



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 23BZ / ECM Software

- This notice is for:**
- ✓ Dealer Principal
 - ✓ Service Manager
 - ✓ Warranty Administrator
 - ✓ General Manager
 - ✓ Parts Manager
 - ✓ Technicians
 - ✓ Sales Managers
 - ✓ Service Consultant

Date: October 07, 2020

Issue: During routine evaluation testing, it was determined that some software functions required updates.

IMPORTANT!
This Service Action **ONLY** applies to vehicles that have received the AEM

- Dealers **MUST** provide a copy of the attached customer letter to each customer who presents their vehicle for repair.
- This action only applies to vehicles that have received the Approved Emissions Modification (AEM). The AEM must be completed **BEFORE** performing this work. If a vehicle has not received the AEM, this action does not apply.
- This repair **MUST** explicitly be elected by the customer and be clearly marked on the repair order PRIOR to commencing the software update.

- Repair:**
- REPAIR AVAILABLE – October 08, 2020 – Install updated Engine Control Software that will improve On-Board Diagnostic (OBD) monitoring of vehicle emissions systems and otherwise improve the software used by your vehicle. These improvements have no impact to the vehicle's drivability, performance, fuel consumption, or emissions.
 - 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	2009	2010	TOUAREG	2,551
CAN	2009	2010	TOUAREG	1,055

**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 – October 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.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-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.