Service Information

Support	Number: VSS-17-01

Subject: TDI Monitoring Program - "Campaign 23Q3" **Date: Jan 12, 2017**
2.0L Phase 1 Emissions Modification – Generation 3

Dealers: U.S., Puerto Rico

Volkswagen of America is requesting your cooperation in supplying us with technical information related to the repair process for vehicles on which the TDI Generation 3, 2.0L Phase 1 emissions modification is being performed **"Campaign 23Q3"**. Volkswagen will use this information to ensure prompt analysis and resolution of any emerging concerns.

If you experience any issues while performing **"Campaign 23Q3"**, or after the software update for the TDI Generation 3, 2.0L Phase 1 Emissions Modification, follow the process below to open a Volkswagen Technical Assistance ticket.

Program Highlights: Dealership technicians create a VTA using ElsaWeb and select concern group "Campaign-TDI Emissions Concerns".

- Call the Volkswagen Technician Helpline with your Volkswagen Technical Assistance access code: **1-800-678-2389.**
- Select the option: prompt 1 to enter the access code given from ElsaWeb.
- The technician must perform a preliminary diagnosis on each concern/issue and obtain a Volkswagen Technical Assistance (VTA) access code <u>before contacting</u> the Volkswagen Technician Helpline.
- The technician must provide complete repair information in the VTA system prior to closing a VTA case.

Note: VTA authorization is not required to perform the software update; it is only required if an issue occurs during or after the update (for example, if update fails, SVM will not update control modules, etc.)

Issues related to ODIS should be directed to the ODIS Diagnostic Support Group at 888.896.1298, along with a feedback via the ODIS tool (Ref. Document VOS-15-03 for ODIS feedback set-up instructions). ODIS issues will still be reviewed as part of the TDI Monitoring Program.

This TDI monitoring program for 2.0L Phase 1 Emissions Modification will continue until an end date is Communicated to dealers.