle may not pass an IM (emissions) inspection.

**Corrective Action:** Inspect and, if necessary, replace the glow plug control module.

**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 action?

- Parts allocation will take place prior to customer notification.
- Parts will be on Upper Order Limits. Please note that the Targeted Allocation program will NOT be used in support of this campaign.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### 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.

### 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.