



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Emissions Service Action 24EO / Undisclosed Engine Control Module (ECM) Software

**This notice is for:**

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

**Date:** June 30, 2020

**Issue:** Engine control module software designed and certified for a similar model/model year was used in vehicles affected by this action. It is undetermined whether there could be an impact to OBD or emissions.

- Repair:**
- REPAIR AVAILABLE – July 01, 2020 – Update engine control module (ECM) software.
  - 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:**

Software update only; no parts required

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2013	CC	952

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – July 2020

**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.*