

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 23V040

Subject: Safety Recall 97ZZ - High Voltage (HV) Battery Management Control Module Software

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Volkswagen ID.4 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The high voltage (HV) battery management control unit may reset or the pulse inverter may be deactivated while driving. If the HV battery management control unit 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 warning, increasing the risk of a crash.

What will we do?

To correct this defect, your authorized Volkswagen dealer will update software for the HV battery management control unit and the pulse inverter control unit. This work will take up to eleven (11) hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Additionally, certain vehicles included in this recall that were produced within a specific time period may also receive non-recall-related hardware and software improvements free of charge. These updates can include installing a more robust 12-volt battery, as well as software improvements and multiple security patches, as well as an updated version of the owner's manual.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Important Note for Car-Net® Subscribers

If your vehicle is currently enrolled in Car-Net and the Car-Net app is downloaded to your phone or other mobile device, you may receive several notifications during the update process as your dealer is performing this recall work. This is normal and should not be a cause for concern.

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Precautions you should take If the recall condition described above occurs in your vehicle, 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 for an appointment to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection