



## **VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY**

Date: May 7, 2015

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Vehicles Added to Emissions Service Action 01A4 – Vehicle Emission Control Information Label  
2015 Model Year Volkswagen e-Golf

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

Volkswagen has added vehicles to Emissions Service Action 01A4 under Criteria 02. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Emissions Service Action</b>	
<b>SAGA CODE</b>		<b>01A4</b> (Number zero, <u>not</u> letter O)	
<b>MARKET(S)</b>		United States Only	
<b>AFFECTED VEHICLES</b>		2015 MY Volkswagen e-Golf	
<b>TOPIC</b>		Vehicle Emission Control Information Label	
<b>PROBLEM DESCRIPTION</b>		During vehicle production, the Vehicle Emission Control Information label was not installed on certain 2015 MY Volkswagen e-Golf vehicles.	
<b>CORRECTIVE ACTION</b>		Install Vehicle Emission Control Information label	
<b>CUSTOMER NOTIFICATION DATE</b>		Criteria 01 vehicles: On or about May 5, 2015. Criteria 02 vehicles: On or about May 12, 2015. Customer notification letter will include one (1) Vehicle Emission Control Information Label	
<b>ELSA VISIBILITY DATE</b>		Criteria 01 vehicles: On or about May 5, 2015. Criteria 02 vehicles: On or about May 7, 2015. Only vehicles that have <u>not</u> been sent a Vehicle Emission Control Information Label via first-class mail will show the 01A4 code open in ELSA.	
<b>OMD Web/VIM VISIBILITY DATE</b>		Criteria 01 vehicles: On or about May 5, 2015. Criteria 02 vehicles: On or about May 7, 2015.	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 1,903</b>	<b>CANADA: 0</b>
	<b>DEALER INVENTORY</b>	<b>USA: 729</b>	<b>CANADA: 0</b>
	<b>CPO INVENTORY</b>	<b>USA: 0</b>	<b>CANADA: 0</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 10 TU	
<b>PARTS INFORMATION</b>		Volkswagen will mail one (1) Vehicle Emission Control Information label to all owners of affected vehicles.  Dealers with affected vehicles in inventory should order labels via the Compliance Label Ordering Portal.  Label part number to order must be: <b>0EA010005RVU</b> .	
<b>EXPIRATION DATE</b>		None	
<b>ADDITIONAL INFORMATION</b>		Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .  <b><u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u></b>  The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. <b>When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU)</b> . Certificates <i>can be ordered at no cost online via the Compliance Label Ordering portal at <a href="http://www.vwvhub.com">www.vwvhub.com</a></i> .	

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.