



**IMPORTANT INFORMATION ABOUT YOUR
2012–2014 2.0L TDI
Volkswagen Passat
Automatic Transmission**

Voir le verso pour la version française.



Volkswagen

Contents

About This Booklet	1
Overview.....	2
Software Updates.....	3
Maintenance Schedule Changes.....	6
Emissions Limits.....	6
Extended Emissions Warranty Coverage.....	8
Customer Notices.....	10

IMPORTANT WARRANTY INFORMATION
KEEP IN GLOVE BOX OR OTHER LOCATION
FOR FUTURE REFERENCE



About This Booklet

On May 19, 2017, U.S. regulators, including the Environmental Protection Agency (EPA), approved an emissions modification for **automatic transmission** Model Year 2012-2014 Volkswagen Passat 2.0L TDI vehicles that do not comply with prescribed emissions standards in the U.S. Because these standards also apply in Canada, the emissions modification is being offered to the Canadian market.

The following pages outline the emissions system updates that are now available free of charge for your automatic transmission Model Year 2012-2014 Volkswagen Passat 2.0L 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.

Overview

Federal laws prohibit the use of defeat devices and the use of engine software designed to reduce the effectiveness of your vehicle's emissions control systems. Through the approved emissions modification, Volkswagen will remove the software that reduced the effectiveness of your TDI's emissions control system and will install new emissions control software designed to function effectively in all normal driving conditions.

Software Updates

An emissions modification has been approved for your automatic transmission Model Year 2012-2014 Volkswagen Passat 2.0L TDI vehicle. The modification is available free of charge from your preferred Volkswagen dealership in Canada.

IMPORTANT INFORMATION

If you are eligible for the Class Settlement in Canada for 2.0L Volkswagen and Audi TDI vehicles, you may qualify under the Class Settlement to choose a buyback, trade-in or early lease termination as an alternative benefit to the approved emissions modification.

The nationwide Class Settlement has received court approval and its implementation started on April 28, 2017. Claimants have until September 1, 2018 to submit a claim for benefits under the Class Settlement and until at least December 30, 2018 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 Class Settlement.

Please note that by participating in the recall, you are not making a claim for benefits under the Class Settlement. Please visit 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 TDI's emissions control system and replace it with software that directs your vehicle's emissions controls to function effectively in all normal driving conditions. No significant changes to key vehicle attributes are expected, including fuel consumption, reliability, durability, vehicle performance, drivability, or other driving characteristics. Some of the minor expected changes are noted below.

The new software will affect your car in the following ways:

- Engine sound will differ from your vehicle's prior operation. There will be increased noise from the engine that is most noticeable at mid-range engine speeds, specifically during moderate acceleration. Low fuel quality can amplify the sound. The change in sound will not result in any noticeable changes to the driving characteristics of your vehicle.
- Frequency and occurrence of special engine operating modes (such as when and how the diesel particulate filter regenerates) will differ from the way these modes operated with the previous software.
- Drive Mode Changes – While driving in normal Drive mode, the automatic transmission will shift at slightly higher engine speeds during medium acceleration. This is most noticeable at high altitudes and during engine warm-up.
- Sport Mode Changes – While driving in Sport mode, the automatic transmission will shift earlier at low accelerator positions for improved driving comfort which results in a lower engine speed at constant driving.
- Vehicle Drivability – There will be minor changes in engine torque while transitioning between operating modes. Volkswagen does not expect these changes to be noticeable for drivers.

Software Updates (cont.)

- Fuel Consumption – Although the fuel consumption ratings for your vehicle are remaining the same, fuel consumption under real world conditions may increase by up to 0.2 L/100 km after the emissions modification. This is because the software that is being removed through the emissions modification caused vehicles to perform differently during emissions and fuel consumption testing than during normal driving. These differences may have resulted in better fuel consumption in actual driving than during tests to generate the fuel consumption ratings. Without the software that is being removed, vehicles will perform the same way during testing as they do under typical road conditions. However, it is also important to note, 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 vehicle's OBD system will be modified and certain emissions thresholds within the OBD system will be adjusted. These thresholds set new malfunction detection limits that may reduce the effectiveness of the OBD system in detecting malfunctions. We don't expect you will have any issues with the ability of your modified vehicle to pass any periodic provincial emissions tests to which it may be subject. The extended emissions warranty coverage outlined in this booklet offers additional protection if your vehicle is still covered under warranty at the time of the emissions test. These OBD system changes should not be noticeable to a driver and do not impact driving characteristics.

The emissions modification is available immediately, at no cost to you. It will take approximately one hour to complete.

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 duration of the service action when calling in to schedule your appointment.

Maintenance Schedule Changes

The emissions modification of your vehicle will not affect the recommended maintenance schedule for oil change intervals, Exhaust Gas Recirculation (EGR) cleaning, or Diesel Particulate Filter (DPF) ash loading, as described in your maintenance booklet.

However, diesel exhaust fluid (DEF, also known as AdBlue®) usage will increase. Drivers may find that their car uses 50% - 130% more DEF on average. The amount of the impact will depend on driving style and other factors. This is because the software that is being removed through the emissions modification caused vehicles to use less DEF than will be the case after the modification. As a result, you will need to refill the DEF tank more frequently, possibly even between service intervals.

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.

Emissions Limits

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 an updated Vehicle Emissions Control Information (VECI) label.

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 permissible emissions limits that apply to a modified vehicle are shown in Exhibit 1 below.

Exhibit 1: Certification standards and permissible emissions limits for the U.S. Federal Test Procedures (FTP75¹) that are 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 _x (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 _x + NMOG (Nitrogen oxides + Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
Automatic Transmissions 0-120,000 miles	0.160	4.2	0.01	0.018

¹ 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

For the following Volkswagen 2.0L TDI engine vehicles updated with the approved emissions modification, a warranty extension is applicable as defined below.

- 2012 to 2014 MY Passat with automatic transmission

Warranty Period

The warranty period for the “Extended Emissions Warranty” limited warranty extension shall be 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.

Extended Emissions Warranty Coverage (cont.)

Parts Covered Under Extended Emissions Warranty

The emissions system warranty shall cover the following parts or systems:

- The entire exhaust after treatment system, including the Selective Catalytic Reduction converter (SCR), Reducing Agent (AdBlue®) Injector, other Diesel Exhaust Fluid (DEF) system components, Diesel Particulate Filter (DPF) including Oxidation Catalytic Converter, the exhaust flap, and all sensors and actuators;
- The entire fuel system, including fuel pumps, high pressure fuel rail, fuel injectors, vibration damper, pressure control valve, and all sensors and actuators;
- The EGR system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators;
- The charge air temperature sensor and air-mass sensor;
- The turbocharger, including the turbocharger damper;
- The glow plug; and
- The on-board diagnostic (OBD) system, any malfunctions detected by the OBD system other than those related to the transmission.

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.

This warranty extension covers only the diagnosis and replacement of the emissions-related components listed in this section.

The extended emissions warranty includes parts, labour, and applicable taxes, and 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

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 for the current emissions system in your vehicle 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 install parts associated with the emissions modification, or, in some cases, install all aspects of the 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 engine control unit (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 continue to work hard to make things right and to earn back the trust of our Canadian TDI customers.

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.

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