



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: January 12, 2017

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

Subject: Emissions Modification Available for Customer Only (Retail Sold) TDI Vehicles Only

Emissions Recall 23Q3 – 2.0L TDI Engine (GEN 3) - Emissions Control Software – USA ONLY

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

On January 12, 2017, emissions modification can begin for customer only (retail sold) TDI vehicles affected by Emissions Recall 23Q3.

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

Please refer to the campaign circular posted to Elsa and ServiceNet for additional information. 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



# Emissions Recall

## Code: 23Q3

<b>Subject</b>	<b>2.0L TDI Engine (GEN 3) Emissions Control Software – Customer Only (Retail Sold) TDI Vehicles <u>USA ONLY</u></b>											
<b>Release Date</b>	January 12, 2017											
<b>Affected Vehicles</b>	<b>U.S.A.: 2015 MY Volkswagen 2.0L TDI (Gen 3), Customer (Retail Sold) Only</b>											
	<table border="1"> <thead> <tr> <th>Country</th> <th>Model Year</th> <th>Vehicle Carline</th> </tr> </thead> <tbody> <tr> <td rowspan="6">USA</td> <td rowspan="6">2015</td> <td>Jetta</td> </tr> <tr> <td>Beetle</td> </tr> <tr> <td>Beetle Convertible</td> </tr> <tr> <td>Passat</td> </tr> <tr> <td>Golf</td> </tr> <tr> <td>Golf SportWagen</td> </tr> </tbody> </table>	Country	Model Year	Vehicle Carline	USA	2015	Jetta	Beetle	Beetle Convertible	Passat	Golf	Golf SportWagen
Country	Model Year	Vehicle Carline										
USA	2015	Jetta										
		Beetle										
		Beetle Convertible										
		Passat										
		Golf										
		Golf SportWagen										
	<p><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 &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>✓ Campaign status must show “open.”</li> <li>✓ 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.</li> </ul>											
<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 TDI Emissions Modification – Proof of Partial Completion Label and install a Supplemental Vehicle Emissions Control Information 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>Code Visibility</b>	<p>On or about January 12, 2017, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about January 12, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a>.</p>											
<b>Owner Notification</b>	Owner notification will take place in January 2017.											
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	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). Order certificates online via the Compliance Label Ordering portal at <a href="http://www.vwhub.com">www.vwhub.com</a> .											

**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.**

Fill out and affix the appropriate TDI Emissions Modification – Proof of Partial Completion Label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete. *Labels can be ordered via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.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.

<b>Service Number</b>	23Q3
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	WWO
<b>Claim Type</b>	Sold vehicle: 7 10
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	<p>*Perform software update, install TDI Emissions Modification – Proof of Partial Completion Label and install Supplemental Vehicle Emissions Control Information Label.</p> <p>Labor operation: 2360 22 99                      75 T.U.</p> <p><b><i>*Labels cannot be charged to this campaign. Labels can be ordered through the Compliance Label Ordering portal free of charge.</i></b></p> <p><b>At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.</b></p>
<b>Criteria I.D.</b>	02
	<p>*Perform software update, install TDI Emissions Modification – Proof of Partial Completion Label and install Supplemental Vehicle Emissions Control Information Label.</p> <p>Labor operation: 2660 25 99                      75 T.U.</p> <p><b><i>*Labels cannot be charged to this campaign. Labels can be ordered through the Compliance Label Ordering portal free of charge.</i></b></p> <p><b>At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.</b></p>

## Campaign Work Procedure for Customer (Retail Sold) TDI Vehicles Only 23Q3 Emissions Recall

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

### NOTE

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

Quantity	Part Number	Part Description
1	03L 010 005 J	Supplemental Vehicle Emissions Control Information Label
1	CAMP TDI 2016_3A	TDI Emissions Modification – Proof of Partial Completion Label

Labels can be ordered through the Compliance Label Ordering portal free of charge.

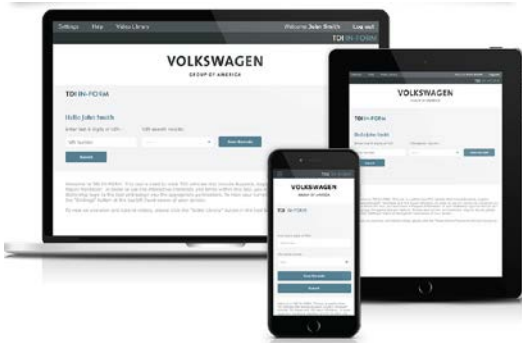
### Required Tools



- VAS6150X – Diagnostic Tester (or equivalent)
- VAS5054X – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger



- Service Modification Validation Web App
- tdi-inform.track360.com

**TIP**

This web application is compatible with desktops, laptops, Apple and Android mobile devices running the most current versions of FireFox, Chrome, Safari, or Explorer as well as iOS 9+ on iPads and iPhones.

**NOTE**

***RISK of Non-payment!***

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

**Emissions Modification Instruction**

**Section A - Check for Previous Emissions Modification**

**TIP**

If the TDI Emissions Modification – Proof of Partial Completion Label (CAMP TDI 2016\_3A) is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

**TIP**

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Vehicle data						
VIN: 3VWTL7AJXXXXXXX						
Campaigns/Actions						
Serial number	Campaign/Action	Start	Designation	Repair date	Criteria	Campaign/Action Status
1	20R9	2012-07-10	S-SERV_ACT - "Diesel Fuel Only" Information	2012-07-31	02	Closed
2	23J9	2011-10-04	A-RECALL - Diesel Fuel Injection Lines		01, 02	Open
3	23O6	2015-04-07	S-SERV_ACT - ECM Software Update		01	Open

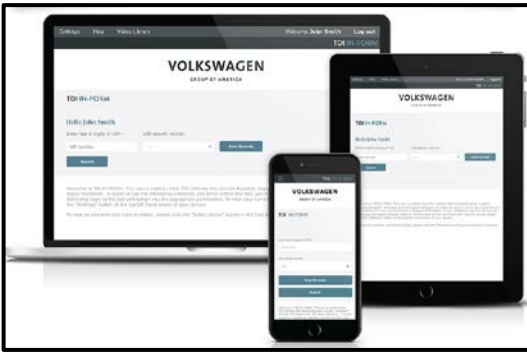
**Example**

- Check for other Open campaign actions <red arrow above>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

**Proceed to Section B.**

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. All Rights Reserved.

## Section B – Check for Service Initiation



### NOTE

#### ***RISK of Non-payment!***

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Screenshot of the TDI IN-FORM interface. The top section shows vehicle details: Description: 2015 Passat Sedan 4D SE TDI 14, Brand: Volkswagen, VIN: 000000000000000000, Transmission: Automatic, Repair Type: Gen 3, Dealer Name: Anytown, Dealer Code: N/A, Region: N/A, Area: N/A. Below this, a message says "Please select a form below to continue." A list of forms is shown with a yellow arrow pointing to the "Service Initiation Form" which has a checkmark icon and a right-pointing arrow. Other forms include "Service Modification Documentation and Validation", "Service Modification Documentation Form", "Service Modification Manager Validation Form", and "Service Delivery Confirmation".

### NOTE

#### ***RISK of Non-payment!***

Ensure that the “check mark” <arrow> is present prior to beginning any work.

- Ensure the Service Initiation Form has a “check mark” <arrow>.
  - If the Service Initiation Form does not have a “check mark” <arrow>, immediately contact your Service Consultant to complete the initiation.
  - If “check mark” <arrow> is present, initiate Service Modification Documentation Form and continue work.

**DO NOT proceed with any work unless you can initiate the Service Modification Documentation Form.**

**Continue to Section C**

## Section C – Check for Pre-existing MIL ON Conditions and Vehicle Modifications



- Check for illumination of the MIL <arrow>.
  - If MIL is illuminated, STOP, obtain GFF diagnostic log, create a VTA ticket and contact the Volkswagen Technicians Helpline.
  - If MIL is not illuminated, continue work procedure.

### **i** TIP

- VTA cases regarding MIL ON conditions require a GFF diagnostic log to be uploaded at the time of first contact.

- Check for vehicle modifications from original equipment.
  - If vehicle modifications from original equipment are found, STOP, create a VTA ticket and contact the Volkswagen Technicians Helpline.
  - If vehicle modifications from original equipment are not found, continue work procedure.

**Proceed to Section D**



## Section D – Software Update Procedure

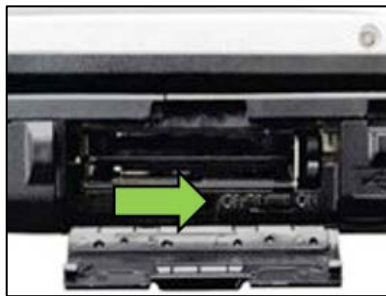
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

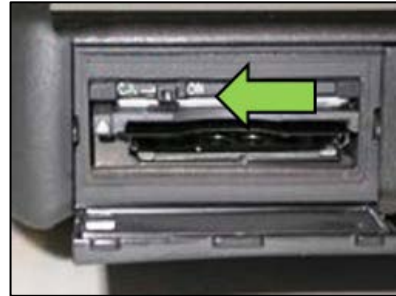
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

### WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

**TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

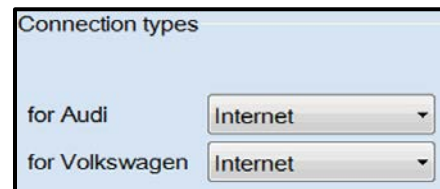
**Things to check before starting Software Version Management (SVM):**

- ✓ Verify your network connection through LAN by checking the connection icon (lower right of the home screen).

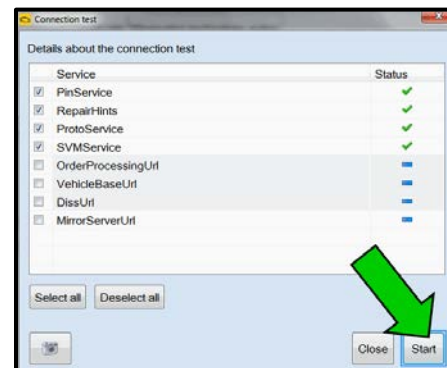
- ✓ Check the icon <arrow> within the ODIS software that you have a connection.



- ✓ Within the Connection Tab, verify that the Connection type(s) display "Internet" <as shown>.



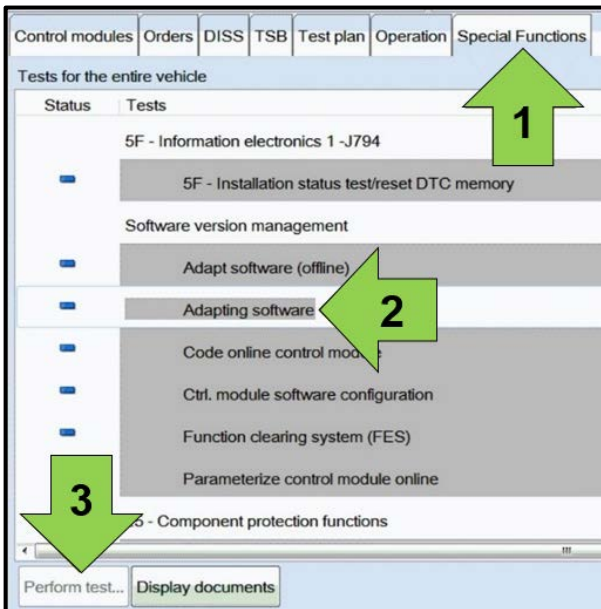
- ✓ Start a connections test <arrow> and verify that all connections pass.



- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
- If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.



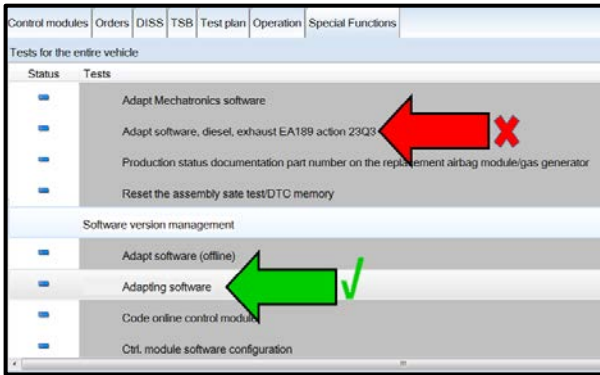
- Once the GFF scan is complete, select “Special functions” <arrow 1>, then “Adapting software” <arrow 2>, then select “Perform test” <arrow 3>.



**NOTE**

***RISK of Scan Tool Damage!***

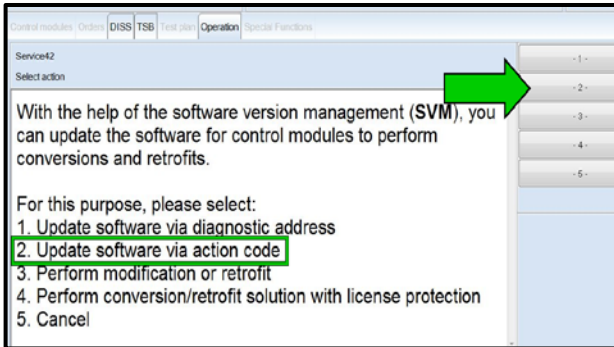
- Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.



**NOTE**

***RISK of Improper Repair!***

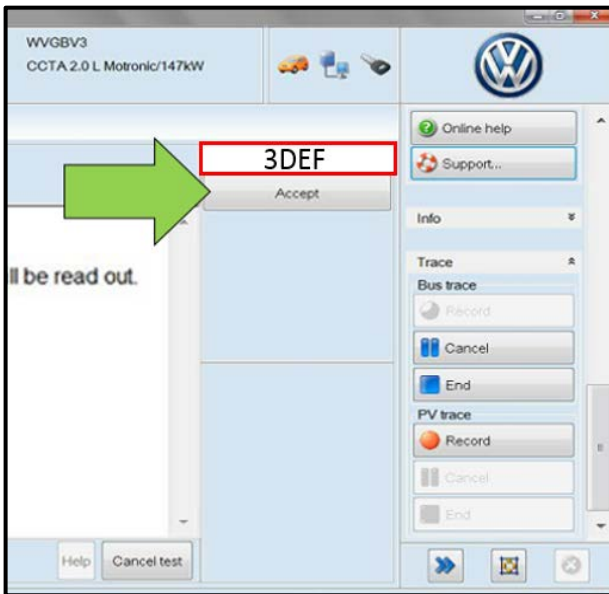
- **DO NOT SELECT** the test plan for “Adapt software, diesel, exhaust EA189 action 23Q3” <red arrow>.
- **ONLY SELECT** the test plan “Adapting software” <green arrow> to perform this repair.



- Select the appropriate option to “**Update software via action code**” <arrow>.

**TIP**

- Read this screen carefully. The option to update software via action code is NOT always selection #1.

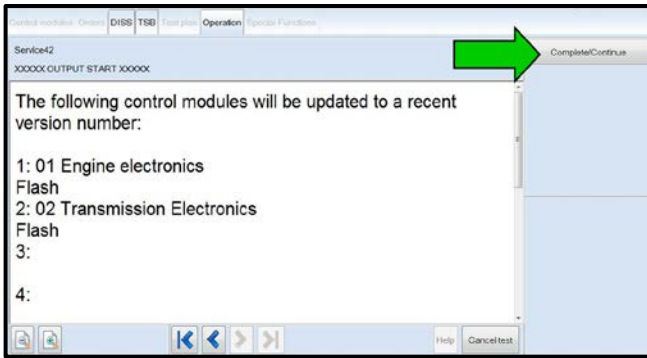


- Enter “**3DEF**” <as shown>.
- Select “Accept” <arrow>.

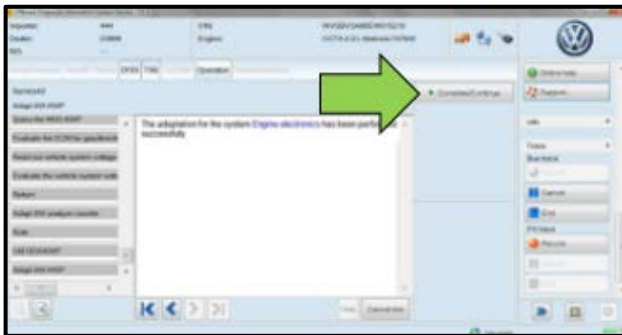
**TIP**

**KESY Vehicles!**

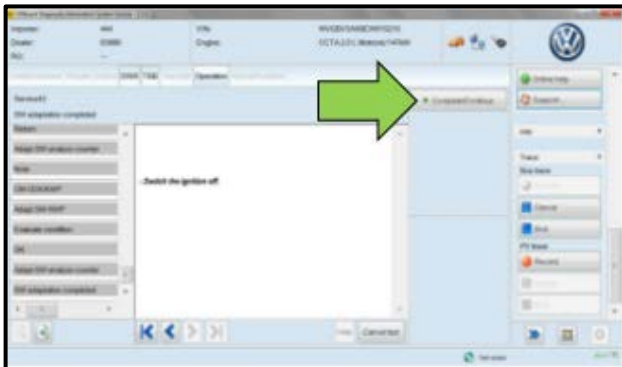
- Due to a weak key battery, it may be necessary to hold the key up to the reader coil during the ignition on/off process of the flash.
- Key(s) should always be left in the vehicle during the flash process.



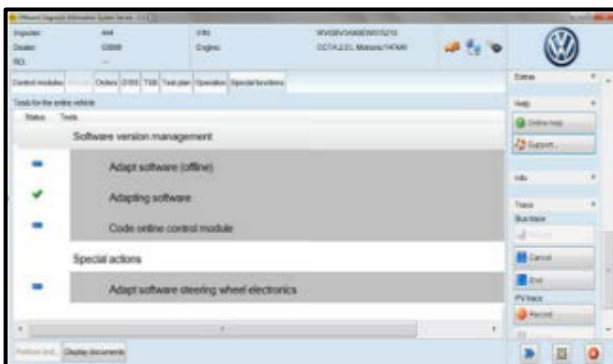
- Select “Complete/Continue” <arrow> to begin the software update process.
  - If the response indicates that the control modules are current **Flash Process is Complete, proceed to Section C.**
  - If the response indicates new software versions are available <as shown>, Select “Complete/Continue” and follow the on-screen prompts to **complete the test plan.**



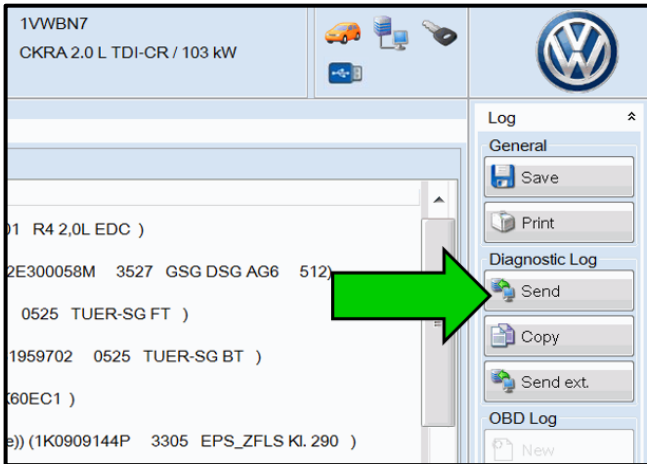
- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select “Complete/Continue” <arrow>.



- Switch the ignition off, then select “Complete/Continue” <arrow>.



- The green check mark indicates the test plan was successfully carried out.



- At the end of the diagnostic session, Select “Send” <arrow> and follow the prompt for sending the log on-line.

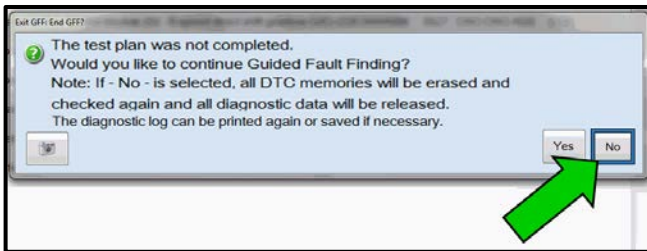
**NOTE**

***RISK of Non-payment!***

Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

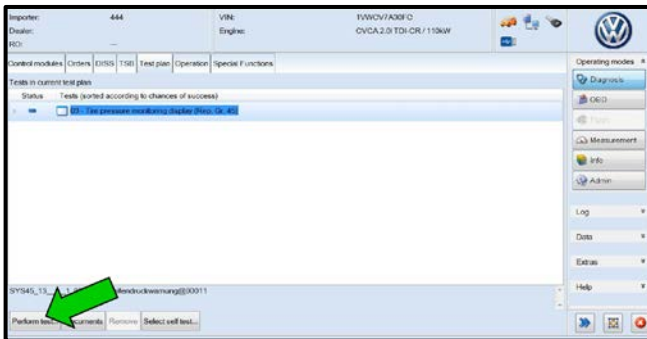
**TIP**

Technicians may find it helpful to also store the log on a USB stick for back-up.



**TIP**

When exiting GFF, it is important to select “No” <arrow>.



**TIP**

It is possible after the flash that the TPMS light may be illuminated. Follow test plan “03 – Tire pressure monitoring display” <as shown>.

- If TPMS light illuminates, follow test plan “03 – Tire pressure monitoring display” by selecting “Perform test” <arrow>.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Release the parking brake.

**Proceed to Section E.**



## Section E – Supplemental Vehicle Emissions Control Information Label

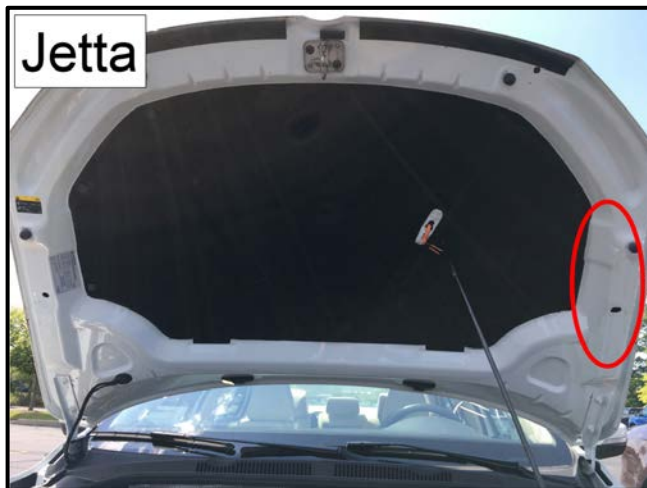
### Install Supplemental Vehicle Emissions Control Information Label

VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2015 MY Diesel GEN 3				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.100 / 0.100	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.180 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

03L 010 005 J

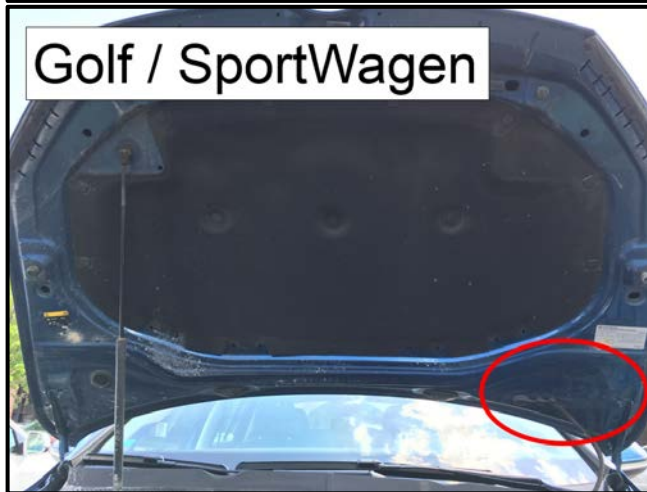
#### TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Label must be installed in locations shown.
- Photo documentation of label installed is required.



- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the Supplemental Vehicle Emissions Control Information Label, **03L 010 005 J**, in the location shown <circle>.

Proceed to Section F







## Section F – TDI Emissions Modification – Proof of Partial Completion Label

TDI EMISSIONS MODIFICATION - PROOF OF PARTIAL COMPLETION

RECALL CODE

DEALER CODE

REPAIR DATE

GENERATION 3 – 2015 MODEL YEAR

SOFTWARE UPDATE

DO NOT REMOVE  
CAMP TDI 2016\_3A

B0000001

### Install TDI Emissions Modification – Proof of Partial Completion Label

#### TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Photo documentation of label installed is required.
- When affixing the label, keep in mind that in the future, a Phase 2 completion label will also need to be affixed at a later date alongside this Phase 1 completion label.

- Clean the surface next to the Vehicle Emission Control Information Label where the TDI Emissions Modification – Proof of Partial Completion Label is to be installed.
- Fill out and install the TDI Emissions Modification – Proof of Partial Completion Label, part number **CAMP TDI 2016\_3A**.
- Apply clear overlay (provided).
- Close the hood.

**Proceed to Section G (California only).**

**Proceed to Section H (All States without California).**

## Section G – California Only Requirements

### 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](http://www.vwhub.com).

#### TIP

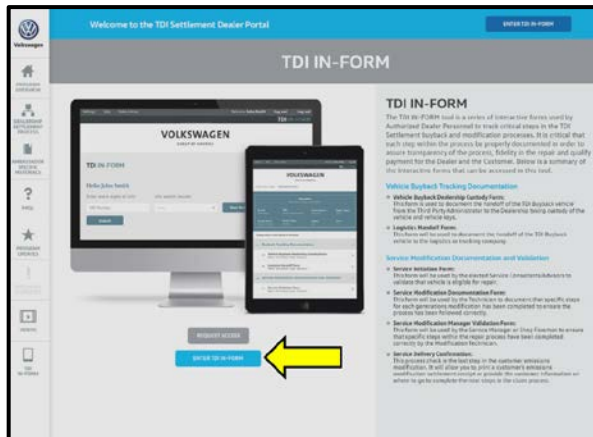
Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

**Proceed to Section H**

## Section H – Service Modification Documentation Requirements

### Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Cashier – Prints receipt, fuel economy label and delivers to customer.*
- *Warranty Administrator – Enters claim into the SAGA system.*



### TIP

To access the interactive forms go to the TDI Settlement Program microsite on vwhub.com. Then Select the “TDI IN-FORM” Button from the lower left side of the microsite navigation.

- Enter the “TDI IN-FORM” tool <arrow>.

### TIP

The VIN can be manually typed in or using an iPad or iPhone running iOS 9+, the camera can be used to scan the VIN Barcode.  
*Please note ambient lighting, camera quality, etc. may impact the effectiveness of the VIN scanning feature.*

- Enter the VIN for the vehicle that requires documentation.

Settings Help Video Library Welcome John Smith Log out

TDI IN-FORM

**VOLKSWAGEN**  
GROUP OF AMERICA

TDI IN-FORM

Hello John Smith

Enter last 8 digits of VIN: VIN search results:

0000000000000000 0000000000000000 - 2013 P

Submit

Scan Barcode

Welcome to TDI IN-FORM. This tool is used to track TDI vehicles that include Buyback, Logistic Transport Handoff, TDI Repair and TDI Repair Validation. In order to use the interactive checklists and forms within this tool, you must have a Program Ambassador at your dealership login to the tool and assign you the appropriate permissions. To view your current permissions or request access, please click the "Settings" button at the top left hand corner of your screen.

To view an overview and tutorial videos, please click the "Video Library" button in the tool bar above.

**TIP**

After the VIN has been entered, the system will automatically validate that it is a TDI VIN. This will be indicated by a green check mark that will appear next to the VIN.

- Validate the VIN is correct for the vehicle, then click the "Submit" button <arrow>.

Settings Help Video Library Welcome John Smith Log out

TDI IN-FORM

**VOLKSWAGEN**  
GROUP OF AMERICA

Enter VIN to Start Interactive Forms

Description:  
2013 Passat Sedan 4D SE TDI I4

Brand:	VIN:	Transmission:	Repair Type:
Volkswagen	0000000000000000	Automatic	Gen 2
Dealer Name	Dealer Code:	Region	Area:
Anytown Dealer	000000	NER	1A

Please select a form below to continue.

- Buyback Tracking Documentation
- Service Modification Documentation and Validation
  - Service Initiation Form  
Status: Not Initiated | Date: Vestibulum
  - Service Modification Documentation Form  
Status: Not Initiated | Date: Vestibulum
  - Service Modification Manager Validation Form  
Status: Not Initiated | Date: Vestibulum
  - Service Delivery Confirmation  
Status: Not Initiated | Date: Vestibulum

- Select "Service Modification Documentation Form" <arrow>.
- Follow the on-screen prompts completely.

**NOTE**

***RISK of Non-payment!***

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

**TIP**

Upon completion of the Service Modification Documentation Form, the Manager must validate the repair in the IN-FORM tool.

**ALL WORK IS COMPLETE**