



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: January 10, 2025

Revision Information: Added instructions in Step 1 of the repair instructions in the event communication with the vehicle is not possible.

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.