



Volkswagen Canada  
P.O. Box 842, Stn. A  
Windsor, ON N9A 6P2

<MONTH DATE, YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY PROVINCE POSTAL CODE>

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

**Subject: Emissions Service Action 23Z3 regarding the Approved Emissions Modification for Model Year 2012-2014 Volkswagen Passat 2.0L TDI with Automatic Transmission**

Dear Volkswagen Owner or Lessee,

You are receiving this notice because our records show that you received the Approved Emissions Modification (AEM) for your automatic transmission Model Year 2012-2014 Volkswagen Passat 2.0L TDI vehicle.

**This notice is to inform you that Volkswagen Group has identified a problem with the AEM that was installed on your vehicle.**

**What is the issue?**



Volkswagen Group has determined that automatic transmission Model Year 2012-2014 Volkswagen Passat 2.0L TDIs that received the AEM inject an inadequate amount of Diesel Exhaust Fluid (DEF) under certain conditions:

- This issue occurs after driving at high speeds (typically over 128 kilometers per hour) for 15 minutes or longer.
- This 15 minute period need not be continuous and may accumulate over multiple consecutive trips.
- This issue causes a Malfunction Indicator Light (MIL) (*i.e.*, the dashboard warning lights) to illuminate.
- If you continue to drive with this MIL illuminated, the vehicle will enter into "inducement," which is described in your owner's manual.
- **In short, if you do not visit a dealer, you will hear an audible warning chime and, after 300 kilometres, the vehicle will not restart after you shut it off.**

**Thus, if your MIL illuminates, we recommend that you visit an authorized Volkswagen dealer as soon as it is safe to do so.**

- When you visit a dealer, the dealer will turn off the MIL and you will not experience inducement resulting from the prior noted conditions (driving at speeds over 128 km/h as described above) unless you again drive at those conditions.
- The service to turn off the MIL is free of charge if performed by an authorized Volkswagen dealer.

**What will we do?**

Volkswagen Group is working with U.S. regulators, including the Environmental Protection Agency (U.S. EPA), to obtain approval for the software calibration update to correct this issue.

- Once approved, your authorized Volkswagen dealer will update the software calibration in your vehicle free of charge.
- The update will take less than one hour to complete and will not impact the drivability or other features of your vehicle.
- Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?**

If your MIL illuminates, please visit an authorized Volkswagen dealer as soon as it is safe to do so, as described above (see *What is the issue?*). We will send you a notice when a software update to correct this issue is available and you will have two options to obtain the update:

- **Option 1:** At your convenience, contact your preferred authorized Volkswagen dealer and arrange for an appointment to receive the software upgrade at no cost to you.
- **Option 2:** When you visit your Volkswagen service department for any reason, including a MIL caused by this issue, the dealer can update the software (with your approval) at no cost to you.

**Leased vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this letter immediately to the lessee.

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 about this communication, please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or [ywcarecanada@vw.ca](mailto:ywcarecanada@vw.ca).