



**IMPORTANT INFORMATION ABOUT YOUR  
2011 - 2012 3.0L TDI Volkswagen**



**Volkswagen**

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**IMPORTANT WARRANTY INFORMATION**

# About This Booklet

On July 13, 2018, Volkswagen Group received approval from U.S. regulators, including the Environmental Protection Agency (EPA), for an emissions modification to address emissions system issues in Model Year 2011-2012 Volkswagen Touareg 3.0L TDI vehicles.

The following pages outline the emissions system updates that are now available free of charge for your Model Year 2011-2012 Volkswagen Touareg 3.0L TDI vehicle and the extended emissions warranty coverage that will be provided for vehicles that receive the modification.

You can also read about the impact these updates will have on your driving experience as well as instructions on maintaining your vehicle post-modification.

We encourage you to carefully review the information in this booklet and, if you have any questions, please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or [vwcarecanada@vw.ca](mailto:vwcarecanada@vw.ca).

# Overview

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 NO<sub>x</sub> emissions to exceed legal limits during typical driving conditions.

# Software and Hardware Updates

An emissions modification is available free of charge from your preferred Volkswagen dealership in Canada for your Model Year 2011-2012 Volkswagen Touareg 3.0L TDI vehicle. This modification will bring your vehicle into compliance with U.S. EPA-approved emissions limits. Owners and lessees are expected to complete this modification if they keep their vehicle.

## IMPORTANT INFORMATION

If you are eligible for the nationwide Settlement in Canada for 3.0L Volkswagen, Audi and Porsche diesel vehicles, you may qualify under the Settlement to choose a buyback, trade-in or early lease termination of your MY2011-2012 Volkswagen Touareg as an alternative benefit to the approved emissions modification.

The Settlement has received court approval and its implementation started on May 8, 2018. Claimants have until May 31, 2019 to submit a claim for benefits under the Settlement and until August 31, 2019 to receive benefits.

However, obtaining the approved emissions modification by recall will eliminate any rights that you have to choose a buyback, trade-in or early lease termination under the Settlement.

Please note that by participating in the recall, you are not making a claim for benefits under the Settlement. Please visit [www.VWCanadaSettlement.ca](http://www.VWCanadaSettlement.ca) or call the Canadian Settlement Claims Centre at 1-888-670-4773 for more information.

## **Emissions Modification:**

During the modification, 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. In addition, your authorized Volkswagen dealer will also install updated emissions control system hardware components – a new Selective Catalyst Reduction (SCR) system (specifically, an SCR catalyst and reductive agent injector) and two new Cylinder Pressure Sensors (with glow plugs). Model Year 2011 vehicles will also receive a new NOx sensor.

The updated software and hardware will change the way your car's engine and emissions control systems interact. Drivers may notice some differences in vehicle operating characteristics after the modification, but other than as described in this booklet, drivers should not notice any adverse changes in vehicle reliability, durability, performance, drivability, or other driving characteristics.

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

- Engine sound will 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 the brakes somewhat more in downhill driving.
- Change of activation condition of hill-holder function may cause the car to roll back slightly on a hill before hill-holder function is activated.

- Diesel Exhaust Fluid (DEF) Consumption – DEF (also known as AdBlue®) consumption for your vehicle may change. Some vehicles may experience an increase of 20% on average. 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 will increase by up to approximately 2.2 L/100 km. The range of this increase is due in part to the change in the Government of Canada’s fuel consumption rating system that came into effect as of the 2015 model year. 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 the agreement with U.S. regulators. 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 booklet 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.

Your dealer will complete the emissions modification in approximately two to three hours. If you come in for the modification, 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 modification 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.

# Maintenance Schedule

The emissions modification 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<sup>®</sup> (also known as Diesel Exhaust Fluid) usage may increase and, as a result, require more frequent refilling of your AdBlue<sup>®</sup> tank.

We do not anticipate that the modification 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 booklet 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.

# Emissions Limits

Your vehicle was originally certified to certain prescribed emissions standards. After the modification is completed, your vehicle's emissions will be reduced but will still be higher than the emissions standards to which it was originally certified. The certified emissions standards compared to the emissions limits that apply after the modification are shown in Exhibit 1 on the next page.

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



**Exhibit 1:** Certification standards and emissions limits<sup>1</sup> applicable to your vehicle before and after the emissions modification.

**Emissions limits applicable to your vehicle before modification**

Standard / Emissions limits in grams/mile	NO <sub>x</sub> (Nitrogen oxides)	NMOG (Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
Tier 2 Bin 5 0-50,000 miles	0.05	0.075	3.4	0.01	0.015
Tier 2 Bin 5 50,001-120,000 miles	0.07	0.090	4.2	0.01	0.018

**Emissions limits applicable to your vehicle after modification**

Standard / Emissions limits in grams/mile	NO <sub>x</sub> (Nitrogen oxides)	NMOG (Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
Tier 2 Bin 6 0-50,000 miles	0.08	0.075	3.4	0.01	0.015
Tier 2 Bin 6 50,001-120,000 miles	0.10	0.090	4.2	0.01	0.018

1) As measured by the U.S. Federal Test Procedure (FTP75). Additional limits apply for the U.S.'s Supplemental Federal Test Procedure (SFTP), Highway Test Procedure and Federal Test Procedure at high altitude.

# Extended Emissions Warranty Coverage

## Warranty Period

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 modification

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.

## Parts Covered Under Extended Emissions Warranty

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

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

- The entire exhaust gas after treatment system, including the Diesel Oxidation Catalytic converter (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, and 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 this warranty extension.

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

This warranty extension will **not** cover:

- Any damage or malfunctions caused by installation of emissions-related parts not certified by the U.S. 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, but only if the damage or malfunction is causally related to the accident or vehicle misuse.

All normal 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.

## **Transferability**

This extended emissions warranty is fully transferable to subsequent owners.

## **Warranty Notices**

All normal warranty provisions remain in effect.

## **Customer Notices**

For vehicles that do not receive the emissions modification, certain emissions-related replacement and repair parts may at some point no longer be available from Volkswagen. Accordingly, in the future, if your unmodified vehicle requires maintenance and repairs of the emissions system, we may need to perform the approved emissions modification first, including installing the Engine Control Unit (ECU) associated with the approved emissions modification. This may lead to changes to your vehicle's operation or performance resulting from those modifications as discussed in this booklet.

If the vehicle has been modified by the customer prior to receiving the emissions modification 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 ECU or computer software of the vehicle), Volkswagen may not be able to perform the emissions modification until the customer corrects such modification.

## Thank You

We encourage you to review the information in this booklet to address any questions you may have.

If we can be of further assistance, please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or [vwcarecanada@vw.ca](mailto:vwcarecanada@vw.ca).

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