



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 91DC/91CZ / Infotainment System Software Update

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: February 02, 2022

Issue: Volkswagen has made updated software available to help improve the functionality of the infotainment system in selected vehicles.

U.S.A.:

- Dealers should update vehicles via USB.
- Customer owned vehicles will be eligible to receive this software update free of charge via Over-the-Air (OTA) without the need for a special dealership visit. Vehicles eligible for an OTA update will receive notification in the vehicle’s infotainment system when the OTA version of this update becomes available. Owners can then follow the on-screen prompts to proceed with software download and installation. This should be the primary method for repairing vehicles.

Canada:

- Update vehicles via USB.
- Over-the-Air (OTA) flashing in Canada is not yet available.

Repair:

- REPAIR AVAILABLE – February 03, 2022 / Software Update
- 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	Vehicle Count
91DC	USA	2021	2022	JETTA	7,041
	USA	2021	2021	JETTA GLI	2,562
	USA	2022	2022	TAOS	20,224
	USA	2021	2022	TIGUAN	95,620
	CAN	2021	2021	JETTA	8,016
	CAN	2021	2021	JETTA GLI	1,110
	CAN	2022	2022	TAOS	2,441
	CAN	2021	2022	TIGUAN	16,623

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.

91CZ	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2022	ATLAS	76,599
	USA	2021	2022	ATLAS CROSS SPORT	42,418
	USA	2021	2021	ARTEON	5,112
	CAN	2021	2022	ATLAS	8,723
	CAN	2021	2022	ATLAS CROSS SPORT	4,964
	CAN	2021	2021	ARTEON	225

**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 - February 2022

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

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-END OF MESSAGE-