

VWoA Compliance

From: Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>
Sent: Friday, November 02, 2018 4:12 PM
To: VWoA Compliance
Subject: 2.0L Gen 2 AEM Correction



November 2, 2018

TO: Dealer Principals, General Managers and Service Managers

RE: 2.0L Gen 2 AEM Correction

Dear Volkswagen Dealers,

In early September of this year we paused AEMs for the 2.0L Generation 2 Automatic Transmission vehicles. An issue was identified that may cause the vehicle to enter an "inducement" mode with a 200 mile countdown to a no restart condition which is indicated on the driver cluster. This countdown may suspend if the fault self-heals, but will continue if re-triggered. This issue may occur as a result of prolonged high-speed driving (typically over 80 miles per hour for 15 minutes or longer). In the event that this issue occurs the vehicle will register the P204F fault code.

We have identified a technical remedy for this issue and are actively working with regulators to implement this remedy in as short a time as possible. We are in the final stages of our discussions and are hopeful that we will have an Approved Emissions Modification Correction ("AEM-C") soon to prevent the issue from occurring. Until that point, further modifications on this population of vehicles continue to be paused.

In the coming days, customers will be notified of the issue via first class mail. There are two separate notifications that will be sent.

One letter will be sent to owners of affected vehicles that have already received the previously approved AEM and could experience the "inducement" issue described above. Those customers are advised to avoid driving their

vehicles over 80 miles per hour, and directed to visit a dealership in the event they receive a MIL to have the vehicle evaluated for the P204F fault and if present, to have the fault cleared. There are roughly 10,000 customers who will receive this letter. A copy of that letter is found here.

CUSTOMER LETTERS - 2.0L GEN2 WITH AEM

A separate letter will be sent to individuals who have filed claims through the Settlement process and have elected to receive an AEM, but for whom there is no record of the AEM's being completed. This notification also advises of the issue with the current AEM and explains options that those customers have. This is small population of roughly 500 customers. A copy of that letter is attached here.

CUSTOMER LETTERS - 2.0L GEN2 WITHOUT AEM

After Volkswagen receives approval of an AEM-C, a voluntary emissions recall will be issued for all 2.0L Gen 2 Automatic Transmission vehicles. Dealer instructions and communication to all current owners will be distributed through the normal campaign channels. This AEM-C must explicitly be elected by the customer and remarked on the repair order prior to commencing the re-flash.

We thank you for your continued support in these efforts.

Regards,

TDI Dealer Communications