



VOLKSWAGEN DEALER COMMUNICATION

Over-the-Air (OTA) Software Update Available – OUE7 / SW Level 3.8.11 Dealer Recovery Process - OTA Software Update Not Successful

This notice is for: All Dealer Personnel

Date: September 30, 2025

About the OUE7 Software Update: The OUE7 code has been applied to vehicles that will be receiving an over-the-air update to software level 3.8.11. The software is being released to vehicles in waves. It provides enhancements to IT security, improved stability for the infotainment system, and a bug fix for the air conditioning refrigerant display.

The OUE7 code is added to ALL cars eligible to receive the OTA update. The actual OTA is being released in waves.

ALL cars are assigned criteria 01 or 02. As the OTA waves roll out, the VINs will be assigned an additional criteria, related to the wave the vehicle was included in.

About the OUE7 Technical Bulletin: During the Over-the-Air (OTA) software installation process, in rare cases the update may not be successful and/or a vehicle may become immobilized.

A vehicle is eligible for this work only if it meets ALL of the conditions outlined in the OUE7 technical bulletin.

Affected Vehicles:

| Country | Beginning Model Year | Ending Model Year | Vehicle |
|---------|----------------------|-------------------|---------|
| USA | 2021 | 2025 | ID.4 |
| CAN | 2021 | 2025 | ID.4 |

**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.*

-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.