



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – UPDATE 247H / ECM Software Update (FED EMS)

This notice is for: All Dealer Personnel

Date: September 18, 2024

Issue: The Start/Stop OBD CARB legislation section (e) (15.1.1) requirements for MY24 are not completely fulfilled.

Affected Vehicles:

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|-----------|---------------|
| USA | 2024 | 2024 | JETTA GLI | 4,894 |
| CAN | 2024 | 2024 | JETTA GLI | 2,768 |

**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.*

- Repair:**
- REPAIR AVAILABLE – September 19, 2024
 - Update ECM software
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: See UPDATE technical bulletin for required materials.

Notes: Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

- Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions. Therefore, consistent with general policy governing Updates, customers will not be receiving letters about this action.
- Each vehicle coming into your workshop (for maintenance or any other service visit) that shows this Update code open in ELSA on the day of repair should have the work completed.
- Affected vehicles in dealer inventory **cannot be delivered** to consumers until this Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system

-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.