



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: Automatic Transmission Model Year 2012-2014 Volkswagen Passat 2.0L TDI without an Approved Emissions Modification**

Dear Volkswagen Owner or Lessee,

You are receiving this notice because our records show that you are the owner or lessee of an automatic transmission Model Year 2012-2014 Volkswagen Passat 2.0L TDI vehicle and have not yet received the Approved Emissions Modification (AEM) for your vehicle.

**This notice is to inform you that we have identified a problem with the AEM available for your vehicle.**

If our records are in error and you have received the AEM, please read the description of the issue directly below and avoid driving over 128 kilometres per hour.

**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 a vehicle that has received the AEM continues to be driven with this MIL illuminated, the vehicle will enter into "inducement," which is described in your owner's manual. Inducement may render the vehicle inoperable if it is not promptly taken to a dealer after the MIL is illuminated.

**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 be able to perform the AEM with the updated software calibration on your vehicle free of charge. Installation of the AEM with the updated software calibration will take less than two hours to complete. 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 are your options?

Consumers who have not yet received the AEM, and who are eligible for the nationwide Class Action Settlement in Canada for 2.0L Volkswagen and Audi TDI vehicles (the Settlement), may switch their Settlement claim, if filed by the September 2018 deadline and as eligible, to a Buyback, Trade-In or Early Lease Termination.

**To switch, please call the Canadian Settlement Claims Centre at 1-888-670-4773 by no later than 30 days from this letter.**

If you choose the updated AEM plus cash payment as your Settlement option, we will send you a notice when the updated AEM is available. When you get the notice, contact your preferred authorized Volkswagen dealer for an appointment.

Whether you choose the AEM, Buyback, Trade-In or Early Lease Termination, we encourage you to schedule your Settlement appointment promptly. If you have questions about your options, you may also contact the lawyers representing Settlement Class Members, at no charge, by calling 1-866-881-2292 or 1-844-425-2934 for Canadian residents except for Québec and 1-888-987-6701 for Québec residents and French inquiries.

What should you do?

- This issue does not affect your vehicle because you did not get the original AEM. So driving above 128 kilometres per hour will not trigger these conditions in your vehicle. The issue will not be present in the updated AEM.
- If you choose to get the updated AEM plus cash payment as your Settlement option, we will send you a notice when the updated AEM is available. When you get the notice, contact your preferred authorized Volkswagen dealer for an appointment.
- **If you have not yet received the AEM and would like to switch your Settlement claim, if filed by the September 2018 deadline and as eligible, to a Buyback, Trade-In or Early Lease Termination, please call the Canadian Settlement Claims Centre at 1-888-670-4773 by no later than 30 days from this letter.**

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 updated AEM on your behalf when it becomes available.

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 the AEM described in this communication, please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or [vwcarecanada@vw.ca](mailto:vwcarecanada@vw.ca).