



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 23Z3
2012-2014 Model Year Volkswagen Passat 2.0L TDI Vehicles

Dear Volkswagen Owner,

You should have recently received a notice identifying a problem with the Approved Emissions Modification (AEM) that was previously approved for your vehicle. This notice is to inform you that we have identified a solution to this problem (an "AEM Correction").

What is the issue?

We determined that 2012-2014 model year Volkswagen Passat 2.0L TDIs that received the AEM inject an inadequate amount of Diesel Exhaust Fluid (DEF) under certain conditions.

- This issue may occur after driving at high speeds (typically over 80 miles per hour) for 15 minutes or longer.
- This 15 minute period need not be continuous and may accumulate over multiple consecutive trips.
- This issue causes a Malfunction Indicator Light (MIL) (the dashboard warning lights) to illuminate.
- If a vehicle that has received the AEM continues to be driven with this MIL illuminated, the vehicle may enter into a 200 mile countdown until it will not restart.

What will we do?

We developed a software calibration update to correct this issue.

- This software change does not change any vehicle attributes, such as fuel economy or DEF consumption, and the software update does not affect your vehicle's warranty.
- The software calibration update will be available free of charge.
- The update will take less than one hour to complete and will not impact the drivability or other features of your vehicle.
- 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?

If you already received an AEM, you have two options:

- **Option 1:** At your convenience, you may contact your nearest authorized Volkswagen dealer and arrange for an appointment to receive the software upgrade at no cost to you.
- **Option 2:** When you visit your Volkswagen service department for any reason, including a MIL caused by this issue, the dealer can update the software with your approval.

Additionally, If you chose to receive an AEM, but have not yet received it, please contact your nearest authorized Volkswagen dealer for an appointment. The dealer will provide the AEM and an AEM Correction during the same appointment.

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 you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact>.

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; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Group of America, Inc.