Critical Campaign Tip

Performing ID.4 Software Updates in the Correct Order

This notice is for:	✓ Dealer Principal ✓ Sales Manager	✓ Service Manager ✓ Parts Manager	✓ Warranty Administrator ✓ Technicians

Date

January 23, 2025

Issue

Software updates fail due to other ID.4 software update campaigns not being performed in the correct order.

Resolution

- Before any portion of the 919A is attempted, other open ID.4 software update actions (excluding over-the-air updates) **MUST** be completed successfully in order by start date shown in ELSA (unless otherwise specified in the campaign instructions).
    - Example: 97ZZ, 97HB or 97HC must be completed before the 919A.
- Section A of the campaign work instructions provides direction on performing open actions in order, based on the start date shown in ELSA.
- When ID.4 software updates are performed out of order, the resolution can take several days, or could result in control module replacement.
- Requests for additional parts or time due to extra work needed because of software update actions being performed out of order ***will be denied.***

Additional Information

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>

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2025 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.