



**IMPORTANT INFORMATION ABOUT YOUR
2009-2014 2.0L TDI
Volkswagen**

**(including 2009 Transmission Mechatronic
and 2010 Single Part Exhaust System vehicles)**

Voir le verso pour la version française.



Volkswagen

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



About This Booklet

On July 27, 2017, U.S. regulators, including the Environmental Protection Agency (EPA), approved an emissions modification for Model Year 2009-2014 Volkswagen 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.

In the case of certain Model Year 2009 and 2010 vehicles, this approved emissions modification cannot be applied without additional steps. For these certain Model Year 2009 vehicles, the Transmission Mechatronic Unit (TMU) – the component that houses the device that controls the vehicle’s automatic transmission – must be replaced in order for the vehicle to receive the emissions modification. For these certain Model Year 2010 vehicles, they require additional hardware updates as part of the emissions modification. Not all Model Year 2009 and 2010 Volkswagen 2.0L TDI vehicles are impacted by these additional steps.

The following pages outline the emissions system updates that are now available free of charge for all Model Year 2009-2014 Volkswagen 2.0L TDI vehicles and the applicable 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 and hardware designed to function effectively in all normal driving conditions.

Software and Hardware Updates

An emissions modification has been approved for your Model Year 2009-2014 Volkswagen 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. The modification will also include the replacement of the NOx Reduction Catalyst, Exhaust Gas Recirculation (EGR) filter and exhaust flap, and for Model Year 2009 and some Model Year 2010 vehicles, the added replacement of the Diesel Oxidation Catalyst, Diesel Particulate Filter and, where applicable based on inspection, the Glow Plug Control Module. In addition, the Transmission Mechatronic Unit (TMU) may be replaced in some Model Year 2009 vehicles.

Upon completion of the emissions modification, drivers may notice some differences in vehicle operating characteristics, as described in this booklet, but no significant additional changes are expected to key vehicle attributes, including reliability, durability, performance, drivability, or other driving characteristics.

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 midrange 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 (e.g., Diesel Particulate Filter regeneration) will differ which will result in regenerations in different situations compared to the previous software.
- Drive Mode Changes – In normal Drive mode, vehicles with **automatic** transmissions will shift later for improved driving comfort at medium acceleration. This results in higher engine speeds and is most evident at high altitudes and during engine warm-up.

- Sport Mode Changes – While driving in Sport mode, vehicles with **automatic** transmissions 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, which Volkswagen does not expect to be noticeable for drivers.
- Fuel Consumption – Your vehicle’s fuel consumption will increase by up to 0.4 L/100 km. 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 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 8 hours to complete for Model Year 2009 vehicles that require a replacement Transmission Mechatronic Unit, and approximately 6 hours to complete for the other Model Year 2009 vehicles. It will take approximately 6 hours to complete for those Model Year 2010 vehicles requiring the additional hardware updates, and approximately 2.5 to 3 hours for the other Model Year 2010 and Model Year 2011-2014 vehicles. If you come in for the modification, Volkswagen will provide you with a loaner vehicle at no 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 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

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

We do not anticipate that the modification 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.

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	NOx (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	NOx + 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
Manual Transmissions 0-120,000 miles	0.190	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 automatic and manual transmission Volkswagen 2.0L TDI engine vehicles updated with the approved emissions modification, a warranty extension is applicable as defined below.

- 2009 to 2014 MY Jetta
- 2009 MY Jetta Wagon
- 2010 to 2014 MY Golf Wagon
- 2010 to 2013 MY Golf
- 2013 to 2014 MY Beetle

Warranty Period

The applicable warranty period for the “Extended Emissions Warranty” limited warranty extension is as follows:

Automatic Transmission Vehicles	The greater of: <ul style="list-style-type: none">• 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.
Manual Transmission Vehicles	The greater of: <ul style="list-style-type: none">• 10 years and 6 months or 203,000 km, whichever occurs first, from the vehicle’s original in-service date; OR• 4 years and 6 months or 87,000 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 gas after treatment system, including the Diesel Oxidation Catalyst, NOx Reduction Catalyst, Diesel Particulate Filter, 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 Exhaust Gas Recirculation (EGR) system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators;
- The air intake pipe and charge air cooler, charge air temperature sensor and air-mass sensor;
- The turbocharger, including the turbocharger damper;
- The Glow Plug;
- The On-Board Diagnostic (OBD) system – any malfunctions detected by the OBD system other than those related to the transmission; and
- The Transmission and Transmission Mechatronic Unit (specific 2009 MY vehicles ONLY).

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. If the warranty service is expected to take longer than 3 hours, Volkswagen will provide a loaner vehicle.

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 ywcarecanada@vw.ca.

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