



## VOLKSWAGEN DEALER COMMUNICATION - USA

### Upcoming AEM-C – Emissions Service Action 23AK / 3.0L TDI Engine Gen 2.1 & 2.2 SUV – Approved Emissions Modification Correction (AEM-C)

**This notice is for:**

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

**Date:** December 17, 2019

**Issue:** Volkswagen is releasing a software calibration update to the Approved Emissions Modification (AEM). This software calibration will include the following changes to the vehicles' emissions control and on-board diagnostics (OBD) software: (1) It will correct an issue that is causing the "check engine" light to falsely illuminate under certain driving conditions, which has resulted in replacement of the diesel oxidation catalyst (DOC) for certain customers; (2) It will reduce the likelihood of experiencing an engine shudder that could occur during certain warm-up driving conditions; and (3) It will improve OBD monitoring of vehicle emissions systems and otherwise improve the software used by your vehicle.

**Repair:**

- REPAIR AVAILABLE – January 07, 2020 - Update the engine control module (ECM) software calibration.
- See ELSA/ServiceNet for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.
- This AEM-C MUST explicitly be elected by the customer and be clearly marked on the repair order PRIOR to commencing the update.**
- This AEM-C only applies to vehicles that have received the Approved Emissions Modification (AEM).**
- Dealers MUST provide a copy of the customer letter (found in the campaign circular) to each customer who presents their vehicle for repair under this AEM-C.**
- If a vehicle has not yet received the AEM, this AEM-C does not apply.**

**IMPORTANT!**  
This AEM-C ONLY applies to vehicles that have already received the AEM

**Parts Department:** Software update only; no parts needed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2016	TOUAREG	13,711

*\*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 for on or after January 07, 2020
- Owner mailing – December 2019

**-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.