

Subject: Get ready for an update

Dear Customer,

Your 2021 ID.4 is getting an update.

Our records show that your vehicle is currently eligible for the 97FY Software Update Service Action. This update will require an in-person appointment at your local Volkswagen dealership. The service visit will include the installation of new version 3.1 vehicle software with feature enhancements, minor bug fixes and security improvements, as well as the installation of a new 12-volt battery and an updated Owner's Manual. This update is a prerequisite for all future software updates.

After receiving the update, the driver can expect improvements to:

- Charging performance
- Lane and object detection
- Voice recognition

We expect that vehicles will need to remain at the dealership for at least a day for this service visit. Given the number of vehicles to receive this service and the time it takes to perform it, we expect appointments to be available, but timing may be delayed. We thank you for your patience as our dealers work through the steps needed to service all eligible owners.

We thank you for your continued patience and are excited to deliver your vehicle's first updates. Our dealers are ready and looking forward to hearing from you soon.

Warm Regards,

Andrew Savvas

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