



# VOLKSWAGEN DEALER COMMUNICATION

## OUJ9 - Over-the-Air (OTA) Software Update (SW Level 3.2.13) Dealer Recovery Process - OTA Software Update Not Successful

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

**Date:** July 24, 2024

**About the OUJ9 Software Update:** The OUJ9 code has been applied to vehicles that will be receiving an over-the-air update to software level 3.2.13. It provides enhancements to electronic control module parameters, resulting in improvements to the over-the-air installation process.

The software is being released to vehicles in waves, and owner notification will be done in waves as well. 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 OUJ9 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 OUJ9 technical bulletin.**

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	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.*