



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – 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:** February 06, 2023

**Issue:** The high voltage (HV) battery management control module may reset or, in rare events, the pulse inverter may be deactivated while driving. If the HV battery management control module resets while driving, the vehicle's electric motor will not be supplied with power for the duration of the reset. This may lead to a loss of propulsion without pre-warning and may increase the risk of a crash.

**Precautions:** When this situation occurs, the driver will receive an immediate warning in the instrument cluster. Customers experiencing this situation are advised to contact their authorized Volkswagen dealer without delay to schedule an appointment and have the vehicle diagnosed/repared.

- Repair:**
- REPAIR NOT YET AVAILABLE
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	20,904
CAN	2021	2021	ID4	1,433

*\*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:** On December 05, 2022 Volkswagen released the first wave of software updates to a small number of 2021 model year Volkswagen ID.4 vehicles under Service Action 97FY. On January 27, 2023, the service action was paused in an effort to help improve the customer experience and to avoid requiring additional customers to make repeat trips for service.

This recall will replace the service action, and will address a safety issue related to the high voltage (HV) battery management control module and pulse inverter.

**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.*