

## VWoA Compliance

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**From:** Volkswagen Now Dealer Communications <dealercomms@vw-now.com>  
**Sent:** Wednesday, December 7, 2022 8:35 AM  
**To:** VWoA Compliance  
**Subject:** [From: External] FIELD COPY: Potential Customer Questions - Cybersecurity

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VW Customer Experience & Digital Strategy December 7, 2022

All Dealership Personnel

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Customer Experience

**Potential Customer Questions - Cybersecurity**



Dear Volkswagen Dealers,

In an effort to prepare you for potential customer questions, please be aware that an independent company, NavInfo, has identified three cybersecurity vulnerabilities applicable to model year 2021 ID.4 vehicles. This company has disclosed these findings to VWAG and will also disclose them publicly on December 7th, 2022 during a public conference in the United Kingdom.

Of course, we take such topics seriously, and these vulnerabilities are corrected by the software update performed during the 97FY Service Action. MY 2022 ID.4 vehicles are not impacted.

If a customer contacts you to discuss steps they need to take to ensure vehicle security, please advise them to restrict access to their vehicle to only trusted individuals until such time as the 97FY can be performed. This is because anyone seeking to exploit the vulnerability must have physical access to the vehicle.

If a customer believes their vehicle has been impacted by a cybersecurity attack, please direct them to contact CARE for assistance.

Thank you!

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