



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 24BD - Engine Control Module (ECM) Software – 12V Battery

This notice is for: All Dealer Personnel

Date: August 06, 2026

About this Service Action: In some vehicles, a software condition may cause the engine control module (ECM) to remain active after a diagnostic check has been completed. If this occurs, the 12 volt battery could gradually discharge while the vehicle is turned off. Under this service action, Volkswagen is providing an ECM software update to ensure the control module shuts down properly and to help prevent unnecessary battery drain.

- Repair:**
- REPAIR AVAILABLE – August 06, 2026
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions.
 - Check the daily Campaign Open Inventory report and supporting inventory systems 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: Software update only – no parts needed.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2026	TIGUAN	77,475
CAN	2025	2026	TIGUAN	17,368

**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 – August 2026
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-

Ensure all dealer 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.