



Condition

ATTENTION:

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2014-2024	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2072696/1	01/11/2024	91-24-01	Original publication.

Technical Background

Infrequent complaints from customers regarding cybersecurity concerns have resulted in minor confusion with respect to the process for handling such complaints. As with other customer claims, service technicians should attempt to replicate the customer issues, collect any details including documentation (photo/video) and perform diagnostic troubleshooting in pursuit of resolution.

Customer concern examples, but not limited to:

1. Customer states vehicle security was breached via OTA (Over the Air) system or cyber-attack.
2. Customer states vehicle SFD (Vehicle Diagnostics Protection) security was breached.
3. Customer states vehicle Connected Services (Car Net) was compromised.

NOTICE

This Tech Tip mainly covers Connected Vehicles, but is not limited to and can be used for any customer with an unwarranted, remote, cyber vehicle security concern.



Service

In the instance of a customer reporting a cybersecurity concern:

1. Follow the typical diagnostic process following customer complaints (e.g., duplicate the customer's concern, document in repair order, pull diagnostic information, etc.)
2. If dealer & customer cannot duplicate and the diagnostic process is not coming up with anything; however, the customer is adamant about the issue (or has been to the dealer multiple times), the dealer can proceed with creating a TAC ticket, supplying all documentation for review.
3. In the event clear evidence of malicious alteration to the vehicle digital systems, a TAC ticket should also be created.

Additional Information

© 2024 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.