



Emissions Recall

Code: 01C7

Subject	Vehicle Emissions Control Information (VECI) Label
Release Date	August 14, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Atlas <i>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 <u>only</u> valid campaign inquiry & verification source.</i> ✓ 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	An incorrect Vehicle Emissions Control Information (VECI) label was installed during vehicle production. This makes the label non-compliant with regulatory requirements. This issue does not impact vehicle tailpipe emissions.
Corrective Action	Install correct VECI label.
Parts Information	A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order.
Code Visibility	On or about August 14, 2018 affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about August 14, 2018, this campaign code will show open on affected vehicles in Elsa. On or about August 14, 2018, 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 in August 2018. Owner letter examples are included in this bulletin for your reference.
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 EMISCAVWU). Order certificates online via the Compliance Label Ordering portal at www.vwclub.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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers. Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	01C7								
Damage Code	0099								
Parts Vendor Code	WWO								
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90								
Causal Indicator	Mark labor as causal								
Vehicle Wash/Loaner	Do not claim wash/loaner under this action								
Criteria I.D.	01								
	Install Vehicle Emissions Control Information Label Labor operation: 0102 23 99 10 T.U. OUTSIDE MATERIAL <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>1.00</td><td>03H010005PRVU</td><td>Vehicle Emissions Control Information Label</td><td>\$25.00</td></tr></tbody></table>	Quantity	Part Number	Description	Amount	1.00	03H010005PRVU	Vehicle Emissions Control Information Label	\$25.00
Quantity	Part Number	Description	Amount						
1.00	03H010005PRVU	Vehicle Emissions Control Information Label	\$25.00						

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 01C7 – Vehicle Emissions Control Information (VECI) Label
Certain 2018 Model Year Volkswagen Atlas**

Dear Volkswagen Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on certain 2018 model year Volkswagen Atlas. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	An incorrect Vehicle Emissions Control Information (VECI) label was installed during vehicle production. This makes the label non-compliant with regulatory requirements. This issue does not impact vehicle tailpipe emissions.
What will we do?	Your authorized Volkswagen dealer will install a correct VECI label onto your vehicle. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
What should you do?	Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer .
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Important information for California Vehicle Owners – <u>California Regulations</u>	California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, please make sure that this campaign is completed prior to the renewal of your vehicle registration , and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 01C7 – Vehicle Emissions Control Information (VECI) Label
Certain 2018 Model Year Volkswagen Atlas**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2018 model year Volkswagen Atlas. Our records show that you are the owner of a vehicle affected by this action.

- | | |
|---|---|
| What is the issue? | An incorrect Vehicle Emissions Control Information (VECI) label was installed during vehicle production. This makes the label non-compliant with regulatory requirements. This issue does not impact vehicle tailpipe emissions. |
| What will we do? | Your authorized Volkswagen dealer will install a correct VECI label onto your vehicle. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. |
| What should you do? | In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. On or about August 14, 2018 the necessary repair instructions and parts will be available to your authorized Volkswagen dealer. |
| Lease vehicles and address changes | If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records. |
| Can we assist you further? | If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca . |

We apologize for any inconvenience this matter may cause.

Sincerely,

Volkswagen Customer Protection

Repair Overview



- Install new Vehicle Emissions Control Information (VECI) Label over the existing label.
- Old label shown.

Required Parts

Criteria	Quantity	Part Number	Part Description
01	1	03H.010.005.P	Vehicle Emissions Control Information Label

- When placing label order ensure that the part number with suffix "RVU" is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on vwhub.com.

Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

EXAMPLE

- 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.

Proceed to Section B

Section B – Repair Procedure

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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Open the hood.
- Locate the Vehicle Emissions Control Information (VECI) label.
- Clean the surface of the existing label.

NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label.
 - The replacement label MUST cover the existing label completely.
 - Handle the replacement label carefully. Do not touch the adhesive backing.
- Peel the replacement label off the backing paper.
 - Affix the replacement label over the existing label.

Part Number	Part Description
03H.010.005.P	Vehicle Emissions Control Information Label

- Ensure minimal air bubbles are created when installing the new label.

Proceed to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D.

Section D – 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.