

VWoA Compliance

From: Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>
Sent: Friday, September 07, 2018 12:07 PM
To: VWoA Compliance
Subject: Important TDI Announcement: Temporary Pause of Generation 2 2.0 Liter Customer Modifications



September 7, 2018

TO: All Dealer Principals, General Managers, Service Managers

RE: Important TDI Announcement: Temporary Pause of Generation 2 2.0 Liter Customer Modifications

Dear Dealer Partners,

Please be advised that we are temporarily pausing modifications of Generation 2 (Model Year 2012-2014 Passat) vehicles. An issue has been identified that may cause the vehicle to enter an "inducement" mode that may render the vehicle temporarily undriveable. This issue may be triggered as a result of prolonged high-speed driving (typically over 80 miles per hour for 15 minutes or longer).

We have identified a technical remedy for this issue and are actively working with regulators to implement as a field fix in as short a time as possible.

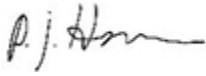
We will continue to review and approve any modifications that were initiated on or before the day of this notice to ensure timely warranty approval, but no new modifications should take place until further notice.

We will shortly be sending a notification to customers that have elected an AEM for these specific vehicles to ensure that they are aware of this development. If any customer presents a vehicle for modification at your store

during this timeframe, please reassure them that we anticipate this to be a temporary pause, and that we expect to resume modifications imminently.

Thank you again for your continued support as we near the end of the 2.0L Consumer Claims Program.

Sincerely,

A handwritten signature in black ink, appearing to read "P. J. Hannon". The signature is fluid and cursive, with a long horizontal stroke at the end.

Patrick Hannon
Vice President, TDI Settlement Program
Volkswagen Group of America, Inc.