



VOLKSWAGEN DEALER COMMUNICATION - USA

Repair Available – Service Action 24FD / Engine Control Module (ECM) Software

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: December 05, 2019

Issue: Under certain conditions, the engine may stall at very low speeds (such as while the vehicle is coming to a stop), or when the vehicle is already at a stop with the engine running.

- Repair:**
- REPAIR AVAILABLE – December 06, 2019 - Update ECM software
 - See ELSA/ServiceNet 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 needed; software update only.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Transmission	Vehicle Count
USA	2019	2020	GOLF GTI	MANUAL	6,832
USA	2019	2020	JETTA GLI	MANUAL	4,501

**Counts reflect overall recall 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 – December 2019
 - This service action will be available free of charge only until December 31, 2025.

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

-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.