



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Service Action 90X1 / Instrument Cluster

**This notice is for:** All dealership personnel

**Date:** January 24, 2024

**Issue:** Volkswagen is providing a hardware and/or a software update to address an issue in selected vehicles where the fuel gage may show a lower fuel level than what is actually remaining in the vehicle.

- Repair:**
- REPAIR AVAILABLE – January 25, 2024
  - See ELSA for complete repair & claiming instructions
  - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Software update only; no parts needed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	JETTA	6

*\*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:**
- Schedule owner repairs immediately
  - Owner mailing – January 2024

**U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

**-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.*