



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Compliance Recall 93S7 / Infotainment Software/Rearview Camera Display

**This notice is for:**

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

**Date:** June 23, 2023

**Issue:** Vehicles included in this recall have received a replacement infotainment central control unit that contained software that was not released for the U.S. market. Because of this, it is possible for the rearview camera image to be delayed or deactivated when the vehicle is put into reverse. A rearview camera with a delayed or deactivated image may reduce the driver's visibility of what is behind the vehicle, increasing the risk of a crash or injury to people outside the vehicle.

**Repair:**

- REPAIR NOT YET AVAILABLE
- Check daily campaign open inventory report or OMD for affected vehicles in inventory.
- Volkswagen is working to make a recall remedy available as soon as possible for the affected vehicles. Dealers and owners will be notified in writing once the recall remedy work can be performed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	ID4	4

*\*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:**

**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.