



## VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 31, 2017

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

Subject: Emissions Recall 23U4 - Emissions Modification – Customer Only (Retail Sold) USA ONLY  
2012-2014 MY Volkswagen Passat 2.0L TDI (GEN 2- Automatic Transmission only)

### **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 and the 23U4 campaign circular posted to Elsa and ServiceNet for additional information.

**At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.**

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

<b>CAMPAIGN TYPE</b>	<b>Emissions Recall</b>
<b>SAGA CODE</b>	<b>23U4</b>
<b>MARKET(S)</b>	United States
<b>AFFECTED VEHICLES</b>	2012-2014 MY Volkswagen Passat 2.0L TDI (GEN 2- Automatic Transmission only)
<b>TOPIC</b>	Emissions Modification – Customer Only (Retail Sold) <u>USA ONLY</u>
<b>PROBLEM DESCRIPTION</b>	The Environmental Protection Agency and California Air Resources Board have determined that Volkswagen vehicles equipped with a 2.0L 4-cylinder TDI engine do not comply with applicable emissions regulations. The emissions control systems on the vehicles will not control emissions under off-cycle conditions as effectively as during the federal test procedure. The extent of the emissions increase under off-cycle conditions depends upon how the vehicles are driven.
<b>CORRECTIVE ACTION</b>	<p>Install updated emissions control system software, install a supplemental Vehicle Emissions Control Information label and TDI Emissions Modification Completion Label.</p> <p><b>At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.</b></p> <p>If the vehicle has been modified by the customer prior to receiving the emissions modification in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions-related parts, or modifications to the ECU or computer software of the vehicle), Volkswagen may not be able to perform the emissions modification until the customer corrects such modification.</p>
<b>CUSTOMER NOTIFICATION DATE</b>	May 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about June 01, 2017
<b>APPROXIMATE REPAIR TIME</b>	Up to 90 TU
<b>PARTS REQUIRED</b>	NONE – software only
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></b></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. <b>When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).</b> Certificates can be ordered at no cost online via the Compliance Label Ordering portal.</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.