



Dear [Customer Name],

Recently, the software updates for your Volkswagen ID.4 offered under Service Action 97FY were put on hold. This was because Volkswagen discovered that additional software improvements were necessary in order to address important vehicle concerns.

Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Volkswagen ID.4 vehicles. We would like to let you know more about this upcoming recall, and what this means for your vehicle. To help keep you informed, you will receive future communications from Volkswagen about this recall.

About this Safety Recall:

The high voltage (HV) battery management control unit may reset or, in rare events, the pulse inverter may be deactivated while driving. If the HV battery management control unit 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 warning, and may increase the risk of a crash.

Right now, this recall repair is not yet available.

Currently your dealer does not have the recall remedy available to perform the recall work. Volkswagen is working to make the recall repair available as quickly as possible. By March 31st, 2023, you will receive the official recall notification letter via first class mail. This recall notification letter will provide information of the next steps you can take to obtain this software update.

In the interim, if the recall condition described above occurs in your vehicle:

1. The driver will receive an immediate warning in the instrument cluster.
2. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay for an appointment to have the vehicle diagnosed/repaired.

Your safety and that of your passengers is our highest priority. We apologize for any inconvenience this letter may cause and appreciate your patience as we continue to provide you with improved solutions and experiences.

Best Regards,

Rachael Zaluzec

VP, Customer Experience & Digital Strategy

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