Emissions Recall
Code: 23V7

REVISION

Subject	**3.0L TDI Engine Emissions System Modification – TDI Vehicles USA ONLY**
Release Date	November 30, 2017
Revision Summary	**Updated resale information included.**
Affected Vehicles	***U.S.A.: 2015-2016 MY Volkswagen Touareg 3.0L TDI Generation 2.2*** *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 only valid campaign inquiry & verification source.* ✓ *Campaign status must show "open."* ✓ *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.*
Problem Description	3.0L TDI vehicles were equipped with undisclosed Auxiliary Emission Control Devices which are not permitted by emissions regulations.
Corrective Action	Install updated engine control module (ECM) software and transmission control module (TCM) software to bring affected vehicles into regulatory compliance.
Code Visibility	On or about November 6, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports. A list will not be posted for dealers who do not have any affected vehicles. The campaign code will show open on affected vehicles in Elsa and affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com.
Owner Notification	Owner notification will take place on or about November 6, 2017.
Loaner/Rental Vehicle – REQUIRED!	To remain compliant with the Settlement Agreement, Service Consultants ***must*** complete a Loaner/Rental label and it ***must*** be signed by the customer. This documents each customer's decision to accept or decline the offer for a loaner or rental vehicle while the Approved Emissions Modification was being performed on their vehicle.

I hereby acknowledge that I was offered a Loaner or Rental vehicle to use while the TDI Emissions Recall is performed on my vehicle.
I elected to: ☐ Accept ☐ Decline

Customer Name(Print):

Customer Signature:

Date:

Affix the completed label to the Repair Order and follow the new photo documentation requirements for this label in the IN-FORM tool.

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Emissions Campaigns Requirements (CALIFORNIA ONLY)	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 www.vwhub.com.
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 Recall Proof of Completion label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete. ***Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.***

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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.

Service Number	23V7
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim vehicle wash or loaner under this action
Criteria I.D.	**01**

Perform software update, *install TDI Recall Proof of Completion label and install Supplemental Vehicle Emissions Control Information Label; complete TDI IN-FORM Validation Tool requirements; top off AdBlue tank.

Labor operations:

2360 25 99 90 T.U.

Quantity	Part Number	Description
Up to 11.00	G 052910A2	AdBlue (one bottle = 0.5 gallon/ 1.89 Liter)

Labels are sent free of charge. They cannot be charged to this campaign.

– LOANER/RENTAL MUST BE CLAIMED ON A SEPARATE LINE –

DO NOT PUT ON CAMPAIGN CLAIM

LOANER/RENTAL

Claim Type: A1A

Service #: CU01

Damage Code: 0010

Removed Part : MOB

Outside LO Number : CU010000

DO NOT PUT LOANER/RENTAL ON CAMPAIGN CLAIM

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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 Description	Part Number
Up to 19.5L	AdBlue	Any, as required

IMPORTANT!
AdBlue Ordering Information

- Any AdBlue part number in any quantity/volume is acceptable for use.
- For claiming purposes, for every 0.5 gallons of AdBlue used, one unit of G 052910A2 should be entered onto the SAGA claim regardless of which AdBlue part number was used.

Required Labels

Quantity	Part Description	Part Number	Vehicle
1	TDI Proof of Completion Label	7P0 010 023 A	MY 2015 and 2016 Touareg
--AND--			
1	VECI Label	059 010 533 BF	MY 2015 Touareg
--OR--			
1	VECI Label	059 010 533 BG	MY 2016 Touareg

IMPORTANT!
Maintaining Your TDI Campaign Label Supply

- **SAGA claims count! Warranty Administrators should enter TDI claims promptly to ensure labels can be allocated to support future repairs.**
- **TDI Labels are allocated daily, free of charge, based on the count of TDI claims entered in SAGA.**
- **TDI labels cannot be ordered through the Compliance Label Ordering Portal. If you have questions, please email labelrequest@vw.com.**

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Required Tools

VAS6150X - Diagnostic Tester (or equivalent)

VAS6154 - Vehicle Communication Interface (or equivalent)

GRX3000VAS – Battery Tester/Charger (or equivalent)

- 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. Look for the image below to indicate labor operations, parts, or labeling that requires IN-FORM tool image documentation.

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Emissions Modification Instruction

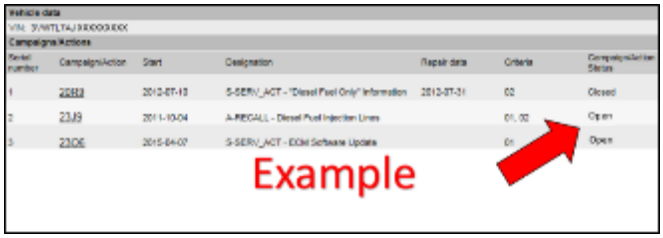
Section A - Check for Previous Repair

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

TIP

On the date of repair, 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.



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

Proceed to Section B

Section B – Check for Service Initiation

NOTE

RISK of Non-payment!

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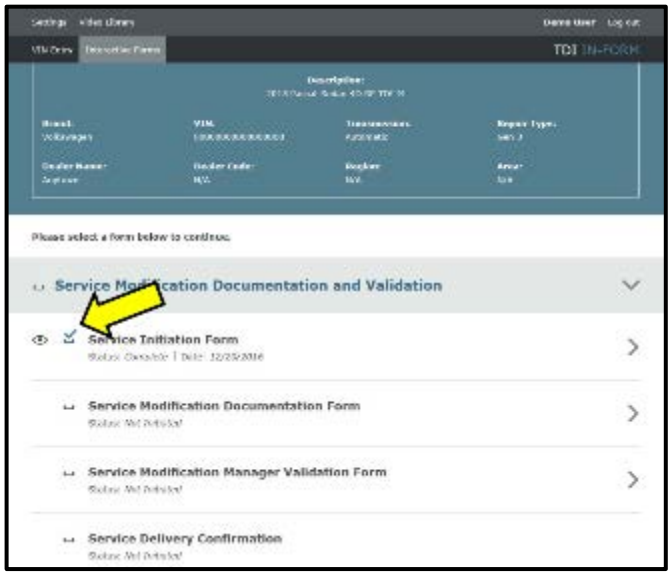

NOTE

RISK of Non-payment!

Ensure that the "check mark" <arrow> is present prior to beginning any repair.

- Check the Service Initiation Form for the presence of the "check mark" <arrow>.
  - If "check mark" <arrow> is NOT present, DO NOT proceed with any repair.
  - 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.

Proceed to Section C

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

- Perform a visual inspection of the intake, exhaust, and emissions systems.
  - If the visual inspection of the intake, exhaust, or emissions equipment reveals damage or concerns, **STOP**, create a VTA ticket and contact the Volkswagen Technicians Helpline.
  - If the visual inspection of the intake, exhaust, or emissions equipment reveals no damage or concerns, continue the work procedure.

- Check for vehicle modifications from original equipment.
  - If vehicle modifications from original equipment related to emissions components <u>are</u> found, **STOP**, create a VTA ticket and contact the Volkswagen Technicians Helpline.
  - If vehicle modifications from original equipment related to emissions components are <u>not</u> found, continue the work procedure.

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

TIP

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

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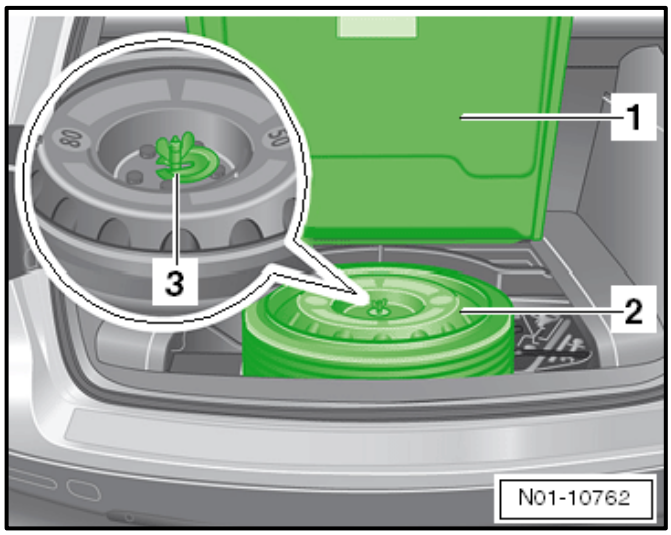
NOTE

RISK of Non-payment!

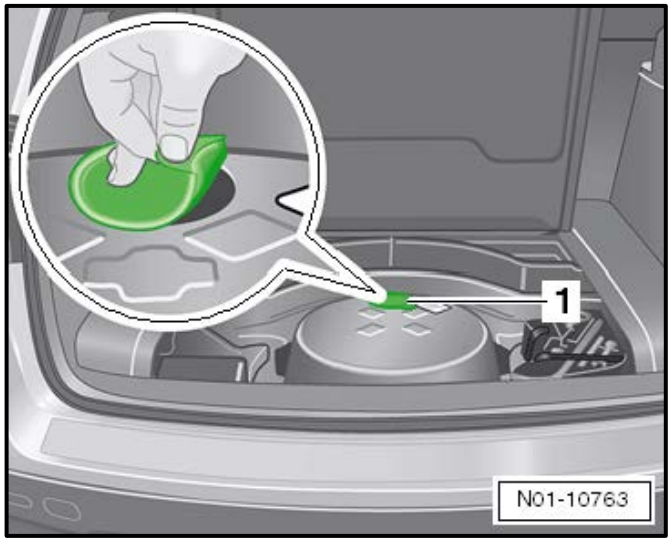
The purpose for this step is to document vehicle condition prior to initiation of this action and does not authorize the repair of any pre-existing conditions.

Proceed to Section D

Section D – Refill AdBlue



- Lift the rear compartment carpet <1> and slide it back.
- If equipped remove the spare tire <2> by removing the wing nut <3>.
- If equipped remove the foam piece <3>.



WARNING

- Protect the hands when prying the plug out of the tank filler neck.
- Sharp-edged body components could cause injury.

- Remove the plug from the AdBlue tank filler neck <1>.

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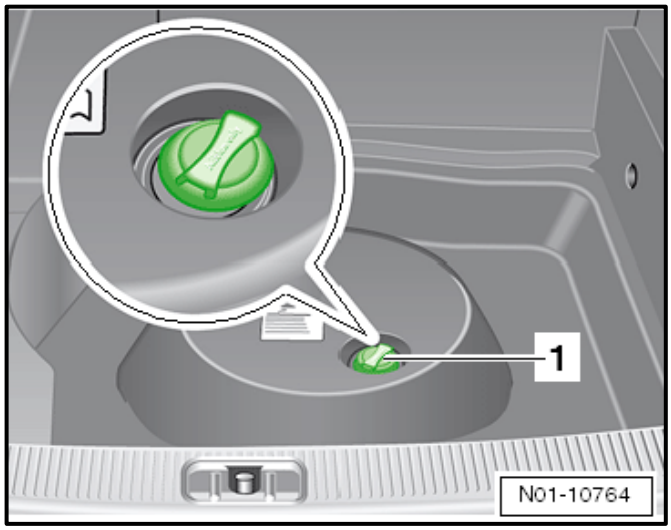

- Open the AdBlue filler cap <1> and fill the tank.

Part Number	Description	Quantity
G 052 910 A2	AdBlue	Up to 19.5L

Proceed to Section E

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Section E – Software Update Procedure

NOTE

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

- ✓ **The ODIS software is completely up to date.**
  - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.
- ✓ **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 or WiFi transmitter head, it MUST be connected to the tester with a USB cable.**

NOTE

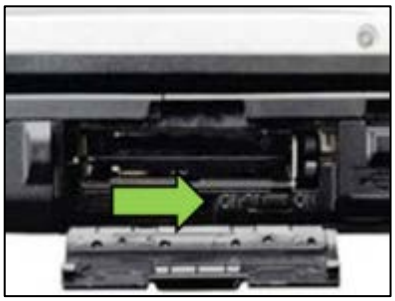
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- 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)

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⚠ 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

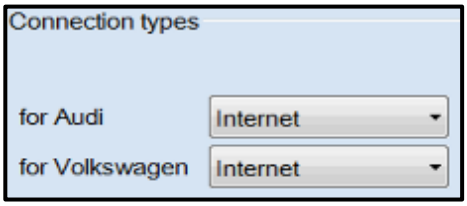
To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions.*

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.

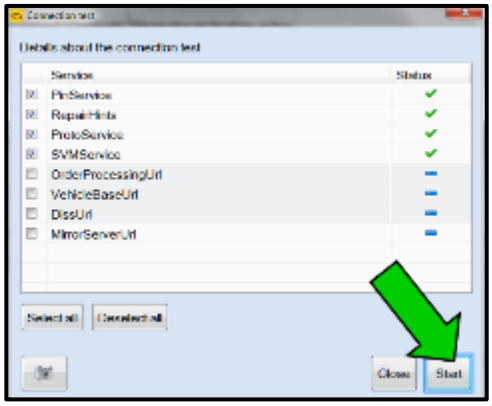
Things to check before starting Software Version Management (SVM):

✓ **Check and confirm that you have a LAN connection <arrow>.**

✓ **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.**



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- Open the hood.
- Open the battery jump point cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery jump point and ground jump point.
- 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.

NOTE

STOP!

All TDI flashes **MUST** be completed during a single, standalone ODIS Diagnostic Session. You **MUST** fully complete this campaign and send all GFF Paperless logs before beginning any other campaigns or operations. You **MUST** also conclude any other campaigns or operations that have been started and end the corresponding diagnostic session and send all GFF Paperless logs before beginning this operation. Failure to independently separate the ODIS diagnostic session for this campaign will cause problems updating the FAZIT server in Germany and will delay if not negate the payment of the emissions modification.

IMPORTANT!

If there are any ODIS "Hot-Fix" patches installed, they **MUST** be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the flash process.

- At this time, refer to the "Alerts" section of ServiceNet <arrow> to verify that the most recent version of ODIS Software is loaded to the VAS6150X Diagnostic Tester (or equivalent). Failure to flash the vehicle using the most recent version of ODIS Diagnostic Software will cause faults in certain features of the flash operation.
- Failure to validate the ODIS Diagnostic version before flashing the vehicle may result in flash failure, and may delay if not negate the payment of the emissions modification.

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- 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>.

NOTE

KESSY Vehicles!

It is **REQUIRED** to insert the key into the reader coil <arrow>, or place the key in the closest proximity possible to the reader coil throughout the flash process.

NOTE

Before, during, and after the flash process and control module interrogation phases, any number of instrument cluster warning indicators (glow plug, check engine, brake, ABS, etc) may illuminate, flash, or otherwise turn on and off. It is also possible that other interior or exterior components such as radio/infotainment system, lamps, etc. may turn on and off. These items are normal during this process. The illumination of instrument cluster lamps (etc) will cease once the ODIS session has ended and the ODIS diagnostic tool is disconnected from the data port.

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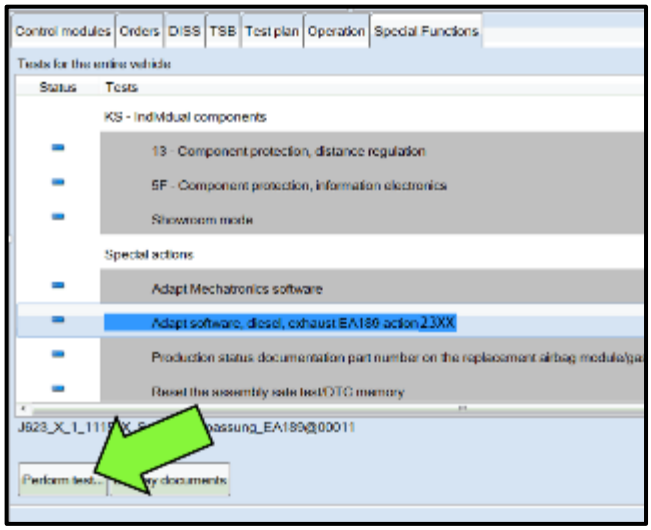


NOTE

RISK of Scan Tool Damage!

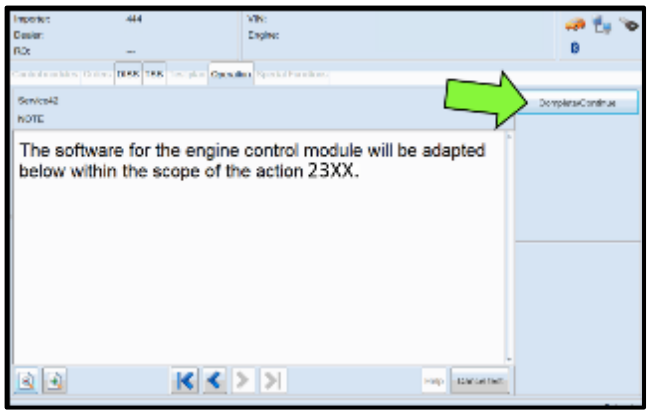
Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.

- Once the GFF scan is complete, select "Special functions".
- Select the test plan **"Adapt software, diesel, exhaust EA189 action 23XX"** <as shown>.
- Select "Perform test" <arrow>.

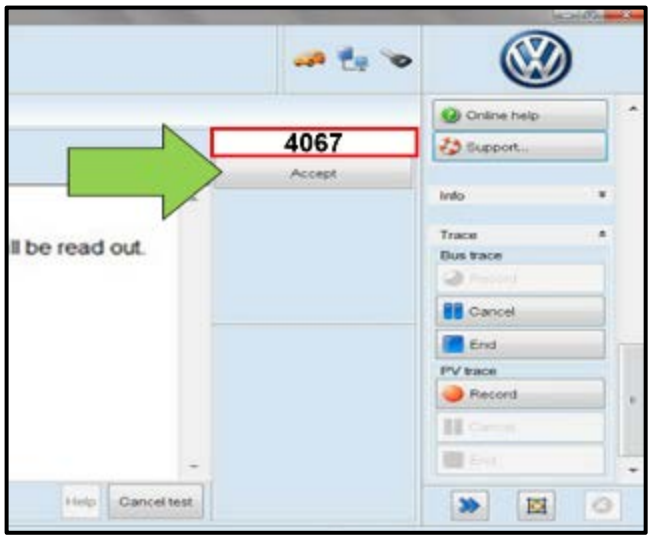
NOTE

RISK of Improper Repair!

- **DO NOT SELECT** the normal test plan for "Adapting Software".
- **ONLY SELECT** the test plan **"Adapt software, diesel, exhaust EA189 action 23XX"** to perform this repair.



- Select "Complete/Continue" <arrow> after the control module adaptation, action 23XX note appears.



NOTE

Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code
4067

- Select "Accept" <arrow>.

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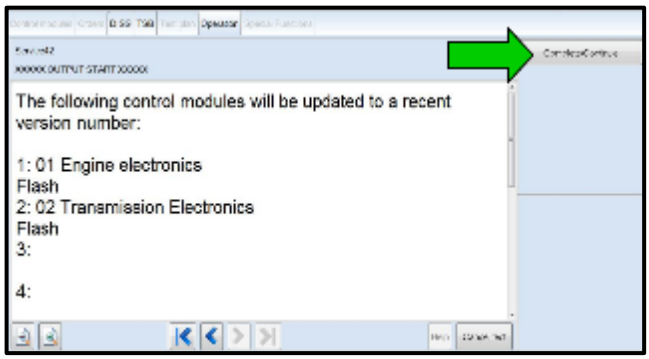
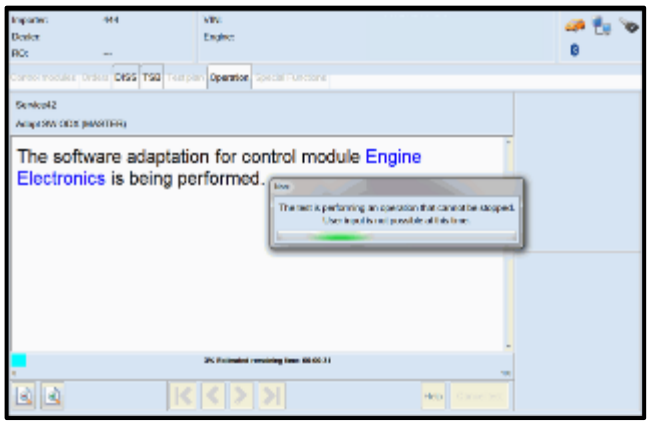
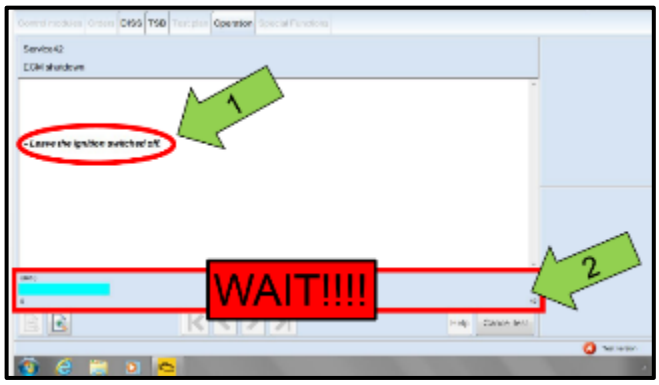


- Select “Complete/Continue” <arrow> to begin the software update process.

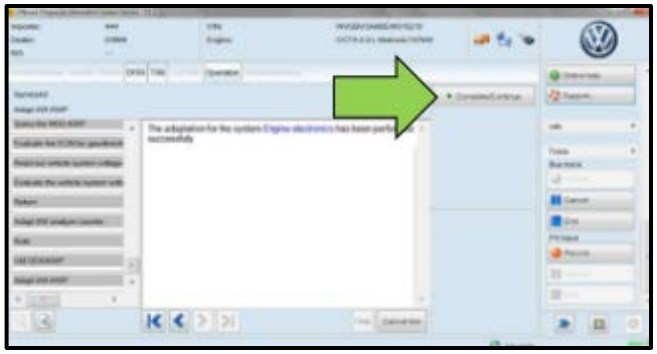


- Observe flash process and follow any on-screen prompts to complete the test plan.



NOTE

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off MAY damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.



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

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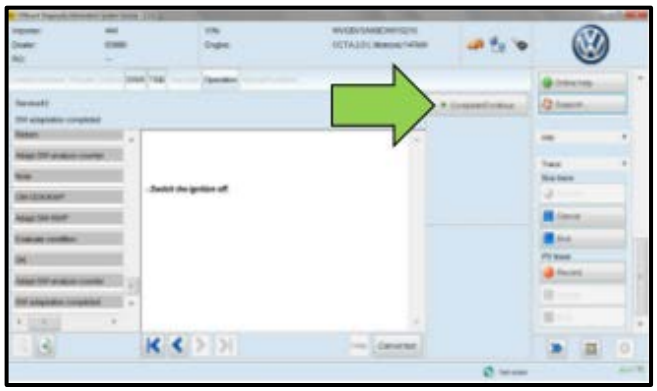
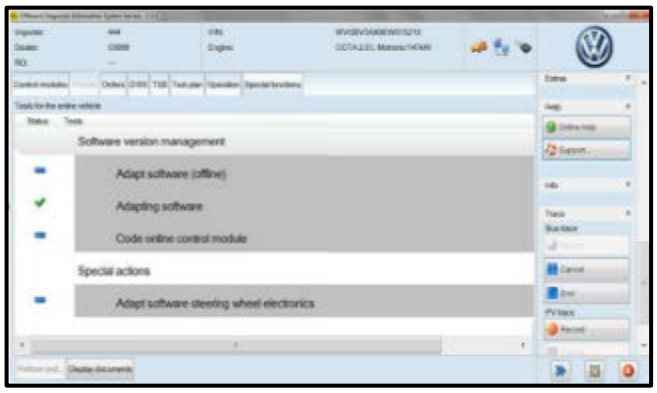


- Switch the ignition off, then select “Complete/Continue” <arrow>.

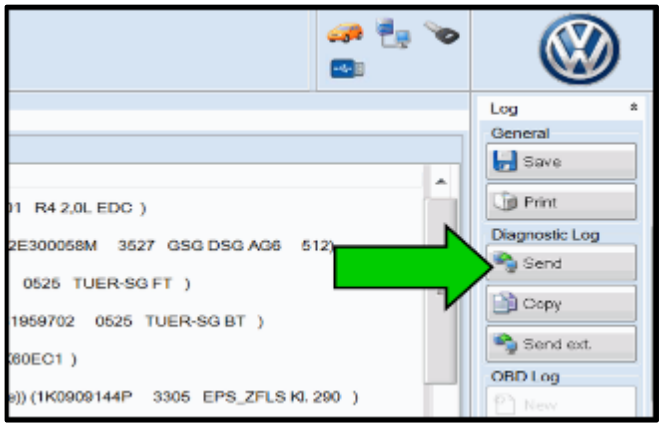


- The green check mark indicates the test plan was successfully carried out.

NOTE

In the event of a Flash Malfunction!

In the event of a flash error or malfunction, **STOP**. **DO NOT** exit the scan tool, attempt the flash again, or continue further in the test plan. Create a VTA ticket and allow the VW Technicians Helpline to provide direction with flash failures.



- 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.

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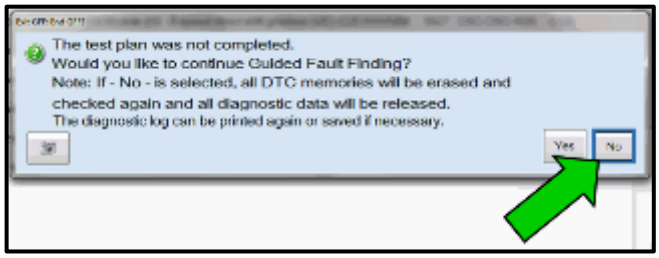

TIP

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

Proceed to Section F

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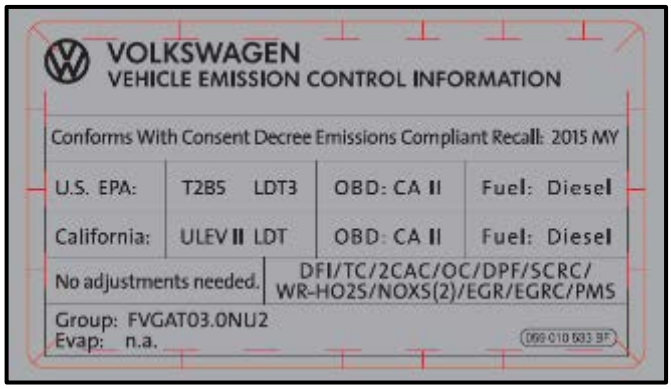
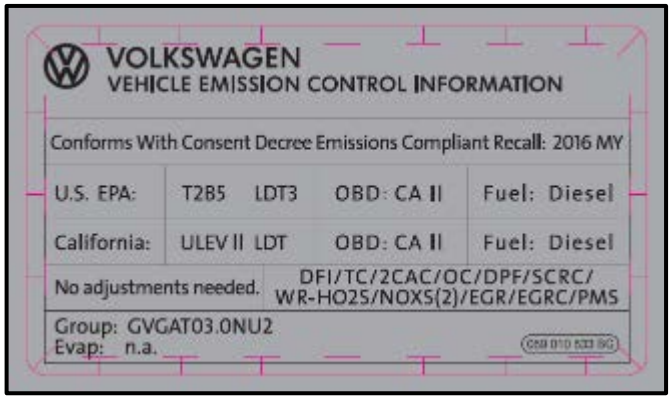
Section F – Supplemental Vehicle Emissions Control Information Label





Install Supplemental Vehicle Emissions Control Information 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).
- Label must be installed in location 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 (VECI) label according to the chart below on the underside of the hood or onto the core support. The Supplemental Vehicle Emissions Control Information (VECI) label and TDI Recall Proof of Completion label should be placed next to each other so that a single photograph can capture both labels.

Model Year	Part number
MY 2015	**059 010 533 BF**
MY 2016	**059 010 533 BG**

NOTE

DO NOT Cover ANY existing labels!

Proceed to Section G

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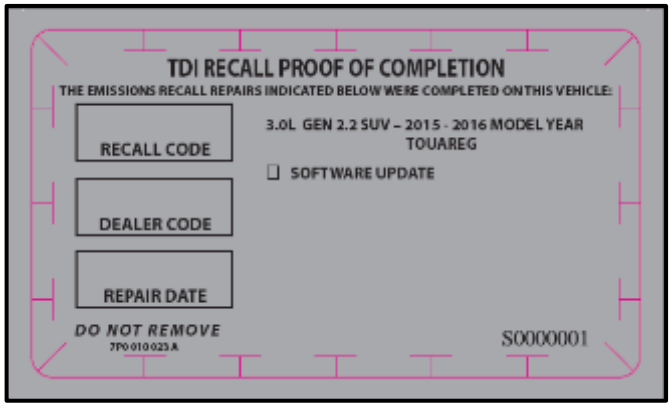
Section G – TDI Emissions Modification – Proof of Completion Label



Install TDI Emissions Modification Proof of 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.

- Clean the surface where the Vehicle Emission Control Information Label where the TDI Recall Proof of Completion label is to be installed.
- Fill out completely the Recall Code, Dealer Code, and Repair Date.
- Affix the TDI Recall Proof of Completion label and verify that the correct part number is being installed according to chart below onto the underside of the hood or onto the core support. The TDI Recall Proof of Completion label and Supplemental Vehicle Emissions Control Information (VECI) label should be placed next to each other so that a single photograph can capture both labels.

Vehicle	Label part number
MY 2015 - 2016	**7P0 010 023 A**

NOTE

DO NOT Cover ANY existing labels!

- Apply clear overlay (provided)
- Close the hood

Proceed to Section H

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Section H – Service Modification Documentation Requirements

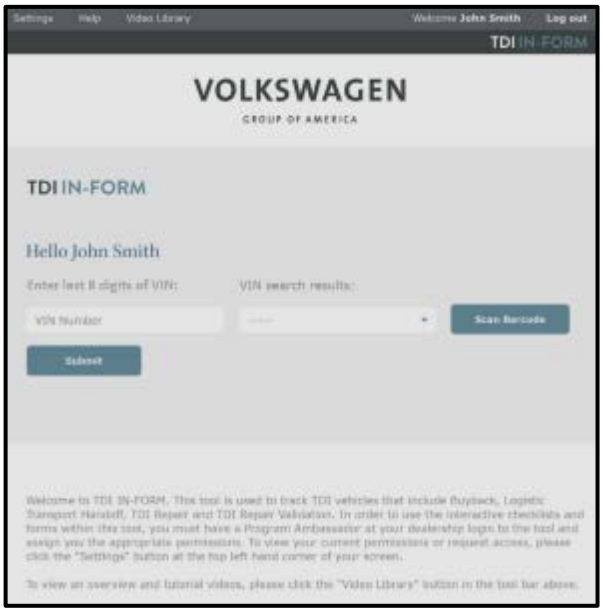
Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Dealer Representative/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>



- Enter the VIN for the vehicle that requires documentation.

TIP

The VIN can be manually typed in or using an iPad or iPhone running i0S 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.

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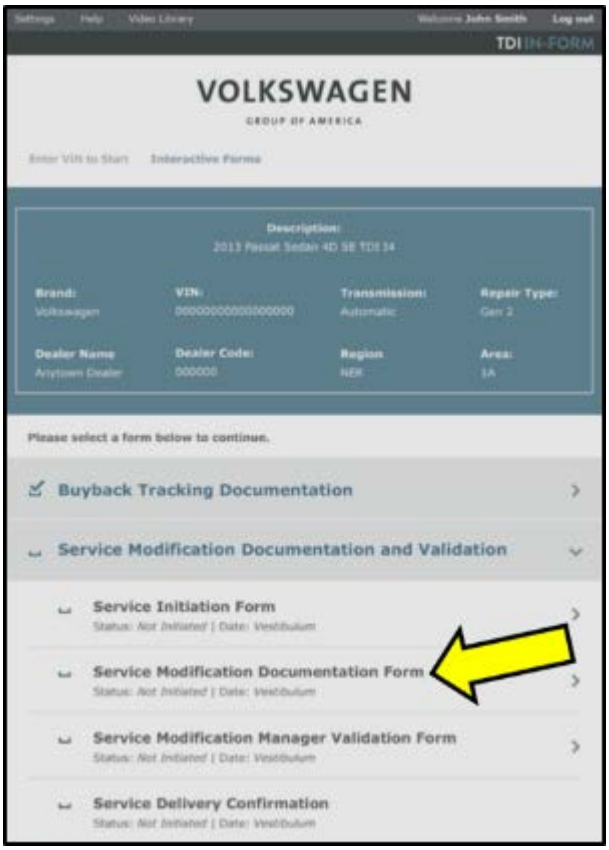
TIP

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>.



- 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 Complete

Proceed to Section I for California Only

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Section I – 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.

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.*

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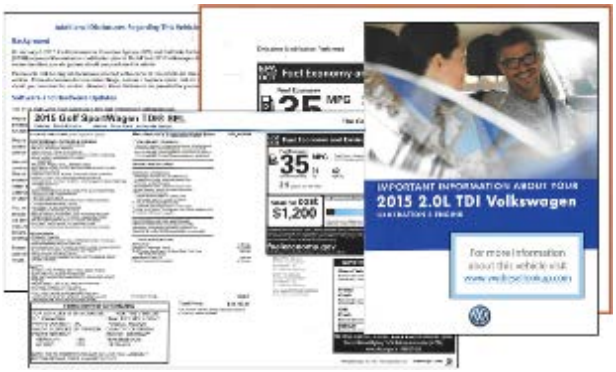
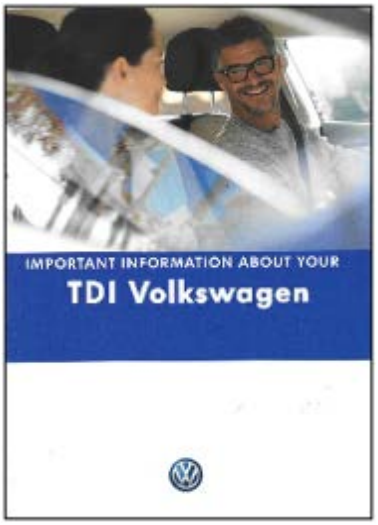
Appendix A – Requirements for Vehicles within "New" Vehicle Inventory



NOTE

Vehicle Sales REQUIREMENTS!

Additional ***REQUIRED*** steps are necessary for NEW vehicles prior to sale.



- Open glove box and insert the appropriate Vehicle Information Packet that corresponds to the vehicle model.

TIP

Resale information packets and labels are VIN and Model specific. Be certain that you obtain the appropriate information required for the vehicle you are working on from the Sales Department, Service Manager, General Manager, or other authorized dealer personnel.

- Insert the appropriate Owner's Manual Supplement into the Owner's Manual that corresponds to the vehicle model.

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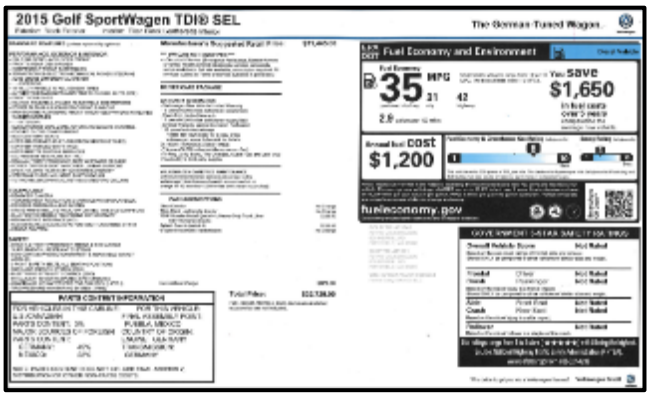


- Remove original Monroney Label and discard.
- Install new Monroney Label that corresponds to the vehicle VIN on the rear passenger side window.

TIP

Monroney Labels are VIN-specific. Obtain new label as required from Sales Department, Service Manager, General Manager, or other authorized dealer personnel.

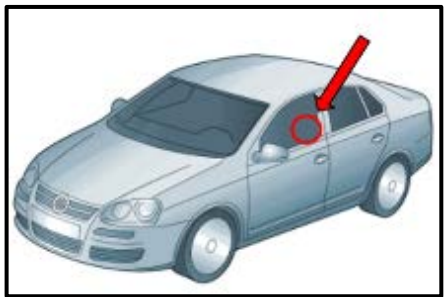
- Install new Fuel Economy Label <example pictured left> to the right of the new Monroney Label. If necessary, use the passenger front window <examples pictured below>.

TIP

Fuel Economy Labels are VIN-specific. Obtain new label as required from Sales department, Service Manager, General Manager, or other authorized dealer personnel.

- See Examples of properly installed labels:

- Install Monroney and fuel economy labels as shown:



- Place the “more information” permanent window sticker <pictured left> on the front driver-side window in the lower right corner of the window <arrow>. Install the sticker from the inside of the window.
    - Affix the “more information” sticker to the front driver-side window as necessary either above, beside, or under any other required State and/or Local Labels (example, California Prop 65).

TIP

“More information” permanent window stickers can be obtained from the Sales Department, Service Manager, General Manager, or other authorized dealer personnel.

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Appendix B – Warnings and Safety Precautions

⚠ WARNING

- Danger of eye injury, wear protective eyewear.

⚠ WARNING

Note the following when working on the whole exhaust system:

- Wear gloves (for example rubber gloves, not cloth gloves) and protective eyewear to prevent any harmful contact with the skin and eyes - risk of injury.

⚠ WARNING

The reducing agent can cause skin irritation.

- To prevent large amounts of reducing agent from leaking out when opening the metering line, wait for the recirculation process to be completed.
- Avoid contact with skin and eyes! Wear protective gloves!
- If reducing agent should get on your skin, wash it off immediately with soap and water.
- If reducing agent gets in your eye, rinse the eye for several minutes with water.
- Never inhale or swallow the reducing agent!
- Should you swallow any reducing agent, rinse your mouth, drink plenty of water and contact a doctor immediately.

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