



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 26L7 / EGR Cooler (Parts Catalog Error)

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

Date: November 25, 2019

Issue: Due to a parts catalog error, an incorrect exhaust gas recirculation (EGR) cooler may have been installed during a past service repair visit.

- Repair:**
- REPAIR AVAILABLE – November 26, 2019 - Inspect and, if necessary, replace the EGR cooler as a proactive measure to ensure continued emissions compliance.
 - 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: Parts control type: **VIN to Order**

Notes:

| Country | Model Years | Vehicle | Vehicle Count |
|---------|-------------|---------|---------------|
| USA | 2013-2014 | TOUAREG | 71 |
| CAN | 2013-2014 | TOUAREG | 45 |

**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.*

- Schedule owner repairs immediately
- Owner mailing – December 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.

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-

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.