



Customer Experience

MY 21 ID.4 97ZZ and 93P7 Alternate Transportation Reminder



Dear Volkswagen Dealers,

As a reminder, in order to provide ID.4 customers with the best experience possible, we are supporting mobility options outside of your normal ATP budget for the 97ZZ Safety Recall and the 93P7 Service Action. You are strongly encouraged to utilize these options:

97ZZ

- Up to two (2) days of alternate transportation may be claimed.

93P7

- Criteria 02: Up to three (3) additional days of alternate transportation may be claimed as these VINs require a battery repair.
- Criteria 04: For VINs that require a battery repair, up to three (3) additional days may be claimed. Please note, the three (3) additional days may be claimed only by the dealer performing the repair and are not allowed for the inspection only.

Please see the 97ZZ and 93P7 campaign circulars for complete claim coding instructions.
