



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

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 23Z3

Model Year 2012-2014 Volkswagen Passat 2.0L TDI with Automatic Transmission

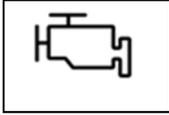
Dear Volkswagen Owner or Lessee,

You should have recently received a notice identifying an issue with the Approved Emissions Modification (AEM) that was previously approved for model year 2012-2014 Passat 2.0L TDI vehicles with automatic transmissions. This notice is to inform you that we have identified a solution to this issue (an "AEM Correction").

If you are eligible for the nationwide Class Action Settlement in Canada for 2.0L Volkswagen and Audi TDI vehicles (the "Settlement"), and the AEM is not already installed on your vehicle, if and when you proceed with the AEM Correction can impact any rights that you may have under the Settlement. If you have questions about your Settlement claim, please call the Canadian Settlement Claims Centre at 1-888-670-4773.

What is the issue?

We 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 may occur after driving at high speeds (typically over 128 kilometres 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 light shown on the left) to illuminate.
- If a vehicle that has received the AEM continues to be driven with this MIL illuminated, the vehicle may enter into an approximately 300-kilometre countdown until it will not restart.

What will we do?

Volkswagen Group has developed a software calibration update to correct this issue:

- This software change does not impact the drivability or other features of your vehicle, such as fuel or DEF consumption, and the software update does not affect your vehicle's warranty.
- The software calibration update will be available free of charge.
- The update will take less than one hour to complete.
- Please keep in mind that your dealer may need additional time for the preparation of the repair (including if the AEM needs to be completed first), as well as to accommodate their daily workshop schedule.

What should you do?

If you already received the AEM, you have two options:

- **Option 1:** You may contact your preferred 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.

Additionally, if you chose to receive the AEM, but have not yet received it, please contact your preferred Volkswagen dealer for an appointment. The dealer will provide the AEM and AEM Correction during the same appointment.

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 want them to receive the AEM Correction on your behalf.

If you 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 Correction, please contact Volkswagen Canada Customer CARE at 1-800-822-8987 or vwcarecanada@vw.ca.