



Volkswagen

Service Information

Support

Number: VSS-17-12

**Subject: TDI Monitoring Program - "Campaigns 23U3"
2.0L Emissions Modification – Gen I**

Date: Sept 27, 2017

Dealers: U.S., Puerto Rico

Supersedes VSS-17-08 to remove reporting for Gen II and Gen III - Phase 1

Volkswagen of America is requesting your cooperation in supplying us with technical information related to the repair process for vehicles on which the TDI Generation I, II, and III 2.0L emissions modification is being performed **"Campaigns 23U3"**. Volkswagen will use this information to ensure prompt analysis and resolution of any emerging concerns.

If you experience any issues while performing **"Campaign 23U3"**, replacing any component related to this action or after the software update for the TDI Generation I, II, III 2.0L Emissions Modification, follow the process below to open a Volkswagen Technical Assistance ticket.

Program Highlights: Dealership technicians create a VTA using Elsa and select concern group **"Campaign-TDI Emissions Concerns"**.

- Call the Volkswagen Technician Helpline with your Volkswagen Technical Assistance access code: **1-800-678-2389**.
- Select the option: prompt 1 to enter the access code given from Elsa.
- The technician must perform a preliminary diagnosis on each concern/issue and obtain a Volkswagen Technical Assistance (VTA) access code before contacting the Volkswagen Technician Helpline.
- The technician must provide complete repair information in the VTA system prior to closing a VTA case.

Note: A VTA ticket is not required to perform the software update. A VTA ticket is required if the MIL is on prior to the AEM update, any issue with performing the update or customer concerns after the update.

Issues related to ODIS should be directed to the ODIS Diagnostic Support Group at 888.896.1298, along with a feedback via the ODIS tool (Ref. Document VOS-15-03 for ODIS feedback set-up instructions). ODIS issues will still be reviewed as part of the TDI Monitoring Program.

This TDI monitoring program for 2.0L Emissions Modification will continue until an end date is communicated to dealers.



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