



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 20, 2024

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-107DG  
24V-344

**Subject:** Instrument Panel Display Malfunction/FMVSS 101

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLKSWAGEN/ID.4/2021-2023

**Mfr's Report Date:** May 15, 2024

**NHTSA Campaign Number:** 24V-344

**Components:**

BACK OVER PREVENTION:SOFTWARE

ELECTRICAL SYSTEM:INSTRUMENT PANEL:SPEEDOMETER/ODOMETER

EQUIPMENT:ELECTRICAL:INFOTAINMENT:SOFTWARE

**Potential Number of Units Affected:** 79,953

**Problem Description:**

Volkswagen Group of America, Inc. (VW) is recalling certain 2021-2023 ID.4 vehicles. Due to a software issue, affected vehicles may experience center displays and instrument panel displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rear view camera image. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 101, "Control and Displays" and 111, "Rear Visibility."

**Consequence:**

Displays that do not show critical information, such as vehicle speed or the rear view camera image, increase the risk of a crash.

**Remedy:**

Dealers will update the vehicle software, free of charge. Owner notification letters are expected to be mailed July 12, 2024. Owners may contact VW customer service at 1-800-893-5298. VW's number for this recall is 919A.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Volkswagen Group of America, Inc.'s contact for this recall will be Dusty Gardner who may be reached by email at [dusty.gardner@dot.gov](mailto:dusty.gardner@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement