



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 26K2 – Reductive Agent Heating Element (AdBlue Heater)

This notice is for:	✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
	✓ General Manager	✓ Parts Manager	✓ Technicians
	✓ Sales Managers	✓ Service Consultant	

Date: July 26, 2018

Issue: The reductive agent fluid (AdBlue) could contaminate the temperature sensor, causing the Malfunction Indicator Light (MIL) to come on. Additionally, high heat levels can cause the AdBlue fluid to react with the heating fins, causing a variation in internal resistance and the MIL to come on. If the MIL is on, the vehicle will not pass an emissions inspection.

Repair:

- REPAIR AVAILABLE – July 27, 2018
- Repair instructions available in ELSA/ServiceNet
- Replace the reductive agent heating element (AdBlue heater).
- 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 to have additional parts released.

Notes:

- Vehicles: 2009-2016 MY Volkswagen Touareg with TDI (Diesel) Engine
- Schedule owner repairs immediately
- Owner mailing – July 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 EMISCAVWU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal.

Please note: This action is fully independent of the approved diesel modification recall on TDI vehicles. For owner convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification. Owners do not need to receive the diesel modification in order to receive this repair.

-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.