



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Emissions Service Action 37U2 / Start/Stop System

**This notice is for:** All Dealer Personnel

**Date:** December 19, 2024

**Issue:** Vehicles included in this action may have been built with incorrect settings in the Transmission Control Module (TCM) which results in the Start / Stop system not working correctly. A disabled Start / Stop system will increase engine idle time while vehicle is stationary, however, the vehicle emissions remain within certified tailpipe standards.

- Repair:**
- REPAIR AVAILABLE – December 20, 2024
  - Set the TCM data container parameters to factory specifications.
  - See ELSA and Service References 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:** No parts needed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	TIGUAN	10,076
CAN	2024	2024	TIGUAN	2,148

*\*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 – December 2024
  - Loaner/rental coverage – see campaign circular

**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 dealer 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.*