



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Emissions Service Action 24EF / Engine & Transmission Control Module Software

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

**Date:** November 19, 2019

**Issue:** Engine and/or transmission control module software designed and certified for similar models/model years was used in vehicles affected by this emissions service action. It is undetermined whether there could be an impact to OBD or CO2 emissions. As a precautionary measure, Volkswagen is proactively updating the software calibrations on affected vehicles.

- Repair:**
- REPAIR AVAILABLE – November 20, 2019 – Update engine and/or transmission control module software.
  - Repair instructions available in ELSA/ServiceNet
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Software update only; no parts required

**Notes:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2012	2016	CC	409
USA	2012	2012	EOS	3
USA	2013	2013	GOLF	767
USA	2012	2017	PASSAT	1,417
USA	2012	2015	TIGUAN	6
USA	2012	2012	TOUAREG	1

- Schedule owner repairs immediately
- Owner mailing – November 2019

**U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

**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.