

Over-the-Air (OTA) Software Validation

Codes: 91CY, 91DB 91CZ, 91DC



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Release Date	December 08, 2021																																																																																																																												
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About this Validation Program for OTA Software Updates

Volkswagen is inviting selected corporate vehicle drivers to participate in a voluntary program designed to validate the effectiveness of using an over-the-air (OTA) process for software updates.

Corporate Vehicle Driver Notification

Corporate vehicle drivers of vehicles included in this voluntary OTA validation program will be notified beginning in December 2021 via email and they will also see in-vehicle prompts. A copy of the email is included with this circular for your reference. Drivers who are enrolled in CarNet® will also receive push notifications throughout the OTA process via the CarNet® app.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Additional Information

- This validation program will take place from December 08, 2021 - January 15, 2022. The codes shown in this circular will not be visible in ELSA during the validation period. *No action is required from your dealership.*
- Should you have any questions or receive any inquiries about this validation program, please contact vwotasupport@vw.com. Do not contact Warranty about this program.
- **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel.**

Corporate Vehicle Custodian Email Example (USA) 91DC/91CZ (MIB -Infotainment)

This notice applies to your corporate lease vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Volkswagen Voluntary OTA Software Update Validation Program – Corporate Vehicle Drivers

Volkswagen is inviting selected corporate vehicle drivers to participate in a voluntary program to validate the effectiveness of using an over-the-air (OTA) installation process for software updates. The OTA we are validating under this program is an infotainment software improvement. If you choose not to participate, you can decline the prompts that will be sent to your vehicle.

We will begin sending out the OTA updates to the selected vehicles in December 2021.

Please download & enroll in the free VW Car-Net® Mobile App Remote Services and log in to get push notifications via the app during this software update.

In-vehicle screen messages you can expect to see during the OTA validation		What you should know
1	Software Update is Available	When the OTA is available for your vehicle, the next time you start your vehicle you will see a message on the infotainment screen telling you an update is available. To begin the download, touch "Download".
2	Download Initiated	The download begins and continues without any additional input from you while the vehicle is running. Your radio and other infotainment services will continue to work during the download process. If you turn off the ignition before the download completes, the download pauses and will continue automatically the next time you start the vehicle. It may take a few drive cycles for the download to complete.
3	Download Complete /Installation Initiated	When this message appears on the infotainment screen, the software download is complete. Touch "Start" on the screen to initiate the installation. You can then leave your vehicle and allow the installation process to complete. The installation process will take about 10-20 minutes to complete once the ignition is turned off. NOTE: During the installation process, VW Car-Net® services will not be active. We recommend you do not drive your vehicle during the installation process.
4	Installation Complete	The next time you start your vehicle after your installation is complete, you will see this message on your infotainment screen (and in the VW Car-Net® Mobile App).
Should you experience any issues during this process, contact us at vwotasupport@vw.com for help.		

Corporate Vehicle Custodian Email Example (USA) 91DB/91CY (OCU3 Low – Connected Service)

This notice applies to your corporate lease vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Volkswagen Voluntary OTA Software Update Validation Program – Corporate Vehicle Drivers

Volkswagen is inviting selected corporate vehicle drivers to participate in a voluntary program to validate the effectiveness of using an over-the-air (OTA) installation process for software updates. The OTA we are validating under this program is a connected service software update. If you choose not to participate, you can decline the prompts that will be sent to your vehicle.

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