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**Subject:** Volkswagen Recall 919A – Over-the-Air Update

Update your vehicle from almost anywhere—over the air. [View in browser.](#)



## Get Ready

Dear ,

An over-the-air software update is now available for your ID.4:

**Upgrade to Software Version 3.5.11**

This update completes the 919A recall either in whole or in part. Certain vehicles will require two separate updates to complete the 919A.

This software update provides improvements to the vehicle center displays and instrument panel displays, which includes improvements to the rearview camera. It also includes bug fixes and may include new features (if you don't already have them) such as:

1. Remote Profile & Timers
2. Charge Mode
3. Vehicle Health Report
4. Digital Owner's Manual

This update is a prerequisite for future updates.

Very soon, you will receive an 'Update available' notification in your vehicle's infotainment screen.

Once you see this notification, click "Install" to begin. Here are some important things to remember:

- **During the software installation, you will not be able to drive your vehicle**, and may not be able to open the doors. This can take upwards of an hour to complete, so you should start the installation process at a convenient time when your vehicle will not be needed, such as at the end of the day.
- Make sure your vehicle is more than 50% charged before you begin the software installation. Your vehicle will not charge during the software installation so please make sure the vehicle is not connected to a charger during this time.
- Make sure the doors, trunk, and hood are closed, windows are up, and lights are off. Turn the vehicle off and lock it.
- If the proximity unlock feature is active, and you walk by the vehicle, it will unlock and interfere with the software installation.

The software version shown in your vehicle may continue to display the software provided by the factory at the time of production and not reflect the latest software version in your vehicle.

If you have already completed the 919A recall at your Volkswagen dealer, you can disregard this email.

To activate or reactivate your Plug&Charge feature, please visit the Electrify America app. After you have successfully activated Plug&Charge through the Electrify America app, check that it is switched on in the infotainment screen in your vehicle by following this path: Charging > Charging Settings (gear icon) > Plug&Charge. If you need help with any of these steps, please visit [vw.com](http://vw.com), owners and services, ownership benefits, EV owner benefits, Plug&Charge.

To learn more about over-the-air software updates, click here [click here](#)

In the rare event that the over-the-air software update is not successful, you may not be able to start your vehicle, and you will be unable to shift it into any gear, including neutral. If this happens, contact Volkswagen Roadside at 1-800-411-6688.

If you have any questions about over-the-air software updates, please contact Volkswagen Customer CARE at 1-800-822-8987. You can also visit us at [vw.com/contact](http://vw.com/contact) to choose your preferred method of contact.



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