



# VOLKSWAGEN DEALER COMMUNICATION

## Campaign Circular Revision – Safety Recall 97ZZ / High-Voltage Battery Management Control Module Software

**This notice is for:**

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

**Date:** May 09, 2023

**Revision Information:** The claiming instructions and troubleshooting steps for this recall have been updated. Please take the time to ensure everyone in your dealership with campaign-related responsibilities has thoroughly reviewed the revised Safety Recall 97ZZ circular that has been published to ELSA and ServiceNet.

**The 97ZZ work instructions contain useful troubleshooting information/notes for common flash issues. If an error occurs, consult the 97ZZ work instructions first.**

If you're still encountering errors **AFTER** reviewing the revised circular, please reach out to the appropriate team (Warranty, Technical Helpline and/or ODIS Support).

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

**Notes:**

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

**-END OF MESSAGE-**

*Ensure all dealership 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.*