



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 38G3 / Transmission Control Module (TCM) Software

This notice is for: All Dealer Personnel

Date: February 20, 2025

About this Service Action: On certain vehicles built during a limited production period, oversensitive diagnostic software could cause the message, “*Error: selector lever. You can drive on. Please visit workshop*” to be displayed in error. To address this condition, Volkswagen is providing a software update for the gearbox control unit. This software will enhance the function of the mechanical “emergency park lock” system with an electric “emergency park lock” system so that unwarranted error messages do not occur.

As a reminder, your vehicle owner’s manual contains important information regarding your vehicle’s warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner’s manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

- Repair:**
- REPAIR AVAILABLE – February 21, 2025
 - See ELSA and Service References in Elsa2Go 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: No parts required; software update only

Affected Vehicles:

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|----------|---------------|
| USA | 2022 | 2022 | GOLF GTI | 3,683 |
| USA | 2022 | 2022 | GOLF R | 755 |
| CAN | 2022 | 2022 | GOLF GTI | 1,229 |
| CAN | 2022 | 2022 | GOLF R | 450 |

**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 – March 2025
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-

Ensure all dealer 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.