



VOLKSWAGEN DEALER COMMUNICATION

Campaign Circular Revision – Service Action 97HB / ID.4 Software Update

This notice is for: All Dealer Personnel

Date: March 05, 2024

Revision Information: Updates have been made to the work instructions.

- The Gateway/ICAS1 control module should not be replaced if a specific ghost fault is stored, before OR after the flash.

Please take the time to ensure everyone in your dealership with campaign-related responsibilities has thoroughly reviewed the revised circular that is visible in Service References in Elsa2Go today and will show in ELSA tomorrow.

Please discard any paper copies you may have printed and ensure they are replaced with the most current version.

-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.