



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 91DE / Connected Services (OCU3 High Module) Software Update

This notice is for:

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

Date: March 23, 2022

About this Service Action

Volkswagen has made updated software available to help improve the functionality of the OCU3 High module in selected vehicles. Some of the issues being addressed are:

- OCU3 High module intermittent or no Car-Net Services
- MIC and GPS not working correctly
- Green Light status not accurately depicting connectivity status

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 updating vehicles.

Repair:

- REPAIR AVAILABLE – March 24, 2022 / Perform software update
- See ELSA/ServiceNet for complete work & 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.
- Perform this work every affected inventory vehicle before delivery to consumers.

Parts Department:

No parts required; software update only.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ARTEON	4,768
USA	2021	2022	ATLAS	50,219
USA	2020	2022	ATLAS CROSS SPORT	27,364
USA	2021	2021	JETTA	5,873
USA	2021	2021	JETTA GLI	1,947
USA	2022	2022	TAOS	13,651
USA	2021	2022	TIGUAN	73,750

**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.*

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.

Notes:

- Schedule owner repairs immediately
- Owner mailing – March 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.

-END OF MESSAGE-