



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 97FY – Volkswagen ID.4 Update Package

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: December 05, 2022

About this Service Action: Volkswagen is providing hardware and software updates to certain Volkswagen ID.4 vehicles produced within a specific time period. These updates include installing a more robust 12-volt battery, as well as software improvements and multiple security patches. An updated version of the owner’s manual will also be provided.

- Repair:**
- REPAIR AVAILABLE – December 06, 2022
 - See ELSA/ServiceNet 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: Parts will be managed by Free Order. Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population. Owner’s manual kits will also be allocated, and additional kits can be ordered using the “Technical Literature Ordering Center” found on vw.hub.com (literature.vw.com).

- Affected Vehicles** Vehicles included in this service action are being released in preselected phases.
- The first group will be released and visible in ELSA in December 2022. Customer notification for the first group will take place in December 2022 as well.
 - Dealers will receive updates when future groups/waves are released and customer notifications are scheduled.
 - As always, dealers should ensure the service action shows OPEN in ELSA on the day of repair before performing any work under this service action.

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	21,156
CAN	2021	2021	ID4	1,432

**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 – December 2022
 - Service action expiration date: December 31, 2027

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.

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

-END OF MESSAGE-