



Compliance Recall

Code: 97H3

Over-the-Air (OTA) Software Update Available (via 919A)	
USA	YES
CANADA	YES

Subject	Brake Control Unit Software															
Document History	<table border="1"> <thead> <tr> <th>Date</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>02/28/2025</td> <td>Original publication</td> </tr> </tbody> </table>	Date	Summary	02/28/2025	Original publication											
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Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2023</td> <td>ID.4</td> <td>50,971</td> </tr> <tr> <td>CAN</td> <td>2021</td> <td>2023</td> <td>ID.4</td> <td>5,475</td> </tr> </tbody> </table> <p><i>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 <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2023	ID.4	50,971	CAN	2021	2023	ID.4	5,475
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USA	2021	2023	ID.4	50,971												
CAN	2021	2023	ID.4	5,475												
Problem Description	<p>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.</p> <p>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.</p>															
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.															
Corrective Action	<p>Update the brake electronics control module software.</p> <p>In addition to the recall remedy, the updated vehicle software being provided may contain enhancements/improvements to some of the vehicle's other systems.</p>															
IMPORTANT	<ul style="list-style-type: none"> • 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. 															
Code Visibility	On February 28, 2025, the campaign code was applied to affected vehicles.															
Owner Notification	Owner notification will take place in March 2025. Owner letter examples are included in this bulletin for your reference.															

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.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.
Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry and Work Instructions

IMPORTANT

Dealers do not need to perform any work or enter a claim under Compliance Recall 97H3.

- 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.
- There may be a delay in the 97H3 closure while the 919A claim is in process.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 25V120

Subject: Compliance Recall 97H3 - Brake Control Unit Software

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2021-2023 model year Volkswagen vehicles fail to conform to (FMVSS) No. 102 Transmission Shift Lever Sequence, Starter Interlock, And Transmission Braking Effect. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

According to our records, your vehicle is included in both Compliance Recall 97H3 (Brake Control Unit Software) and Compliance Recall 919A (Vehicle Software).

- To correct the noncompliance for both recalls, your authorized Volkswagen dealer will perform a software update to your vehicle. This work will take about four (4) hours to complete and will be performed for you free of charge.
- Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.
- In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of your vehicle's other systems.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take:

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.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2025-099

Subject: Compliance Recall 97H3 - Brake Control Unit Software

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the 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 the requirements of Canada Motor Vehicle Safety Standard - CMVSS 102 - *Transmission Control Functions*.

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.

What will we do?

According to our records, your vehicle is included in both Compliance Recall 97H3 (Brake Control Unit Software) and Compliance Recall 919A (Vehicle Software).

- To correct the noncompliance for both recalls, your authorized Volkswagen dealer will perform a software update to your vehicle. This work will take about four (4) hours to complete and will be performed for you free of charge.
- Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.
- In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of your vehicle's other systems.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

Precautions you should take:

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.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection