



VOLKSWAGEN DEALER COMMUNICATION

REVISED – Emissions Recall 24GB / ECM/TCM Software

This notice is for:

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

Date: November 05, 2020

Revision Summary:

On October 29, 2020, the circular for Emissions Recall 24GB was revised to update the vehicle count and provide updated claiming instructions due to additional criteria X4.

Affected Vehicles

Updated counts for this emissions recall are shown below. At this time, the campaign is around 30% complete in both the USA and Canada overall, with approximately 103,000 vehicles already repaired.

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2020	TIGUAN	285,731
CAN	2018	2020	TIGUAN	57,158

**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

Please ensure this information is shared with everyone in your dealership who has campaign-related responsibilities.

-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.