



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Compliance Recall 919A / Vehicle Software

**This notice is for:** All Dealer Personnel

**Date:** May 17, 2024

**Issue:** Certain software characteristics in affected software versions may lead to vehicles experiencing center displays and dashboard displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rearview camera image. As a result, these vehicles fail to comply with regulatory requirements. If the rear view camera display is delayed or not displaying an image, there is an increased risk of crash or injury when the vehicle is backing up. If the instrument panel display is not working or reboots, the driver would not be able to see important vehicle information (such as the vehicle speed) which could result in an increased risk of a crash.

- Repair:**
- REPAIR NOT YET AVAILABLE
  - Dealers and owners will be notified in writing once the remedy is available.
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2023	ID.4	79,953
CAN	2021	2023	ID.4	8,051

*\*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.