



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 29, 2016

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

Subject: Upcoming Emissions Recall 24CG – ECM Software
Certain 2016 Model Year Volkswagen Jetta 1.4L Engine Vehicles (non-Hybrid)

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

We would like to inform you of an upcoming Emissions Recall. 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 Recall	
SAGA CODE		24CG	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		Certain 2016 MY Volkswagen Jetta 1.4L engine vehicles (non-Hybrid)	
TOPIC		ECM Software	
PROBLEM DESCRIPTION		The Vehicle Identification Number (VIN) information may not be recognized when connecting a scan tool during a state IM (emissions) inspection. This can result in the vehicle not passing an IM (emissions) inspection.	
CORRECTIVE ACTION		Update ECM software to address this condition as well as other customer satisfaction issues: <ul style="list-style-type: none"> · Drivability at high altitude (adjustment of fuel system pressure) · Software correction to accommodate engine block heater option 	
CUSTOMER NOTIFICATION DATE		On or about March 01, 2016	
ELSA VISIBILITY DATE		On or about March 01, 2016	
OMD Web VISIBILITY DATE		On or about March 01, 2016	
VEHICLE COUNT	TOTAL AFFECTED	USA: 22,319	CANADA: 6,105
	DEALER INVENTORY	USA: 2,520	CANADA: 2,094
	CPO INVENTORY	USA: 10	CANADA: 0
APPROXIMATE REPAIR TIME		Up to 60 TU	
PARTS REQUIRED		NONE - Software update only	
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 <i>online via the Compliance Label Ordering portal.</i></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.