



Dear ,

Our records show that the following actions are open on your Volkswagen ID.4.

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

This safety recall can be performed at any authorized Volkswagen dealer, and should be scheduled without delay.

**Service Action 93P7 - HV Battery Cell Module(s)**

According to our records, your vehicle will need battery cell module(s) replaced under this action. Only a certified Volkswagen High Voltage battery repair dealer can perform repairs under this service action. When making your appointment for this service action, please ensure your dealer is a certified Volkswagen High Voltage battery repair dealer.

**What you should do:**

Please contact your certified Volkswagen battery repair dealer to schedule this work as soon as possible. We expect that your vehicle will need to remain at the dealership for at least a one (1) day for the safety recall remedy, and for an additional three (3) days for the service action work. Your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

To locate the nearest Volkswagen High Voltage Battery Repair Certified dealer, please visit: <https://www.vw.com/en/dealer-search.html>

We thank you for your continued patience. Our dealers are ready and looking forward to hearing from you soon.

Warm Regards,

**Rachael Zaluzec**

SVP, Marketing and Customer Experience

Volkswagen Group of America