



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 26K4 – Reductive Agent Heating Element (AdBlue Heater)

This notice is for:	✓ Dealer Principal ✓ General Manager ✓ Sales Managers	✓ Service Manager ✓ Parts Manager ✓ Service Consultant	✓ Warranty Administrator ✓ Technicians
Date:	July 17, 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:	<ul style="list-style-type: none">REPAIR AVAILABLE – July 18, 2018Repair instructions available in ELSA/ServiceNetReplace the reductive agent heating element (AdBlue heater).Check daily campaign open inventory report or OMD for affected vehicles in inventoryRepair every affected inventory vehicle <u>before delivery to consumers</u>.		
Parts Department:	Parts were 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:	<ul style="list-style-type: none">Vehicles: 2012-2014 MY Volkswagen Passat with TDI (Diesel) EngineSchedule owner repairs immediatelyOwner 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 EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal.

USA Only - Please note: This action is fully independent of the approved diesel modification recall (campaign code 23U4) 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.

Canada Only

- Please note:** This action is fully independent of the approved diesel modification recall available for automatic transmission MY2012-2014 Passat 2.0L TDI vehicles. For customer convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification for customers with automatic transmission MY2012-2014 Passat 2.0L TDI vehicles.
- Important Information for Manual Transmission MY2012-2014 2.0L TDI Passat Owners and Lessees:**
This service action is a repair to address a hardware durability issue. It does not address the software in these vehicles that reduces the effectiveness of the emissions control system. No emissions recall will be made available in Canada to address the emissions system issues in these manual transmission vehicles. While these vehicles are safe to drive, by continuing to drive them, the emissions control systems will allow NOx emissions to exceed legal limits during typical driving conditions. Owners and lessees of a manual transmission model year 2012-2014 2.0L TDI Passat originally sold or leased in Canada may be eligible to surrender their vehicle for benefits under the Class Action Settlement in Canada for 2.0L Volkswagen TDI Vehicles. Information about the Settlement is available at www.VWCanadaSettlement.ca and by calling the Canadian Settlement Claims Centre at 1-888-670-4773. In the event that such owners or lessees are not eligible to surrender their manual transmission model year 2012-2014 2.0L TDI Passat under the Settlement, VGCA will reach out to them to discuss next steps.

-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.