



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 11, 2020

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Update 24GD – ECM Software Update – (FED EMS)  
Certain 2019 MY Volkswagen Atlas Vehicles

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about November 12, 2020.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle, and look to Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Volkswagen corporate policy governing Updates, Volkswagen is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection

Attachment: Update Data Sheet (1)



## UPDATE DATA SHEET

<b>SAGA CODE</b>		<b>24GD</b>
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		Certain 2019 MY Volkswagen Atlas Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.
<b>CODE VISIBILITY DATE</b>		On or about November 12, 2020
<b>TOPIC</b>		ECM Software Update
<b>PROBLEM DESCRIPTION</b>		MY19 VW Atlas vehicles with the 2.0 TFSI engine have low misfire detection during catalyst heating.
<b>CORRECTIVE ACTION</b>		Update engine control module (ECM) software
<b>VEHICLE WARRANTY PARAMETER</b>		FED_EMS
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> 6,457 <b>Canada:</b> 171
<b>APPROXIMATE REPAIR TIME</b>		Up to 50 TU
<b>SPECIAL TOOLS NEEDED?</b>		SEE UPDATE TECHNICAL BULLETIN
<b>ADDITIONAL INFORMATION</b>		Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.  Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle <b>UPDATE</b> , <i>not</i> a recall.

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions. ©2016 Volkswagen Group of America/Volkswagen Canada, Inc.