

Subject: Get ready for your Over-the-Air software update

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Dear Customer,

You will soon receive a request in your myVW app to consent to a software download (version 3.8.11) for your vehicle (VIN X).

You may choose to **accept** or **decline** the download of this software update. If you accept the request, the software will be downloaded to your vehicle via an over the air update when available.

If you do not decline or otherwise respond to the request in the myVW app within fourteen (14) days, the software will be automatically downloaded to your vehicle.

Please note that this download is the first step in a two step process. **Before the software is installed, you will be prompted in your vehicle's infotainment screen to review and provide your consent for the installation.** The software will not be installed without your agreement at that stage.

This software update is a prerequisite for certain features. If you choose not to proceed with installation, some future updates may not be available. Upon installation, this update will provide enhanced IT security for your vehicle,

improved infotainment stability, and a fix for the air conditioning refrigerant display.



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