



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Emissions Service Action 24Fi / ECM Software

- This notice is for:**
- ✓ Dealer Principal
 - ✓ Service Manager
 - ✓ Warranty Administrator
 - ✓ General Manager
 - ✓ Parts Manager
 - ✓ Technicians
 - ✓ Sales Managers
 - ✓ Service Consultant

Date: August 02, 2021

About this action: Engine control software updates include improvements to diagnostics and monitoring to improve vehicle serviceability.

- Repair:**
- REPAIR AVAILABLE – August 03, 2021 / Update ECM software
 - See ELSA/ServiceNet 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; software update only.

Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2019	2020	GOLF	9,782
	USA	2019	2019	GOLF SPORTWAGEN	2,742
	USA	2019	2020	JETTA	233,132
	CAN	2019	2020	GOLF	12,517
	CAN	2019	2019	GOLF SPORTWAGEN	574
	CAN	2019	2020	JETTA	39,452

**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 – August 2021

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

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 dealership 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.