



Frequently Asked Questions (FAQ)

ACTION SUMMARY					
Campaign	Safety Recall 97ZZ - High-Voltage Battery Management Control Module Software				
Action Status	REPAIR AVAILABLE				
Market(s)	USA & Canada				
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2021	ID4	20,904
	CAN	2021	2021	ID4	1,433
Problem Description	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	<p>Volkswagen has <u>not</u> issued a stop drive for this recall. Affected vehicles can continue to be driven as usual.</p> <p>In the interim, if the recall condition described above occurs in a 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.</p> <p>As a reminder, the vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. Anyone who drives the vehicle should review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging that they may see.</p>				
Customer Notification	In March 2023, owners will receive the official recall notification letter via first-class mail. The letter will provide information of the next steps owners can take to obtain the recall remedy.				
Repair Available	March 29, 2023				

Is a loaner vehicle being covered under this action?

Please refer to the claiming instructions in the campaign circular for complete details.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory.

In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demonstrator use until this repair has been performed.

IMPORTANT REMINDER ON 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

IMPORTANT!
This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



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.

What if dealers have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Direct press inquiries to Volkswagen Public Relations.

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