



# VOLKSWAGEN DEALER COMMUNICATION

## Over-the-Air (OTA) Software Update Available for Infotainment System

**This notice is for:**

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

**Date:** November 23, 2022

**About this OTA Software Update:**

Volkswagen is making a free over-the-air software update available to help improve the functionality of the OCU in selected vehicles, and address mobile network communications capabilities supporting Car-Net® services.

Eligible vehicles will receive notification in the infotainment system once the OTA update becomes available, and do not need to schedule a special dealership visit. Owners can simply follow the on-screen prompts to proceed with free software download and installation.

Dealers please note: There will **NOT** be a campaign code associated with this OTA showing in ELSA for these vehicles.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	GOLF	7,185
USA	2020	2021	GOLF GTI	8,944
USA	2020	2021	JETTA	112,307
USA	2020	2021	JETTA GLI	7,026
USA	2022	2022	TAOS	10,049
USA	2020	2022	TIGUAN	116,027
USA	2020	2020	ARTEON	2,439
USA	2020	2022	ATLAS	41,967
USA	2020	2022	ATLAS CROSS SPORT	32,687

*\*Counts reflect overall population; some vehicles may have already been updated.*

**-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.*