



VOLKSWAGEN DEALER COMMUNICATION

Important Notice – Service Action 38G3 / Transmission Control Module (TCM) Software

This notice is for: All Dealer Personnel

Date: April 03, 2025

Information: A significant number of VINs originally included in Service Action 38G3 were marked closed by the factory on April 01, 2025. The factory has confirmed that these vehicles are not affected and do not require any work under this campaign. Due to system limitations, the VINs cannot be removed, but will show the 38G3 code closed in ELSA.

Vehicles showing the 38G3 code closed in ELSA do not require any work under this service action.

Please advise customers attempting to schedule the repair accordingly and also address any previously scheduled appointments with your customers.

-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.