



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: June 30, 2023

Revision Information: The parts ordering section has been updated.

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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.

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.