



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 23DG / Air Intake Drain Valve

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: September 07, 2021

Issue: If the drain valve in the engine air intake hose becomes clogged with debris, it is possible that water may potentially enter the air intake system and affect the air filter, engine, turbocharger or intercooler in limited instances.

- Repair:**
- REPAIR AVAILABLE – September 07, 2021 / Remove the drain valve from the air intake hose.
 - 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:

There will be no parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2015	2017	TOUAREG	16,087
CAN	2015	2017	TOUAREG	5,346

**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 – September 2021
- Service action expiration date: September 07, 2022

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.

-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.