



Frequently Asked Questions (FAQ)

ACTION SUMMARY					
Campaign	Safety Recall 97ZZ - High-Voltage Battery Management Control Module Software				
Action Status	REPAIR NOT YET AVAILABLE				
Market(s)	USA & Canada				
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2021	ID4	20,904
	CAN	2021	2021	ID4	1,433
Problem Description	<p>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.</p>				
Precautions	<p>Volkswagen has <u>not</u> issued a stop drive for this recall. Affected vehicles can continue to be driven as usual.</p> <p>In the interim, if the recall condition described above occurs in a 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.</p> <p>As a reminder, the vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. Anyone who drives the vehicle should review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging that they may see.</p>				
Customer Notification	<p>On February 06, 2023, the Volkswagen brand sent an email communication to some affected owners informing them about this safety recall.</p> <p>Volkswagen is working to make the recall remedy available as quickly as possible. By March 31, 2023, we will send the official recall notification letter via first-class mail. This recall notification letter will provide information of the next steps owners can take to obtain the recall remedy.</p>				
Campaign Code Visibility for Dealers/Owners	<p>On February 07, 2023 the campaign code was applied to the affected vehicles and is visible in ELSA.</p> <p>Also on February 07, 2023, the recall code was activated for both the NHTSA safercar.gov and vw.com VIN lookup tools. Customers can confirm a vehicle's eligibility for this or any other recall/service campaign by entering the Vehicle Identification Number (VIN) into one of these tools.</p>				

What is the status of this recall repair?

The recall repair is not yet available.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



Why has a recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

What if a customer wants their vehicle repaired immediately?

Volkswagen has not issued a stop drive for this recall. Affected vehicles can continue to be driven as usual. At this time, a recall remedy is not available.

If a vehicle is not currently experiencing any issues, inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

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

Any vehicle experiencing issues should be diagnosed by an authorized dealer following existing repair guidelines.

Is a loaner vehicle being covered under this action?

U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory.

In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demonstrator use until this repair has been performed.

IMPORTANT REMINDER ON 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.

What if dealers have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Direct press inquiries to Volkswagen Public Relations.

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