



## **VOLKSWAGEN DEALERSHIP COMMUNICATION**

Date: October 2012

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

Subject: UPDATE 23K9  
TDI Software (FED\_EMS)  
2011-2012 MY Touareg with 3.0L TDI Engine

<p><b>IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION</b></p> <p><b>UPDATE 23K9</b></p>
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Dear Volkswagen Dealer Principal, Service Manager, and Parts Manager:

We would like to inform you of an upcoming UPDATE. Please refer to the attached UPDATE Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Product Compliance

Attachment: UPDATE Data Sheet (1)



## UPDATE DATA SHEET

<b>SAGA CODE</b>		<b>23K9</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2011-2012 MY Touareg 3.0L TDI
<b>ELSAWEB &amp; VIM VISIBILITY DATE</b>		October 10, 2012
<b>TOPIC</b>		TDI Software Update
<b>PROBLEM DESCRIPTION</b>		<p>Diagnostic strategy of ECM software is too sensitive, causing the MIL to illuminate and the following faults to set in the ECM/EDC memory during system checks:</p> <ul style="list-style-type: none"> <li>• P208C – Reductant Pump “A” Control Circuit Low</li> <li>• P208E – Reductant Injection Valve Stuck Closed Bank 1 Unit 1</li> <li>• P20EE – SCR NOx Catalyst Efficiency Below Threshold Bank 1</li> <li>• P150A – Engine Off Timer Performance</li> </ul>
<b>CORRECTIVE ACTION</b>		Software update
<b>VEHICLE WARRANTY PARAMETER</b>		Federal Emissions Warranty (FED_EMS)
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 7,000 <b>CANADA:</b> Approximately 2,000
	<b>DEALER INVENTORY</b>	<b>USA:</b> Approximately 564 <b>CANADA:</b> Approximately 50
	<b>CPO INVENTORY</b>	<b>USA:</b> Approximately 68 <b>CANADA:</b> Approximately 9
<b>APPROXIMATE REPAIR TIME</b>		Up to 65 TU
<b>SPECIAL TOOLS NEEDED?</b>		No special tools needed; refer to Update bulletin for minimum tool requirements
<b>PARTS REQUIRED</b>		Not applicable; software update
<b>INITIAL PARTS ALLOCATION DATE</b>		Not applicable; software update
<b>ADDITIONAL INFORMATION</b>		<p>Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.</p> <p>Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle <b>UPDATE</b>, <i>not</i> a recall.</p>

**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 ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.