



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Service Action 91VH / Vehicle Software (SW Level 5.4.3)

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

**Date:** November 17, 2025

**About this Service Action:** Under this service action, a software update has been made available to improve vehicle operation, performance, and comfort, and may include new features or functionality. Accordingly, completing this software update is important, since some features and functions might not be available or optimal if this software update is not completed.

Depending on a vehicle’s configuration, the updated software available under this service action will provide bug fixes, enhancements and improvements to certain vehicle systems, such as:

- Vehicle Connectivity
- Charging System Robustness
- Seat Memory Functionality
- Window Operation

Additionally, we strongly recommend that owners have the vehicle’s software updated prior to using the Volkswagen-approved NACS DC charging adapter (when available for purchase) to charge the vehicle, as this update includes additional safeguards to prevent certain risks such as property damage, fire, and/or injury, that could occur in the case of adapter misuse. Please note that regardless of the vehicle software level, **customers must only use the Volkswagen-approved NACS DC charging adapter for the vehicle to charge at DC fast chargers.** In no circumstance should a NACS DC charging adapter be used with AC home wall chargers or Destination chargers.

- Repair:**
- REPAIR AVAILABLE – November 18, 2025
  - 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:** Software update only – no parts needed.

**Affected Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2025	ID.4	11,434
CAN	2025	2025	ID.4	2,655

*\*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 – December 2025
  - 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.*