



## VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: August 10, 2017

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

Subject: Upcoming Emissions Recall 24CV - Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement

2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation 1)

### **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.

**Due to test plan restrictions in ODIS Service, over the next few weeks there will be updates made to ODIS and the campaign circular. Do not retain any hard copies of campaign circulars – only refer to the electronic copies posted to Elsa and ServiceNet.**

**Please verify that your ODIS software version is updated to the most recent diagnostic content before beginning this action. It is imperative that the ServiceNet Homepage under the “Alerts” section is checked to verify that ODIS Software is up to date, or certain functions included in the work instructions for this action may not be available.**

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>24CV</b>
<b>MARKET(S)</b>	United States
<b>AFFECTED VEHICLES</b>	2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation 1)
<b>TOPIC</b>	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
<b>PROBLEM DESCRIPTION</b>	The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.
<b>CORRECTIVE ACTION</b>	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
<b>CUSTOMER NOTIFICATION DATE</b>	August 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about August 11, 2017
<b>APPROXIMATE REPAIR TIME</b>	Up to 100 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p>Due to test plan restrictions in ODIS Service, over the next few weeks there will be updates made to ODIS and the campaign circular. Do not retain any hard copies of campaign circulars – only refer to the electronic copies posted to Elsa and ServiceNet.</p> <p>Please verify that your ODIS software version is updated to the most recent diagnostic content before beginning this action. It is imperative that the ServiceNet Homepage under the “Alerts” section is checked to verify that ODIS Software is up to date, or certain functions included in the work instructions for this action may not be available.</p> <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.