



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 23EP / Engine Control Module (ECM) Software

This notice is for: All Dealer Personnel

Date: October 23, 2023

About this Service Action: Vehicles included in this action have been identified as having received the Diesel Approved Emissions Modification (AEM). Volkswagen dealers will inspect the software level on the vehicle's Engine Control Module (ECM) to ensure that the AEM software level is current. If a software discrepancy is found, the ECM software will be updated free of charge. Please note that the ECM software check will automatically result in a check of the Transmission Control Module (TCM) software level, which would also be updated to the AEM level, if a software discrepancy is found. Only in the event that current software is not found on a vehicle, there could be an impact on vehicle tailpipe emissions.

- Repair:**
- REPAIR AVAILABLE – October 24, 2023 - Inspect and if necessary update engine and/or transmission control module software.
 - See ELSA and the Service References tool in Elsa2Go 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 only, no parts required.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2009	2012	TOUAREG	314
CAN	2009	2012	TOUAREG	50

**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 2023

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 EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at www.vwhub.com.

-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.