



VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY

Date: May 31, 2017

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

Subject: Emissions Recall 24CX - Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor
Inspection/Replacement
2012-2014 MY Volkswagen Passat 2.0L TDI (GEN2) - USA 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 for additional information.

This Emissions Recall only applies to 2012-2014 MY Volkswagen Passat 2.0L TDI (GEN2) vehicles in the United States.

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	24CX
MARKET(S)	United States
AFFECTED VEHICLES	2012-2014 MY Volkswagen Passat 2.0L TDI (GEN 2)
TOPIC	Inlet Air Box Housing Snow Flap Replacement & Oxygen Sensor Inspection/Replacement
PROBLEM DESCRIPTION	<p>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.</p> <p>The oxygen sensor will be checked during this service and, if measured degradation tolerances are met, the sensor will be replaced.</p>
CORRECTIVE ACTION	Install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor.
CUSTOMER NOTIFICATION DATE	May 2017
ELSA/OMD Web VISIBILITY DATE	On or about June 01, 2017
TOTAL AFFECTED VEHICLE COUNT	USA: 91,442
APPROXIMATE REPAIR TIME	Up to 100 TU
SPECIAL TOOLS NEEDED?	SEE WORK PROCEDURE
PARTS REQUIRED	SEE WORK PROCEDURE
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<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 <i>can be ordered at no cost 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.