



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Service Action 97H1 / Vehicle Software Update to Level 3.2.12

**This notice is for:** All Dealer Personnel

**Date:** April 29, 2024

**About this Service Action:** Volkswagen is providing a software update for certain 2021 model year Volkswagen ID.4 vehicles in order to bring the vehicle's software level up to 3.2.12. This will make it possible for these vehicles to receive future over-the-air (OTA) software updates.

- Repair:**
- REPAIR AVAILABLE – April 30, 2024
  - See ELSA and Service References 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 needed; software update only.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	298

*\*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 – May 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.*