



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 93P7 / HV Battery Cell Module(s)

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

Date: March 27, 2023

Issue: The high-voltage battery cells may experience an increased self-discharge due to a production fault. This can lead to a reduction in battery capacity and in driving range. If this condition exists in the vehicle, a warning lamp may illuminate and the message “*Electronic system does not work correctly. Please go to workshop.*” may be shown in the infotainment display.

- Repair:**
- REPAIR AVAILABLE – March 29, 2023 - Evaluate and, if necessary, replace the affected battery cell module(s).
 - 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.

IMPORTANT!
Battery Cell
Evaluation/Replacement

- **Vehicles with CRITERIA 02 in ELSA** have already been identified by the factory as requiring battery cell module replacement(s). Owners of these vehicles **MUST** schedule this service action directly with a certified Volkswagen battery repair dealer.
- **Vehicles with CRITERIA 04 in ELSA** can be scheduled for battery cell evaluation with any authorized Volkswagen dealer; however if the evaluation indicates battery cell replacement(s) is needed, the dealer performing the replacement(s) **MUST** be a certified Volkswagen battery repair dealer.

Please refer to the 93P7 service action circular for complete information.

Parts Department: There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	ID4	20,949
CAN	2021	2022	ID4	1,431

**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 2023
 - Service action expiration date – December 31, 2027

-END OF MESSAGE-

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.