



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Recall 20BB / Evaporative Emission Control System (EVAP) Purge Valve

This notice is for:

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|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: October 22, 2018

Issue: Due to a parts catalog error, the Evaporative Emission Control System (EVAP) purge valve was replaced during service as a single part instead of being replaced as a valve and hose assembly. This can result in improper valve sealing at the hose, and can lead to evaporative leaks that may cause the malfunction indicator light (MIL) to illuminate. If the MIL is on, the vehicle will not pass an emissions inspection.

Under certain conditions this issue may have impact on evaporative emissions but does not impact tailpipe emissions beyond the prescribed emissions standards.

- Repair:**
- REPAIR AVAILABLE – October 23, 2018
 - Repair instructions available in ELSA/ServiceNet
 - Install a new EVAP purge valve & hose assembly
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the small number of affected vehicles, parts will not be allocated prior to launch. If you need parts to support this recall repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with the VIN to order.

- Notes:**
- Vehicles: Certain 2018 MY Volkswagen Atlas
 - Schedule owner repairs immediately
 - Owner mailing – October 2018

Requirements for Emissions Campaigns Having Customer Notification (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).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.