



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Update 3708 / TCM Software Update – (NVLW)

- This notice is for:**
- ✓ Dealer Principal
  - ✓ General Manager
  - ✓ Sales Managers
- ✓ Service Manager
  - ✓ Parts Manager
  - ✓ Service Consultant
- ✓ Warranty Administrator
  - ✓ Technicians

**Date:** June 07, 2023

**Issue:** An incorrect software version exists in the transmission control module (TCM). If the vehicle's last drive mode was Sport ("S") mode and the vehicle is restarted within 10 seconds, the vehicle will not switch back to Drive ("D") mode as it should.

- Repair:**
- REPAIR AVAILABLE – June 08, 2023
  - Repair instructions available in ELSA/ServiceNet
  - Update the transmission control module software.
  - 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	2019	2019	Jetta	4

*\*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.*

**Parts Department:** No parts needed; software update only.

**Notes:** 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.

**-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.*