



Volkswagen Canada  
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December 2017

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY PROVINCE POSTAL CODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Emissions Recall 23V7  
Emissions Compliant Repair for Model Year 2015-2016 Volkswagen Touareg 3.0L TDI**

Dear Volkswagen Owner or Lessee,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. On October 20, 2017, Volkswagen Group received approval from U.S. regulators, including the Environmental Protection Agency (EPA), for an emissions repair to address emissions system issues in Model Year 2015-2016 Volkswagen Touareg 3.0L TDI vehicles. This emissions repair is being offered to the Canadian market free of charge. Our records show that you are the owner or lessee of an affected vehicle.

The purpose of this letter is to inform you of the EPA-approved emissions repair for your vehicle and to provide information on next steps. If you are subject to this recall, it does not prevent you from participating in any class action settlement in Canada for affected 3.0L TDI vehicles if you are eligible.

#### **IMPORTANT INFORMATION**

If a proposed class action settlement is reached and approved in Canada for affected 3.0L TDI vehicles, cash payments will be available to eligible owners and lessees in possession of a Model Year 2015-2016 Volkswagen Touareg who receive the EPA-approved emissions repair.

A proposed settlement would need to be approved by the courts before a settlement program could begin and before a claim could be made for a cash payment.

If you are an owner or lessee in possession of a Model Year 2015-2016 Volkswagen Touareg, you can elect to receive the EPA-approved emissions repair before a settlement program begins without losing any right to a cash payment that may be available to you under a settlement.

**What is the issue?**

U.S. regulators have determined that Volkswagen vehicles equipped with a 3.0L 6-cylinder TDI engine do not comply with prescribed emissions standards in the U.S. that prohibit the use of defeat devices that reduce the effectiveness of emissions control systems. Similar standards also apply in Canada. The emissions control systems in affected vehicles allow NOx emissions to exceed legal limits during typical driving conditions.

**What will we do as part of this recall?**

An emissions repair is available free of charge from your preferred Volkswagen dealership in Canada for your Model Year 2015-2016 Volkswagen Touareg 3.0L TDI vehicle. This repair will bring your vehicle into compliance with the emissions standards to which it was originally certified. Owners and lessees are expected to complete this repair.

**Emissions Repair:** Through the emissions repair, Volkswagen will remove the software that reduced the effectiveness of your vehicle's emissions control system and install new emissions control software designed to function effectively in all normal driving conditions.

We will extend the Emissions Control System Warranty for certain components, as described in this letter.

**Will this affect my vehicle performance?**

Drivers may notice some differences in vehicle operation characteristics after the repair, but other than as described in this letter, drivers should not notice any adverse changes in vehicle reliability, durability, performance, drivability, or other driving characteristics. The software upgrade approved by the EPA will only change the way your car's engine and emissions control systems interact.

The emissions repair will affect your car in the following ways:

- Engine sound may differ somewhat from your vehicle's prior operation. There might be a difference in combustion noise from the engine that may be noticeable during vehicle warm-up. The potential change in sound will not result in any noticeable changes to the driving characteristics of your vehicle.
- Shift Patterns – The shifting behaviour has been adapted to run with slightly higher engine speeds during vehicle warm-up and when driving at high altitudes.
- Downhill Driving – Removal of the enhanced automatic engine braking feature may require drivers to apply more brake-pedal in downhill driving.
- Sport Mode Changes – While driving in Sport mode, some drivers might notice less dynamic shifting behaviour.
- Diesel Exhaust Fluid (DEF) Consumption – DEF (also known as AdBlue®) consumption for your vehicle may change. Model Year 2015 vehicles may experience an increase of 40% on average, while Model Year 2016 vehicles may on average experience a decrease. The exact amount of change will vary depending on driving style and other factors. This means some drivers will need to refill the DEF tank more frequently.
- Fuel Consumption – Your vehicle's fuel consumption rating will increase by up to 1.4 L/100 km after the emissions-compliant repair. However, it is important to note that, as with all vehicles, an individual's on-road fuel consumption results may vary depending on driving style and habits.
- On-Board Diagnostic (OBD) System Changes – Your OBD system's operations will be modified to bring them into compliance with existing emissions standards. We do not anticipate that the modification will affect the OBD system in a manner that would make identification and repair of any components difficult, compromise warranty coverage, or compromise your vehicle's ability to pass any periodic provincial emissions tests to which it may be subject. Furthermore, the extended emissions warranty coverage outlined in this letter offers additional protection for any OBD-related issues. These OBD system changes should not be noticeable to you and do not have any impact upon driving characteristics.

**Will this affect my vehicle maintenance intervals?**

The emissions repair does not affect the recommended vehicle maintenance schedule for oil change intervals, Exhaust Gas Recirculation (EGR) cleaning, and Diesel Particulate Filter ash loading, as described in your maintenance booklet. AdBlue® (also known as Diesel Exhaust Fluid) usage may increase and, as a result, require more frequent refilling of your AdBlue® tank.

We do not anticipate that the repair will affect the On-Board Diagnostic (OBD) system in a manner that would make identification and repair of any components difficult, compromise warranty coverage, or compromise your vehicle's ability to pass any periodic provincial emissions tests to which it may be subject. Furthermore, the extended emissions warranty coverage outlined in this letter offers additional protection for any OBD-related issues. These changes should not be noticeable to you and do not have any impact upon driving characteristics.

**How will the repair affect emissions?**

After the repair, your vehicle will be brought into compliance with the same emissions standards to which it was originally certified.

Two labels will be installed under the hood of your vehicle after the repair is completed. The first label is an emissions modification completion label and the second is a Vehicle Emissions Control Information (VECI) label.

**How do I receive the emissions repair?**

You will receive the emissions repair as part of this recall at no cost to you.

Vehicles receiving the emissions repair will also receive an extended emissions warranty covering the emissions system of the repaired vehicle.

To receive the emissions repair, please contact an authorized Volkswagen dealer in Canada to book an appointment. Dealers' contact and location information is available at: <http://app.vw.ca/dcc/en/dealers.html>. Your dealer will complete the emissions repair in approximately an hour. If you come in for the repair, Volkswagen will provide you with a loaner vehicle at zero cost to you.

There are occasionally outstanding recalls that your vehicle may be subject to. Any such open items will be completed at the time of the emissions repair and may require increased time at the dealer. You will be notified of any outstanding recalls and the duration of the service action when calling in to schedule your appointment.

For vehicles that do not receive the emissions repair, certain emissions-related replacement and repair parts associated with the old emissions system will no longer be available from Volkswagen. Accordingly, in the future, if your unrepaired vehicle requires maintenance and repairs of the emissions system we may need to install parts associated with the emissions repair, and in some cases, install all aspects of the emissions repair. This may lead to changes to the vehicle's operation or performance as discussed in this letter.

**Warranty extension for certain emissions-related components**

Once the updated emissions control system software has been installed in your vehicle, Volkswagen will extend your Emissions Control System Warranty for certain emissions-related components. The warranty period for the "Extended Emissions Warranty" is the **greater** of:

- 10 years or 193,000 km, whichever occurs first, from the vehicle's original in-service date; **OR**
- 4 years or 77,000 km, whichever occurs first, from the date and mileage of the completion of the emissions repair

The vehicle's original in-service date will be identified by an authorized Volkswagen dealer and refers to the date that the vehicle was originally leased or sold to a retail customer, or, if the vehicle was first placed in service as a "demonstrator" or "company" car, the date that such vehicle was first placed in service.

The Extended Emissions Warranty covers the entire emissions control system, including (1) all components which are replaced as part of the emissions repair, and, (2) any component which can reasonably be impacted by effects of the emissions repair.

The Extended Emissions Warranty shall cover the following parts or systems:

- The entire exhaust gas after treatment system, including the Diesel Oxidation Catalyst (DOC), the Selective Catalytic Reduction (SCR) Catalyst, the Diesel Particulate Filter (DPF), the dosing injector and other Diesel Exhaust Fluid (DEF) system components, any exhaust flap, and all sensors and actuators;
- The entire fuel system, including fuel pumps, high pressure common rail, fuel injectors, and all sensors and actuators;
- The Exhaust Gas Recirculation (EGR) system, including EGR valve, EGR bypass valve, EGR cooler, EGR filter, all related hoses and pipes, and all sensors and actuators;
- The turbocharger system including all related hoses and pipes, all sensors and actuators;
- The Engine Control Unit (ECU) and the Transmission Control Unit (TCU); and
- The On-Board Diagnostic (OBD) system - any malfunctions detected by the OBD system

Additionally, the engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train.

In our continuing efforts to assure proper performance of your Volkswagen vehicle, your dealer will diagnose and replace the emissions-related components listed in this section, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of the emissions warranty extension. Please keep this letter with your warranty booklet and deliver it to any new owner, along with the owner's manual.

This emissions warranty extension covers only the diagnosis and replacement of the emissions-related components listed in this section. Should you ever sell the vehicle, this emissions warranty extension is fully transferable to subsequent owners.

This emissions warranty extension will **not** cover:

- Any damage or malfunctions caused by installation of emissions-related parts not certified by the EPA or California Air Resources Board (CARB), including such damage or malfunction to parts needed for proper diagnosis of a covered part; or
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect.

All existing warranty provisions remain in effect. The extended emissions warranty includes parts, labour, and applicable taxes. The extended emissions warranty shall not void or supersede any existing warranty.

More information about your extended emissions warranty coverage is available at [www.vw.ca/tdiwarranty](http://www.vw.ca/tdiwarranty).

If the vehicle has been modified by the customer prior to receiving the emissions repair in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions-related parts, or modifications to the Engine Control Unit (ECU) or computer software of the vehicle), Volkswagen may not be able to perform the emissions repair until the customer corrects such modification.

**Leased vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this letter to the lessee if you would like them to receive the emissions repair on your behalf.

If you have sold the vehicle identified in this letter or changed your address, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

**Can we assist you further?**

If you have any questions regarding this recall please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or [vwcarecanada@vw.ca](mailto:vwcarecanada@vw.ca).