



## Frequently Asked Questions (FAQ)

ACTION SUMMARY					
<b>Campaign Code</b>	Service Action 93P7 – HV Battery Cell Module(s)				
<b>Action Status</b>	REPAIR AVAILABLE				
<b>Market(s)</b>	USA & Canada				
<b>Affected Vehicles</b>	<b>Country</b>	<b>Beginning Model Year</b>	<b>Ending Model Year</b>	<b>Vehicle</b>	<b>Vehicle Count</b>
	USA	2021	2022	ID4	20,949
	CAN	2021	2022	ID4	1,431
<b>Problem Description</b>	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 “ <i>Electronic system does not work correctly. Please go to workshop.</i> ” may be shown in the infotainment display.				
<b>Corrective Action</b>	Evaluate and, if necessary, replace the affected battery cell module(s).				
<p><b>USA ONLY VIN Lookup Visibility - vw.com:</b> On or about March 29, 2023, the campaign code will appear for affected vehicles in the VIN lookup tool. Customers can check a vehicle’s eligibility for repair under this or any other recall/service campaign by clicking on the <b>Look Up Recalls</b> link at <a href="http://www.vw.com">www.vw.com</a> and entering the Vehicle Identification Number (VIN).</p>					

### Which dealers can perform this service action repair?

**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.

### Is a loaner vehicle being covered under this action?

Please refer to the claiming instructions in the campaign circular for complete details.

### What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory.

### Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

### Is an owner reimbursement plan part of this service action?

Due to the nature of this campaign, it is unlikely a customer will request reimbursement. However, any customer with questions about reimbursement should be directed to Volkswagen Customer CARE.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.