



**IMPORTANT INFORMATION ABOUT YOUR  
2013–2014 3.0L TDI  
Volkswagen  
GENERATION 2.1 ENGINE**



**Volkswagen**

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## **IMPORTANT WARRANTY INFORMATION**

**PLEASE KEEP IN GLOVE BOX OR OTHER READILY ACCESSIBLE LOCATION FOR FUTURE REFERENCE**



# About This Booklet

On November 2, 2015 the Environmental Protection Agency (EPA) and California Air Resources Board (CARB) informed Volkswagen Group companies that Model Year 2009-2016 3.0L Turbo Diesel injection (TDI) vehicles with 3.0L V6 turbocharged diesel engines did not comply with Federal and California emissions standards. The information in this booklet represents a step forward as we continue on the road to making things right for you.

As part of the Volkswagen Group's settlements with the United States Department of Justice (DOJ), Environmental Protection Agency (EPA), California Air Resources Board (CARB), the California Attorney General's Office (CAAG), the Federal Trade Commission (FTC) and Class Counsel, we are informing you that an emissions modification is now available for your Model Year 2013—2014 3.0L TDI Volkswagen Touareg vehicle (GEN 2.1 SUV). The emissions modification for your vehicle has been approved by the EPA and CARB. The purpose of this booklet is to inform you of that approval and provide you with information on how you can take the next steps.

The following pages outline the emissions system updates that are now available for your Model Year 2013—2014 3.0L TDI Volkswagen Touareg vehicle and the further extended emissions warranty coverage that will be provided once the recall has been completed on your vehicle. 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 we can be of further assistance, please let us know.

For questions about any of the material included in the booklet please visit <http://www.vw.com/owners-recalls/> or contact VW Customer CARE at 800-822-8987.

# Overview

Federal and California laws prohibit the use of defeat devices and the use of engine software designed to reduce the effectiveness of your vehicle's emission control system. The EPA and CARB determined that certain Volkswagen Touareg vehicles equipped with a 3.0L 6-cylinder TDI engine did not comply with these laws. The emissions control systems on the vehicles allowed emissions to exceed legal limits during typical driving conditions. Through the agreed upon emissions modification, Volkswagen will remove the software that reduced the effectiveness of your TDI's emission control system and install new emission control software designed to function effectively in all normal driving conditions. During the modification, your authorized Volkswagen dealer will also install updated emissions control system hardware components - specifically a new Selective Catalyst Reduction system, new Cylinder Pressure Sensor and a new Particulate Matter Sensor.

# Software and Hardware Updates

EPA and CARB have approved an emissions modification plan, available now.

**Emissions Modification:** As described above, Volkswagen will perform an agreed-upon emissions modification that modifies the emissions control system software on your vehicle and also includes the installation of certain hardware components. Drivers may notice some differences in vehicle operation 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 hardware and software upgrade approved by EPA and CARB will only change the way your car's engine and emissions control systems interact.

The emissions modification 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 behavior 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.
- In Sport mode, some drivers might notice less dynamic shifting behavior.

- Diesel Exhaust Fluid (DEF) consumption - DEF (also known as AdBlue®) consumption for your vehicle may change. Some vehicles may experience an increase of 40% on average. The exact amount of the change will vary depending on driving style and other factors. This means some drivers will need to refill the DEF tank more frequently.
- Decreased Fuel Economy - Your vehicle's fuel economy will decrease by up to 1 mpg, depending on driving style and habits.
- On-board diagnostic (OBD) system changes – Your OBD system's operations will be modified based upon the agreement with EPA and CARB and will be compliant with existing emission 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 comply with the inspection and maintenance (Smog Check) test of your vehicle. Furthermore, the extended 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.

The emissions modification is available at no cost to you. This will take approximately 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 emissions modification and may require increased time at the dealer. You will be notified of any additional expected recalls and duration of the service action when calling in to schedule your appointment.

More information regarding the technical details of this update can be found at **[www.VWCourtSettlement.com](http://www.VWCourtSettlement.com)** or **[www.vw.com](http://www.vw.com)**.

# Changes in Maintenance Schedule

The approved emissions modification of your Volkswagen 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® (diesel exhaust fluid) usage may increase, and, as a result, require more frequent refilling of your AdBlue® tank. As a courtesy to you, your vehicle will be returned to you with a full tank of AdBlue® and fuel during the Approved Emission Modification (AEM). AdBlue® re-fillings will also be offered free of charge between service intervals for:

- 10 years or 120,000 miles, whichever occurs first from the vehicle's original in-service date; **OR**
- 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification

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 comply with the inspection and maintenance (Smog Check) test of your vehicle. Furthermore, the extended 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.



# Emission Limits

Two additional labels will be installed under the hood of the vehicle after the modification is completed. The first label is an emissions modification completion confirmation label, and the second is the Vehicle Emissions Compliance Information (VECI) label applied after completion of the AEM.

Your vehicle was originally certified to EPA and CARB emission standards. After the modification, your vehicle will again be certified to the same emission standards as the original certification.

## Scheduling an Approved Emissions Modification

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

Vehicles receiving an approved emissions modification will also receive an extended emissions warranty covering the emissions system of the modified vehicle, which includes a Lemon Law type remedy to protect against the possibility that the modification causes subsequent service problems.

To receive the approved emissions modification, schedule an appointment at your preferred authorized Volkswagen dealership. Your Volkswagen dealer will complete the emissions modifications in approximately three hours. Volkswagen will provide you with a loaner vehicle at zero cost to you.

For more information about the emissions modification, your options (including when and how to visit a dealer), or to check eligibility, please visit **[www.VWCourtSettlement.com](http://www.VWCourtSettlement.com)**.

# Extended Emissions Warranty Coverage

Once the updated emissions control system software has been installed in your vehicle, Volkswagen will extend your Emissions Control Systems Warranty for certain emissions-related components. For the following Volkswagen 3.0L TDI engine vehicle repaired by the emissions modification recall, a warranty extension is applicable as defined below:

- 2013 to 2014 MY Volkswagen Touareg with engine code CNRB

The warranty period for the “Extended Emissions Warranty” shall be the **greater** of:

- 10 years or 120,000 miles, whichever occurs first from the vehicle’s original in-service date; **OR**
- 4 years or 48,000 miles, whichever occurs first, from the date and mileage at which the emissions modification was performed.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

## Parts Covered Under The Extended Warranty

The emissions control system 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 emissions control system 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 sensor 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 On-Board Diagnostic (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. Please keep your warranty booklet and deliver it to any new owner, along with the owner's manual.

# Extended Emissions Warranty Coverage (continued)

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 non-EPA or non-CARB certified emissions related parts, including such damage or malfunction to parts needed for proper diagnosis of a covered part.
- 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, labor, and applicable taxes. The extended emissions warranty shall not void or supersede any existing warranty. Conflicts concerning the warranty are to be resolved in favor of the consumer.

More information about your extended emissions warranty coverage is available at **[www.vwdiesellookup.com](http://www.vwdiesellookup.com)**.

## Transferability

This extended emissions warranty is fully transferable to subsequent owners.

## Warranty Notices

All normal warranty provisions remain in effect.

# Checking Your Vehicle for Open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at **www.vw.com** or **www.VWCourtSettlement.com** and enter your Vehicle Identification Number (VIN) into the Information Registration & Former Owner Identification section.

If your vehicle is eligible, you may then begin your claims process quickly and easily directly from **www.VWCourtSettlement.com**.

## Customer Notices

If you choose to keep your vehicle but decline the emissions modification at this time, you should be aware that 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. You should not have any issues with the ability of your vehicle to pass the inspection and maintenance test. 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 or concerns you may have. If we can be of further assistance, please let us know.

Volkswagen of America



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