



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Emissions Service Action 21H3 / Exhaust Gas Recirculation (EGR) Filter (Parts Catalog Error)

**This notice is for:**

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

**Date:** November 19, 2019

**Issue:** Due to a parts catalog error, incorrect emissions related component(s) may have been installed on some vehicles during a past service repair visit. Dealers will inspect and, if needed, replace the component(s) as a proactive measure to ensure continued emissions compliance.

- Repair:**
- REPAIR AVAILABLE – November 20, 2019 - Inspect and, if needed, replace the component(s) as a proactive measure to ensure continued emissions compliance.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Parts Control Type: **Free Order**

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2014	2014	BEETLE	2
USA	2013	2014	BEETLE CONVERTIBLE	7
USA	2010	2014	GOLF	24
USA	2009	2014	JETTA	63
USA	2009	2009	JETTA SPORTWAGEN	1
CAN	2010	2013	GOLF	2
CAN	2010	2014	JETTA	12

*\*Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- 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 the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

**Canada:** Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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.

**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.*

**Please note:** This action is fully independent of the approved diesel modification recall 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.

**-END OF MESSAGE-**