



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: April 06, 2015

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

Subject: Upcoming Emissions Service Action 2306 – ECM Software
Certain 2010-2014 MY Volkswagen Vehicles Equipped with a 2.0L TDI® Clean Diesel Engine

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Emissions Service Action 2306

We would like to inform you of an upcoming Emissions Service Action. Please refer to the attached Campaign Data Sheet for additional information.

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: Updated Campaign Data Sheet (1)



CAMPAIGN DATA SHEET - Revised January 2015

CAMPAIGN TYPE		Emissions Service Action
SAGA CODE		2306 <i>*Note: SAGA code contains the letter "O", not the number zero</i>
MARKET(S)		United States and Canada
AFFECTED VEHICLES		Certain 2010-2014 MY Volkswagen Vehicles Equipped with a 2.0L TDI® Clean Diesel Engine
TOPIC		ECM Software
PROBLEM DESCRIPTION		The vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.
CORRECTIVE ACTION		Update ECM software
CUSTOMER NOTIFICATION DATE		On or about April 07, 2015
ELSA VISIBILITY DATE		On or about April 07, 2015
VIM VISIBILITY DATE		On or about April 07, 2015
VEHICLE COUNT	TOTAL AFFECTED	USA: 325,963 CANADA: 78,173
	DEALER INVENTORY	USA: 2,048 CANADA: 105
	CPO INVENTORY	USA: 1,147 CANADA: 899
APPROXIMATE REPAIR TIME		Up to 50 TU
SPECIAL TOOLS NEEDED?		SEE WORK PROCEDURE INSTRUCTIONS
PARTS REQUIRED		None – software only
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		<u>Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)</u> 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 at www.vwhub.com .

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.