



VOLKSWAGEN DEALER COMMUNICATION

OUH1 Over-the-Air (OTA) Software Update (SW Level 3.2.12) - Software Installation Not Successful

This notice is for: All dealership personnel

Date: December 04, 2023

About the OUH1 Software Update: The OUH1 code has been applied to vehicles that will be receiving an over-the-air update to software level 3.2.12. The software is being released to vehicles in waves. This software update provides minor bug fixes and enhances multiple systems. Enhancements include increased accuracy in the Travel Assist function, optimizations to the over-the-air software installation process, improvements to climate control and enhancements to the defogging function. This update is a prerequisite for future features.

Owner notification will be done in waves. Volkswagen is not notifying eligible customers via first-class mail; but instead will be notifying them via email and via in-vehicle messaging.

About the OUH1 Technical Bulletin: During the Over-the-Air (OTA) software installation process, in rare cases the update may not be successful and/or a vehicle may become immobilized.

A vehicle is eligible for this work only if it meets ALL of the conditions outlined in the OUH1 technical bulletin.

Affected Vehicles	Beginning Model Year	Ending Model Year	Vehicle
	2021	2022	ID4

** 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.*

-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.