

VWoA Compliance

From: Volkswagen Now Dealer Communications <dealercomms@vw-now.com>
Sent: Friday, January 27, 2023 4:15 PM
To: VWoA Compliance
Subject: FIELD COPY: Update Regarding MY 21 ID.4 Software Service Action

Group Customer Protection January 27, 2023

Dealer Principal, General Manager, Sales Manager, Service Manager

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Customer Experience

Update Regarding MY 21 ID.4 Software Service Action



Dear Dealers,

On December 5, 2022 we announced a first wave of software updates to a small number of MY21 ID.4 vehicles with a service action taking place in Volkswagen dealerships. We've since identified software improvements to address important issues that have come to our attention. Updated software will soon be available. To improve the customer experience and avoid requiring additional customers to make repeat trips to Volkswagen dealerships, we have paused any further activities. We will be launching a new updated solution in short order, which will be available to all MY21 ID.4 customers.

We will be contacting customers shortly with this information as well.

We appreciate your patience as we work diligently to provide you with improved solutions and experiences.

Best Regards,

Group Customer Protection

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