



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Service Action 97HC / Vehicle Software Update 3.2.1

This notice is for: All Dealer Personnel

Date: January 18, 2024

Issue: Volkswagen is providing software improvements for certain 2022 model year Volkswagen ID.4 vehicles, free of charge.

- Repair:**
- REPAIR AVAILABLE – January 19, 2024 / Update vehicle to software level 3.2.1
 - See ELSA and the Service References tool in Elsa2Go 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.

Parts Department: No parts required; software update only

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	ID4	6,685
CAN	2022	2022	ID4	1,086

**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 – January 2024
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-

Ensure all dealer 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.