



## VOLKSWAGEN DEALER COMMUNICATION

### Repair Available – Emissions Recall 26L3 / Catalytic Converter Support Bracket

**This notice is for:**

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

**Date:** October 15, 2018

**Issue:** In certain vehicles, the cylinders 4-6 catalytic converter support bracket weld may crack. If this happens, the resulting vibration increase on the exhaust system can cause the catalytic converter flange to break and illuminate the malfunction indicator light (MIL) in the instrument panel. A vehicle with a MIL on will not pass an emissions inspection.

**Repair:**

- REPAIR AVAILABLE – October 16, 2018
- Repair instructions available in ELSA/ServiceNet
- Install a support bracket onto the affected catalytic converter. Once this emissions recall repair has been completed, Volkswagen will provide a warranty extension for the catalytic converter support bracket as described in Warranty Bulletin VWP-18-10 (USA) / Warranty Service Circular CVWP-18-26 (Canada).
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to [upperorderlimits@vw.com](mailto:upperorderlimits@vw.com) to have additional parts released.

**Notes:**

- Vehicles: Certain 2013-2014 MY Volkswagen Touareg with 3.6L V6 gasoline engine
- 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.*