



VOLKSWAGEN DEALER COMMUNICATION

Revision – 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 Dealer Personnel

Date: October 15, 2024

Revision Information: Updates have been made to the following sections:

- Applicable vehicles
- Work instructions
- Warranty information

Notes: Please take the time to ensure everyone in your dealership with campaign-related responsibilities has thoroughly reviewed the revised circular that has been published to ELSA and Service References in Elsa2Go.

Please discard any paper copies you may have printed and ensure they are replaced with the most current version.

-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.