



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 4, 2015

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

Subject: Upcoming Emissions Service Action 01A4 – Vehicle Emission Control Information Label
2015 Model Year Volkswagen e-Golf

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

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

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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 | | 01A4 (Number zero, <u>not</u> letter O) | |
| MARKET(S) | | United States Only | |
| AFFECTED VEHICLES | | 2015 MY Volkswagen e-Golf | |
| TOPIC | | Vehicle Emission Control Information Label | |
| PROBLEM DESCRIPTION | | During vehicle production, the Vehicle Emission Control Information label was not installed on certain 2015 MY Volkswagen e-Golf vehicles. | |
| CORRECTIVE ACTION | | Install Vehicle Emission Control Information label | |
| CUSTOMER NOTIFICATION DATE | | On or about May 5, 2015. Customer notification letter will include one (1) Vehicle Emission Control Information Label | |
| ELSA VISIBILITY DATE | | On or about May 5, 2015. Only vehicles that have <u>not</u> been sent a Vehicle Emission Control Information Label via first-class mail will show the 01A4 code open in ELSA. | |
| VIM VISIBILITY DATE | | On or about May 5, 2015 | |
| VEHICLE COUNT | TOTAL AFFECTED | USA: 1,104 | CANADA: 0 |
| | DEALER INVENTORY | USA: 398 | CANADA: 0 |
| | CPO INVENTORY | USA: 0 | CANADA: 0 |
| APPROXIMATE REPAIR TIME | | Up to 10 TU | |
| PARTS INFORMATION | | <p>Volkswagen will mail one (1) Vehicle Emission Control Information label to all owners of affected vehicles.</p> <p>Dealers with affected vehicles in inventory should order labels via the Compliance Label Ordering Portal.</p> <p>Label part number to order must be: 0EA010005RVU .</p> | |
| EXPIRATION DATE | | None | |
| ADDITIONAL INFORMATION | | <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></p> <p>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 EMISCAVWAU). Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.</p> | |

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)

SUMMARY

Campaign Code: 01A4

Affected Vehicles: 2015 model year Volkswagen e-Golf **USA ONLY**

Problem Description: During vehicle production, the Vehicle Emission Control Information label was not installed on certain 2015 MY Volkswagen e-Golf vehicles.

Corrective Action: Install Vehicle Emission Control Information label.

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

What is the customer notification plan for this action?

On or about May 05, 2015, Volkswagen will mail a Vehicle Control Information Label to all owners of affected vehicles. Owners may install the label themselves, or request label installation assistance from their authorized Volkswagen e-Golf dealer.

Is a loaner vehicle or towing assistance being covered under this action?

Due to the nature of this campaign, it is unlikely a customer will request a loaner vehicle or towing assistance.

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

Dealers can use their most current OMD Web/VIM report to identify any affected vehicles that may be in their inventory. Affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this campaign 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.

How can my dealership obtain labels for this action?

Volkswagen will mail a Vehicle Emission Control Information label directly to all owners of affected vehicles.

Dealers with affected vehicles in inventory should order labels via the Compliance Label Ordering Portal.

Label part number to order must be: **0EA010005RVU** .

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.

FOR USA ONLY:

vw.com VIN Lookup Tool Visibility

On or about **May 05, 2015**, only affected vehicles that have not been sent a replacement label via first-class mail will show the campaign code in the vw.com VIN lookup tool. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by visiting the **Recall/Service Campaign Lookup** tool at www.vw.com and entering the Vehicle Identification Number (VIN).

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.