



**IMPORTANT INFORMATION ABOUT YOUR
2013 - 2014 3.0L TDI Volkswagen**



Volkswagen

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IMPORTANT WARRANTY INFORMATION

About This Booklet

On October 20, 2017, Volkswagen Group received approval from U.S. regulators, including the Environmental Protection Agency (EPA), for an emissions repair to address emissions system issues in Model Year 2013-2014 Volkswagen Touareg 3.0L TDI vehicles.

The following pages outline the emissions system updates that are now available free of charge for your Model Year 2013-2014 Volkswagen Touareg 3.0L TDI vehicle and the extended emissions warranty coverage that will be provided for vehicles that receive the repair.

You can also read about the impact these updates will have on your driving experience as well as instructions on maintaining your vehicle post-repair.

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

U.S. regulators have determined that Volkswagen vehicles equipped with a 3.0L 6-cylinder TDI engine do not comply with prescribed emissions standards in the U.S. that prohibit the use of defeat devices that reduce the effectiveness of emissions control systems. Similar standards also apply in Canada. The emissions control systems in affected vehicles allow NO_x emissions to exceed legal limits during typical driving conditions.

Software and Hardware Updates

An emissions repair is available free of charge from your preferred Volkswagen dealership in Canada for your Model Year 2013-2014 Volkswagen Touareg 3.0L TDI vehicle. This repair will bring your vehicle into compliance with the emissions standards to which it was originally certified. Owners and lessees are expected to complete the repair.

IMPORTANT INFORMATION

The nationwide Settlement provides cash payments for eligible owners and lessees in possession of a Model Year 2013-2014 Volkswagen Touareg who receive the EPA-approved emissions repair.

The Settlement must be approved by Courts in Ontario and Québec before the settlement program begins in Canada and before a claim can be made for the cash payment.

If you are an owner or lessee in possession of a Model Year 2013-2014 Volkswagen Touareg, you can elect to receive the EPA-approved emissions repair before the settlement program begins without losing any right to the cash payment that may be available to you under the Settlement.

Emissions Repair:

Through the emissions repair, Volkswagen will remove the software that reduced the effectiveness of your vehicle's emissions control system and install new emissions control software designed to function effectively in all normal driving conditions. During the repair, your authorized Volkswagen dealer will also install updated emissions control system hardware components – specifically a new Selective Catalyst Reduction system, new Particulate Matter Sensor and new Cylinder Pressure Sensor.

Drivers may notice some differences in vehicle operation characteristics after the repair, 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 software and hardware upgrades approved by the EPA will only change the way your car's engine and emissions control systems interact.

The emissions repair 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 behaviour 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.
- Sport Mode Changes – While driving in Sport mode, some drivers might notice less dynamic shifting behaviour.
- 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 change will vary depending on driving style and other factors. This means some drivers will need to refill the DEF tank more frequently.
- Fuel Consumption – Your vehicle's fuel consumption will increase by up to 1.4 L/100 km. The range of this increase is due in part to the change in the Government of Canada's fuel consumption rating system that came into effect as of the 2015 model year. However, it is important to note that, 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 OBD system’s operations will be modified to bring them into compliance with existing emissions 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 pass any periodic provincial emissions tests to which it may be subject. Furthermore, the extended emissions warranty coverage outlined in this booklet offers additional protection for any OBD-related issues. These OBD system changes should not be noticeable to you and do not have any impact upon driving characteristics.

The emissions repair is available at no cost to you. Your dealer will complete the emissions repair in approximately 3 hours. If you come in for the repair, 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 the emissions repair and may require increased time at the dealer. You will be notified of any outstanding recalls and the duration of the service action when calling in to schedule your appointment.

Maintenance Schedule

The emissions repair 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® (also known as Diesel Exhaust Fluid) usage may increase and, as a result, require more frequent refilling of your AdBlue® tank.

We do not anticipate that the repair will affect the On-Board Diagnostic (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.

Furthermore, the extended emissions 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.

Emissions Limits

After the repair, your vehicle will be brought into compliance with the same emissions standards to which it was originally certified.

Two labels will be installed under the hood of your vehicle after the repair is completed. The first label is an emissions modification completion label and the second is a Vehicle Emissions Control Information (VECI) label.

Extended Emissions Warranty Coverage

Warranty Period

The warranty period for the “Extended Emissions Warranty” is 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 repair.

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.

Parts Covered Under Extended Emissions Warranty

The Extended Emissions Warranty covers the entire emissions control system, including (1) all components which are replaced as part of the emissions repair, and (2) any component which can reasonably be impacted by effects of the emissions repair.

The Extended Emissions Warranty shall cover the following parts or systems:

- The entire exhaust gas after treatment system, including the Diesel Oxidation Catalyst (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 sensors 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 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 the emissions warranty extension.

This emissions warranty extension covers only the diagnosis and replacement of the emissions-related components listed in this section. Should you ever sell the vehicle, this emissions warranty extension is fully transferable to subsequent owners.

This emissions warranty extension will not cover:

- Any damage or malfunctions caused by installation of emissions-related parts not certified by the EPA or California Air Resources Board (CARB), including such damage or malfunction to parts needed for proper diagnosis of a covered part; or
- 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, labour, and applicable taxes. The extended emissions warranty 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

For vehicles that do not receive the emissions repair, certain emissions-related replacement and repair parts associated with the old emissions system will no longer be available from Volkswagen. Accordingly, in the future, if your unrepaired vehicle requires maintenance and repairs of the emissions system, we may need to install parts associated with the emissions repair, and in some cases, install all aspects of the emissions repair. This may lead to changes to the vehicle's operation or performance as discussed in this booklet.

If the vehicle has been modified by the customer prior to receiving the emissions repair 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 repair until the customer corrects such modification.

Thank You

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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