



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Upcoming UPDATE 24iR / Software Update – (NVLW)

Closure Notice – UPDATE 24HV / Engine Control Module Software Update – (FED EMS)

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: November 09, 2022

Issue: This Update has been released proactively to prevent certain DTCs stored in the ECM, and includes additional improvements to vehicle diagnostics and drivability.

- Repair:**
- REPAIR AVAILABLE – November 10, 2022
 - **Update software.**
 - Repair instructions available in ELSA/ServiceNet
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	JETTA	18,729
USA	2022	2022	TAOS	47,298
CAN	2022	2022	JETTA	3,650
CAN	2022	2022	TAOS	8,406

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes: 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 **UPDATE**, not a recall.

24HV Closure: **IMPORTANT: Volkswagen Update 24HV will be closed on November 10, 2022.**

All outstanding claims must be submitted in Saga by **December 10, 2022**. After this date, claims will no longer be accepted in the system and no further payments will be made.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.