

Dear {Customer},

An over-the-air software update is now available for your ID.4:

Upgrade to Software Version 3.8.11

This software update provides enhanced IT security for your vehicle, improved stability for the infotainment system, and a bug fix for the air conditioning refrigerant display. It is a prerequisite for future updates.

Very soon, you will receive an 'Update available' notification in your vehicle's infotainment screen.

Once you see this notification, click 'Install' to begin. Here are some important things to remember:

- **During the software installation, you will not be able to drive your vehicle** and may not be able to open the doors. This can take upwards of an hour to complete, so you should start the installation process at a convenient time when your vehicle will not be needed, such as at the end of the day.
- Make sure your vehicle is **more than 50% charged** before you begin the software installation. Your vehicle will not charge during the software installation so please make sure the vehicle is not connected to a charger during this time.
- Make sure the doors, trunk, and hood are closed, windows are up, and lights are off. Turn the vehicle off and lock it.
- If the proximity unlock feature is active, and you walk by the vehicle, it will unlock and interfere with the software installation.

To learn more about over-the-air software updates, click here [click here](#)

In the rare event that the over-the-air software update is not successful, you may not be able to start your vehicle, and you will be unable to shift it into any gear, including neutral. If this happens, contact Volkswagen Roadside at 1-800-411-6688.

If you have any questions about over-the-air software updates, please contact Volkswagen Customer CARE at 1-800-822-8987. You can also visit us at vw.com/contact to choose your preferred method of contact.