



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – UPDATE 90W9 / Data Bus Diagnostic Interface Software Update – (NVLW)

This notice is for: All Dealer Personnel

Date: February 26, 2024

Issue: On vehicles of a limited production period, because of a data bus diagnostic interface software fault (faulty routing implementation), there is the possibility of a partial or complete failure of communication between the Generic Scan Tool (GST) and the vehicle. As the result, it may be difficult to retrieve vehicle data.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	GOLF GTI	1
USA	2023	2023	GOLF R	1

**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.*

- Repair:**
- REPAIR AVAILABLE – February 27, 2024
 - Perform software update to update the data bus diagnostic interface control unit.
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: See UPDATE technical bulletin for required materials.

Notes: Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

- Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions. Therefore, consistent with general policy governing Updates, customers will not be receiving letters about this action.
- Each vehicle coming into your workshop (for maintenance or any other service visit) that shows this Update code open in ELSA on the day of repair should have the work completed.
- Affected vehicles in dealer inventory **cannot be delivered** to consumers until this Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system

-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.