



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 97ZZ / High-Voltage Battery Management Control Module Software

This notice is for:

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

Date: March 27, 2023

Issue: The high voltage (HV) battery management control module may reset or, in rare events, the pulse inverter may be deactivated while driving. If the HV battery management control module resets while driving, the vehicle's electric motor will not be supplied with power for the duration of the reset. This may lead to a loss of propulsion without pre-warning and may increase the risk of a crash.

Precautions If the recall condition described above occurs in the vehicle, the driver will receive an immediate warning in the instrument cluster. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle diagnosed.

As a reminder, the vehicle owner's manual contains important information regarding the vehicle's warning lights and messages. We encourage customers and anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they may see.

Repair:

- REPAIR AVAILABLE – March 29, 2023

The recall remedy is to update the software for the HV battery management control unit and the pulse inverter control unit.

Additionally, certain vehicles included in this recall that were produced within a specific time period may also receive non-recall-related hardware and software improvements free of charge. These updates can include installing a more robust 12-volt battery, as well as software improvements and multiple security patches, as well as an updated version of the owner's manual.

When scheduling, please let customers know that if their vehicle is currently enrolled in Car-Net® and the Car-Net app is downloaded to their phone or other mobile device, they may receive several notifications during the update process as your dealer is performing this recall work. This is normal and should not be a cause for concern.

- 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:

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

Please refer to the 97ZZ Safety Recall circular for additional information.

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.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	20,904
CAN	2021	2021	ID4	1,433

**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 – March 2023

U.S.A.: See special claiming instructions in the 97ZZ safety recall circular for rental/loaner claiming. NOTE: A second claim must be entered for rental/loaner claiming.

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

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-