



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 24DR / ECM Software

This notice is for:

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

Date: September 13, 2018

Issue: Current ECM software may cause unintended system faults. If present, these faults could lead to illumination of the malfunction indicator light (MIL). If the MIL is on, the vehicle will not pass an emissions inspection.

- Repair:**
- REPAIR AVAILABLE – September 14, 2018
 - Repair instructions available in ELSA/ServiceNet
 - Update ECM Software
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed; software update only.

Notes: Affected Vehicles:

U.S.A.: 2013-2017 MY Beetle Convertible, Beetle, Jetta and 2014-2017 MY Passat

CANADA: 2013-2017 MY Beetle & Jetta and 2014-2017 MY Beetle Convertible & Passat

- Schedule owner repairs immediately
- Owner mailing – September 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.