



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Emissions Service Action 24EN / Software Level Evaluation - Engine and/or Transmission Control Module Software

**This notice is for:**

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

**Date:** March 16, 2020

**Purpose of this Emissions Service Action:** Engine and/or transmission control software designed and certified for a similar model/model year may have been installed in vehicles affected by this action. It is currently unknown if this issue has an impact on vehicle tailpipe emissions.

- Under this action, dealers will perform a test plan that will document the current engine and/or transmission control module software level(s) in the vehicle. Software will NOT be updated at this time.
- Volkswagen will analyze data from these vehicles to determine what (if any) future software update will be needed.
- Owners will be notified at a later date via first-class mail if their vehicle requires updated software. At this time, there is no estimated timeframe as to when updated software (if needed) would be available.

**Service Action Launch:**

- SERVICE ACTION AVAILABLE – March 17, 2020
- Owner mailing – March 2020
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Perform this service action on every affected inventory vehicle before delivery to consumers.

**Parts Department:**

Software level evaluation only; no parts or software update needed.

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2012	2014	CC	115
USA	2012	2014	GTI	5
USA	2012	2016	PASSAT	4
USA	2012	2015	TIGUAN	4
USA	2012	2012	TOUAREG	1

**Notes:** 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.

**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.*