



Emissions Recall

Code: 01B2

REVISION

Subject	Vehicle Emission Control Information Label
Release Date	May 02, 2016
Revision Summary	Saga claiming instructions modified to reflect current label reimbursement amount.
Affected Vehicles	U.S.A. & CANADA: 2016 MY Volkswagen Jetta with 1.4L Engine (non-Hybrid) <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	The Vehicle Emission Control Information Label contains the word "AIR" when it should not. This makes the label non-compliant with Federal Regulations.
Corrective Action	Install corrected Vehicle Emission Control Information Label.
Parts Information	A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal on vwhub.com . Please have the VIN(s) you are ordering for available when you place your order.
Code Visibility	On or about December 17, 2015, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about December 17, 2015, this campaign code showed open on affected vehicles in Elsa. On or about December 17, 2015, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification took place in January 2016. Owner letter examples are included in this bulletin for your reference.
Emissions Campaigns Requirements (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 EMISCAVWAWU). Order certificates online via the Compliance Label Ordering portal at www.vw.com .
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. <u>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</u> Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vw.com.</i>

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	01B2 (Number zero, not letter O)																																
Damage Code	0099																																
Parts Vendor Code	WWO																																
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																																
Causal Indicator	Mark labor operation as causal part																																
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																																
Criteria I.D.	01																																
	<p>Install Emission Control Information Label Labor operation: 0102 23 99 10 T.U.</p> <p>OUTSIDE MATERIAL</p> <p>U.S.:</p> <p>Repairs performed on or after May 2, 2016, claim label price of \$15.00.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1</td><td>04E010005HRVU</td><td>Emission Control Information Label</td><td>\$15:00 (USD)</td></tr></tbody></table> <p>Repairs performed on or before April 30, 2016, claim label price of \$9.45.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1</td><td>04E010005HRVU</td><td>Emission Control Information Label</td><td>\$9:45</td></tr></tbody></table> <p>CANADA:</p> <p>Repairs performed on or after May 2, 2016, claim label price of \$15.00.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1</td><td>04E010005HRVU</td><td>Emission Control Information Label</td><td>\$15.00 (CAD)</td></tr></tbody></table> <p>Repairs performed on or before April 30, 2016, claim label price of \$9.45.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1</td><td>04E010005HRVU</td><td>Emission Control Information Label</td><td>\$9.45</td></tr></tbody></table>	Quantity	Part Number	Description	Amount	1	04E010005HRVU	Emission Control Information Label	\$15:00 (USD)	Quantity	Part Number	Description	Amount	1	04E010005HRVU	Emission Control Information Label	\$9:45	Quantity	Part Number	Description	Amount	1	04E010005HRVU	Emission Control Information Label	\$15.00 (CAD)	Quantity	Part Number	Description	Amount	1	04E010005HRVU	Emission Control Information Label	\$9.45
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Customer Letter Example (USA 49S)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 01B2 - Vehicle Emission Control Information Label
Certain 2016 Model Year Volkswagen Jetta 1.4L Engine Vehicles (non-Hybrid)**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on certain 2016 model year Volkswagen Jetta 1.4L engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The Vehicle Emission Control Information Label contains the word "AIR" when it should not. This makes the label non-compliant with Federal Regulations.
- What will we do?** Your authorized Volkswagen dealer will install a corrected Vehicle Emission Control Information Label on your vehicle. This work will take just a few minutes to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.
- 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.
- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (United States – California)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 01B2 - Vehicle Emission Control Information Label
Certain 2016 Model Year Volkswagen Jetta 1.4L Engine Vehicles (non-Hybrid)**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on certain 2016 model year Volkswagen Jetta 1.4L engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The Vehicle Emission Control Information Label contains the word "AIR" when it should not. This makes the label non-compliant with Federal Regulations.
- What will we do?** Your authorized Volkswagen dealer will install a corrected Vehicle Emission Control Information Label on your vehicle. This work will take just a few minutes to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.
- 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.
- 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.
- Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 01B2 - Vehicle Emission Control Information Label
Certain 2016 Model Year Volkswagen Jetta 1.4L Engine Vehicles (non-Hybrid)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2016 Model Year Volkswagen Jetta 1.4L engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The Vehicle Emission Control Information Label contains the word "AIR" when it should not. This makes the label non-compliant with Federal Regulations. There is no pollution risk associated to this issue.

What will we do? Your authorized Volkswagen dealer will install a corrected Vehicle Emission Control Information Label on your vehicle. This work will take just a few minutes to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. On or about December 17, 2015 the necessary repair instructions and parts were available to your authorized Volkswagen dealer.

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 condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer Relations (01B2)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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.

Sincerely,

Volkswagen Customer Protection

ATTENTION!
 Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

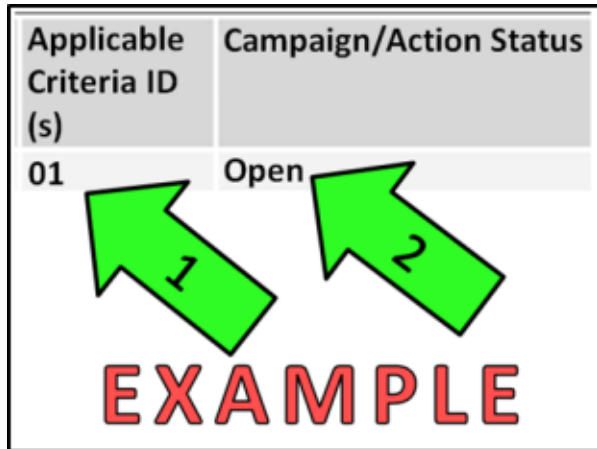
Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	04E 010 005H	Emissions Control Information Label

- When placing label order ensure that the part number with suffix "RVU" is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on vwuhub.com.

Work Procedure

TIP
 If Campaign Completion label is present, no further work is required.



Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen

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

- Ensure that the Status is "Open" <arrow 2>
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

Section B – Install Replacement Emission Control Information Label



- Open the hood.
- Locate the “Vehicle Emission Control Information” label on the underside of the hood <arrow>.



- Clean the surface of the existing label.
- Peel the replacement label off the backing paper.
- Affix the replacement label <arrow> over the existing label.
- Ensure minimal air bubbles are created when installing the new label.

! NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label.
- The replacement label **MUST** cover the existing label completely.
- Handle the replacement label carefully. Do not touch the adhesive backing.

Proceed to Section C

Section C – 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
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Ensure Campaign Completion Label does not cover any existing label(s).
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- Close the hood.

Proceed to Section D for California only

Section D – 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 online via the Compliance Label Ordering portal at www.vwhub.com.

 TIP
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Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV <u>only upon request</u> .
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ALL WORK IS COMPLETE