



Dear ,

Our records show that the following actions are open on your Volkswagen ID.4.

Safety Recall 97ZZ - High Voltage (HV) Battery Management Control Module Software

This safety recall can be performed at any authorized Volkswagen dealer, and should be scheduled without delay.

Service Action 93P7 - HV Battery Cell Module(s)

To identify this issue, your authorized Volkswagen dealer will evaluate your vehicle to determine if any battery cell module(s) needs replacement.

If the evaluation shows a battery cell module(s) needs replacement, your Volkswagen dealer may be able to perform the work if they are a certified Volkswagen High Voltage battery repair dealer. If they are not, you will need to make an appointment to have this work completed at a certified Volkswagen High Voltage battery repair dealer.

What you should do:

Please contact your authorized Volkswagen dealer to schedule this work as soon as possible. We expect that your vehicle will need to remain at the dealership for at least a one (1) day for the safety recall remedy, and for an additional three (3) days for the service action work if a repair is needed. Your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

To locate the nearest Volkswagen High Voltage Battery Repair Certified dealer, please visit: <https://www.vw.com/en/dealer-search.html>

~~We thank you for your continued patience. Our dealers are ready and~~
looking forward to hearing from you soon.

Warm Regards,

Rachael Zaluzec

SVP, Marketing and Customer Experience

Volkswagen Group of America