

Dear <Owner Name>,

We're writing to update you on the status of the software update for your 2021 Volkswagen ID.4.

As we previously communicated, we have actively been working on providing a software update for the MY 2021 ID.4 vehicles in the US. We are pleased to share that we are ready to begin the process of updating vehicles at participating Volkswagen dealerships. This dealership visit will include the installation of new 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.

To ensure that the process is as smooth as possible for our owners, we are rolling out the update in phases. The first phase is beginning now and we are directly notifying those owners whose vehicles are included in this first phase. These will be the only vehicles eligible to be updated at this time.

After the first wave, we look forward to inviting you and additional owners to visit a preferred Volkswagen dealership to receive your first software update. **There are no steps that you need to take at this time.** We will be in touch at a later date with more details about this first software update and when you should contact your dealer to schedule your visit.

Thank you for your patience. We look forward to updating you soon.

Warm Regards,

**Andrew Savvas**

EVP, Chief Sales & Marketing Officer  
Volkswagen North American Region

**Rachael Zaluzec**

VP, Customer Experience & Digital Strategy  
Volkswagen Group of America