



Emissions Service Action

Code: 01A4

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. Only: 2015 Model Year e-Golf <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	During vehicle production, the Vehicle Emission Control Information label was not installed on certain 2015 model year e-Golf vehicles.
Corrective Action	Install Vehicle Emission Control Information label.
Parts Information	Volkswagen mailed a Vehicle Emission Control Information label 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 .
Code Visibility	On or about May 07, 2015, the additional affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about May 07, 2015, this campaign code showed open in Elsa only for the additional affected vehicles. On or about May 08, 2015, additional vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com .
Owner Notification	Owner notification for the additional vehicles took place on or about May 12, 2015. An owner letter example is 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 EMISCAVWU). Order certificates online via the Compliance Label Ordering portal at www.vwclub.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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com .

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.

Service Number	01A4 (Number zero, not letter O)																
Damage Code	0099																
Parts Vendor Code	WWO																
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																
Criteria I.D.	01 or 02																
	Check for Vehicle Emission Control Information label; label present, no work required. Labor operation: 0183 00 99 10 T.U.																
-OR-																	
Criteria I.D.	01 or 02																
	Install Vehicle Emission Control Information label. Labor operation: 0105 23 99 10 T.U. OUTSIDE MATERIAL Repairs performed on or after May 2, 2016, claim label price of \$15.00. <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr><tr><td>1</td><td>0EA010005RVU</td><td>Vehicle Emission Control Information Label</td><td>\$15.00</td></tr></table> Repairs performed on or before April 30, 2016, claim label price of \$9.45. <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr><tr><td>1</td><td>0EA010005RVU</td><td>Vehicle Emission Control Information Label</td><td>\$9.45</td></tr></table>	Quantity	Part Number	Description	Amount	1	0EA010005RVU	Vehicle Emission Control Information Label	\$15.00	Quantity	Part Number	Description	Amount	1	0EA010005RVU	Vehicle Emission Control Information Label	\$9.45
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1	0EA010005RVU	Vehicle Emission Control Information Label	\$9.45														

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

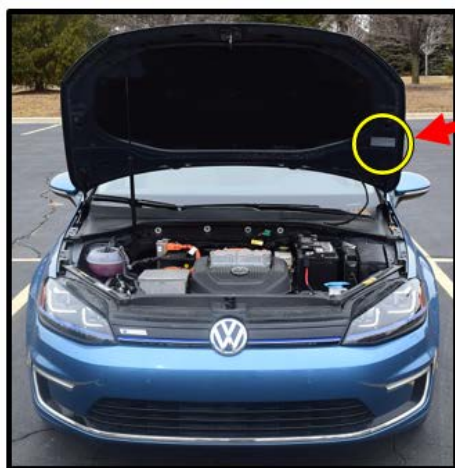
This notice applies to your vehicle: <VIN>

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

Dear Volkswagen e-Golf Owner,

Our records show that during production, the Vehicle Emission Control Information label was not installed on your vehicle. Because this label is required by law, we have enclosed one for you to affix. This is easy to do and should only take a few moments of your time.

1. Open the hood.
2. Clean and dry the under hood surface where shown (arrow). Please ensure that the area is free from residue.



VOLKSWAGEN VEHICLE EMISSION CONTROL INFORMATION			
Conforms to regulations:			2015 MY BEV
U.S. EPA:	T380 LDV	OBD: N/A	Fuel: Electric
California:	ZEV III PC	OBD: N/A	Fuel: Electric
No adjustments needed.			
Group: FVGAV00.0VZZ			
Evap: N/A			
01A 010 005			

3. Carefully affix the new label (enclosed) at the location shown (arrow).

If you prefer, you may take the enclosed label to your authorized Volkswagen e-Golf dealer to install for you.

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.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Campaign Work Procedure

Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	0EA 010 005	Vehicle Emission Control Information Label

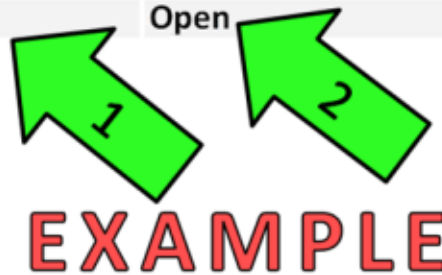
- When placing label order ensure that the part number with suffix "RVU" is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on vwhub.com.

Work Procedure

TIP

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

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



EXAMPLE

Section A – Check for Previous Repair

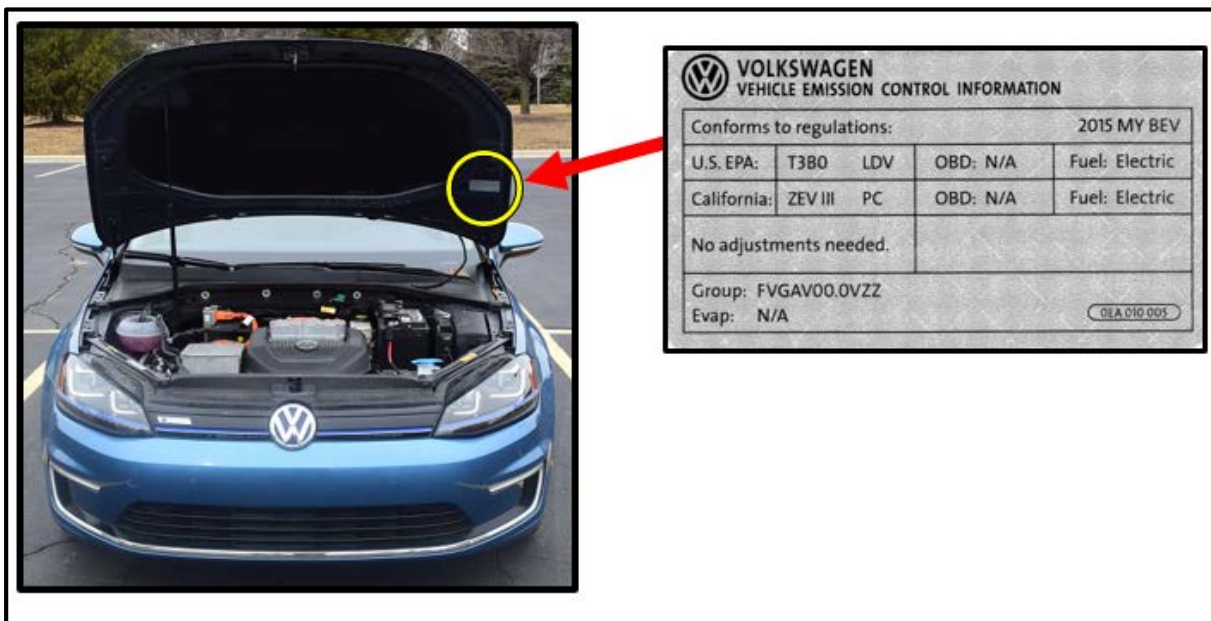
- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen

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



- Open the hood.
- If label is present, Work Complete. **Proceed to Section C.**
- If label is not present, use a clean shop towel and appropriate solvent to clean the label application area.
- Affix the Vehicle Emission Control Information label, P/N 0EA010005, to the underside of the hood where shown <circle>.
- Close the hood.

Work Complete – Proceed to Section C

Section C – 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.

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

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.

ALL WORK IS COMPLETE