



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Compliance Recall 97H3 / Brake Control Unit Software

This notice is for: All Dealer Personnel

Date: February 28, 2025

Issue: Under certain circumstances, the "N" gear position may not be shown in the instrument cluster when it should be displayed. As such, these vehicles fail to comply with regulatory requirements.

If the correct transmission gear position indicator is not shown and the electronic parking brake is not engaged, the driver may be unable to identify the transmission shift position, increasing the risk of a crash and vehicle roll away.

Precautions If the parking brake is not engaged, the red parking brake indicator light on the instrument cluster will not be illuminated. Before leaving the vehicle, owners are advised to confirm the parking brake indicator light has illuminated in order to help avoid a situation where the vehicle could roll when it is not intended to do so.

IMPORTANT!

- Vehicles in this recall will show both the 97H3 and 919A Compliance Recalls open in ELSA.
- Completing and claiming the Compliance Recall 919A software update will satisfy the required recall remedy for both the 919A and 97H3, and both codes will then close automatically in ELSA.
- Dealers do not need to perform any work or enter a claim under Compliance Recall 97H3.

Repair:

- REPAIR AVAILABLE – February 28, 2025 / Update the brake electronics control module software. In addition to the recall remedy, the updated vehicle software being provided may contain enhancements/improvements to some of the vehicle's other systems.
- See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
- Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed; software update only.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2023	ID.4	50,971
CAN	2021	2023	ID.4	5,475

**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:

- Schedule owner repairs immediately
- Owner mailing – March 2025
- Loaner/rental coverage – see campaign circular

Ensure all dealer 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.

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-