

VWoA Compliance

From: Volkswagen Now Dealer Communications <dealercomms@vw-now.com>
Sent: Wednesday, April 5, 2023 10:45 AM
To: VWoA Compliance
Subject: FIELD COPY: ID.4 Campaigns - Safety Recall 97ZZ and Service Action 93P7

After Sales April 5, 2023

Dealer Principal, General Manager, Service Administrator-Other, Service Consultant, Service Manager, Service Technician, Service Xpress Consultant, Service Xpress Technician, Shop Foreman

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After Sales

ID.4 Campaigns - Safety Recall 97ZZ and Service Action 93P7



Dear Volkswagen Dealers,

This week, we released repair information for Safety Recall 97ZZ and Service Action 93P7. With the number of customer vehicles requiring work under both actions, it is critical to set the stage for success and reinforce your commitment to the customer’s EV experience. The information provided here is supplemental to the information found in the campaign circulars published to ELSA and ServiceNet.

<p>Safety Recall 97ZZ</p>	<p>Any authorized Volkswagen dealer can perform Safety Recall 97ZZ.</p>
<p>Service Action 93P7</p>	<p>Any authorized Volkswagen dealer can perform a battery cell evaluation under Service Action 93P7, however</p> <ul style="list-style-type: none"> • <u>Vehicles with CRITERIA 02 in ELSA</u> have already been identified by the factory as requiring battery cell module replacement(s). Owners of these vehicles <i>MUST</i> schedule this service action directly with a certified Volkswagen battery repair dealer. • <u>Vehicles with CRITERIA 04 in ELSA</u> 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) <i>MUST</i> be a certified Volkswagen battery repair dealer*. <p><i>*Non-battery repair Dealers: Please use the dealer locator on vw.com to assist CRITERIA 04 customers needing battery cell module replacement in locating the closest High Voltage Battery Repair Certified Volkswagen Dealer. The customer can then schedule an appointment to have this work completed at their earliest convenience. In the interim, the vehicle may be driven.</i></p>
<p>Preparation Steps for a Successful Customer Campaign Experience</p>	<ol style="list-style-type: none"> 1. Make sure you have proper tools and equipment prior to scheduling your first appointments: <ol style="list-style-type: none"> a. 32 GB USB drive with software download b. VAS5908 Battery Charger c. 6154A diagnostics interface d. Windows 10 laptop with the latest version of ODIS

2. Ensure you have sufficient Internet or WiFi bandwidth in your service area.
3. Open all available appointments in your Online Service Scheduler.
4. Contact your customers to schedule appointments. As always, make sure to check ELSA to confirm the campaign(s) are open for each vehicle, and confirm by checking ELSA again on the day of repair.
5. Plan to provide alternate transportation to each customer:
 - a. When scheduling, review customer expectations for alternate transportation.
 - b. To assist you in accommodating customers who prefer an electric vehicle, each dealer has already been allocated at least one MY 2023 ID.4.
 - c. For these actions, we are supporting mobility options outside of your normal ATP budget, including two (2) days of alternate transportation for 97ZZ, and three (3) additional days for customers with 93P7 criteria 02, or those with criteria 04 who require a battery repair.
 - d. Please note, the three (3) additional days may only be claimed by the dealer performing the repair, and is not allowed for the inspection only. See the campaign circulars for claim coding instructions.
6. Prepare for the 97ZZ appointment by ensuring all parts are ready and available:
 - a. Updated Owner's Manual
 - b. Printed Owner's Manual insert
 - c. 12V battery, which must be sufficiently charged
7. If you have not already done so, we recommend that you review the four Customer Journey: Service Challenges on VWCup that highlight the 5 Keys to Customer Obsession during Service.

Owner Notifications	In addition to the first-class mail letter that owners will receive about these campaigns, Volkswagen will also send an email to help guide customers to the dealers who can perform the work they need.	
	Customer Email – What’s Included	
	Safety Recall 97ZZ & Service Action 93P7 Criteria 02	<ul style="list-style-type: none"> • Any dealer can perform Safety Recall 97ZZ • Only an HV Battery Certified Volkswagen dealer can perform Service Action 93P7 • A link to vw.com to search for HV Battery Certified dealer will be provided.
Safety Recall 97ZZ & Service Action 93P7 Criteria 04	<ul style="list-style-type: none"> • Any dealer can perform Safety Recall 97ZZ • Any dealer can perform the Service Action 93P7 battery cell module evaluation, but if evaluation indicates battery cell replacement(s) is needed, the replacement must be performed by an HV Battery Certified Volkswagen dealer • A link to vw.com to search for HV Battery Certified dealer will be provided. 	

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