



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 24EZ / ECM Software

This notice is for:

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

Date: September 01, 2020

Issue: This action addresses an emissions system-related Engine-Off calculation error and improves the Oxygen Sensor Aging-Correction Factor. Neither concern has a direct impact to vehicle exhaust or evaporative emissions. However, either condition could affect proper operation of the Malfunction Indicator Lamp (MIL).

- Repair:**
- REPAIR AVAILABLE – September 02, 2020 / Update ECM software
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Software update only; no parts needed.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2018	PASSAT	37,878
CAN	2018	2018	PASSAT	2,614

**Counts reflect overall 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 immediately
 - Owner mailing – September 2020.

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation 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.

-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.