



VOLKSWAGEN DEALER COMMUNICATION

Owner Manual Kit Allocations for Safety Recall 97ZZ / High-Voltage Battery Management Control Module Software

This notice is for:

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

Date: March 03, 2023

Allocation Information:

As we continue to prepare for the upcoming launch of Safety Recall 97ZZ, the following owner's manual kits were recently allocated to dealers:

Locaton	Part Number	Description
USA	11A012723SG	US English Kit (US English owner's manual + English tow hook supplement)
CANADA	11A012722DG	CAN English Kit (CAN English owner's manual + English tow hook supplement)
	11A012742DG	CAN French Kit (CAN French owner's manual + French tow hook supplement)

Please note:

- You may disregard the 97FY code that is printed on the invoice. The kits will be used as part of work performed under the Safety Recall code 97ZZ.
- Your dealership will be reimbursed for the kits reflected on your invoice when you file claims under this recall.
- If you have not received an allocation, it may still be in transit or your dealership may not be expecting any affected vehicles in your AOR.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-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.