



Media Information

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New functions and greater comfort: Volkswagen launches Over-the-Air Updates for the ID. family

- Milestone on the path to becoming a software-oriented mobility provider
- Volkswagen brand becomes the first high-volume manufacturer to regularly update software in customer cars via mobile data transfer
- ID. models remain up-to-date at all times, even after delivery – cars retain their value better
- Software updates lay the foundations for new business models
- Brand CEO Ralf Brandstätter: “We are creating a completely new, digital customer experience with new functions and greater comfort every twelve weeks”

Wolfsburg – Volkswagen is taking the next big step towards becoming a software-oriented mobility provider: from this summer, the brand will regularly send software updates “Over-the-Air” to models in its ID. family. This makes Volkswagen the first and only high-volume manufacturer to make this innovative technology available to its customers on a broad basis. The first model to benefit is the ID.3¹: the latest software version “ID.Software2.3” will be delivered to “First Movers Club” customers via mobile data transfer in July 2021. The update includes adjustments and improvements to operations, performance and comfort. Updates for all ID.3, ID.4² and ID.4 GTX³ customers will follow gradually. In the future, Volkswagen will update the software in its ID. cars every twelve weeks.



The first Over-the-Air Updates for ID. models will be out this month.

extensive Over-the-Air Updates. This is an important milestone in the implementation of our ACCELERATE strategy, which is preparing Volkswagen for the connected, digital mobility of the future.”

Extensive improvements thanks to Over-the-Air Updates

The first update for the all-electric ID. models comes with many functional improvements: these include enhanced ID. Light functionalities, optimised surroundings recognition and dynamic main beam control, improved operability and design modifications for the infotainment system, as well as performance and stability

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improvements.

The software updates are delivered via mobile data transfer, straight to the central high-performance computers in the ID. models (In Car Application Server, ICAS for short). In the case of cars based on the modern MEB platform, these take on functions that were previously distributed across a host of control units in earlier vehicle generations. The new electronics architecture is not only more powerful and intelligent, it also simplifies the exchange of data and functions between systems in the car. This makes it possible to reach and update up to 35 control units via the Over-the-Air Updates.

Focus is always on customers with ID. Digital

"Cars that always have the latest software on board and offer an excellent digital customer experience are extremely important for the future success of the Volkswagen brand," said Thomas Ulbrich, member of the Board of Management for Development at Volkswagen. "We established the agile project unit ID. Digital specifically to enable us to continuously update software in the car. As such, we are able to quickly gather customer feedback and react flexibly to customer requirements. This means the ID. models remain constantly up to date after delivery, and customer cars retain their value better."

The driving force behind the digitalisation of the brand is the close cooperation between ID. Digital and CARIAD, the Volkswagen Group's car software organisation. This collaboration makes for a wealth of software expertise. The brand benefits from the company's clout, whilst at the same time using the speed of the agile software company CARIAD. "Over-the-Air Updates are a central functionality of the digital, connected car," said CARIAD CEO Dirk Hilgenberg. "They will become the norm for customers – just like downloading the latest operating system or apps on your smartphone."

Business model 2.0: the future of mobility

With Over-the-Air Updates of the software, the Volkswagen brand is laying the foundations for new business models – as laid out in the ACCELERATE strategy. In the future, customers will no longer need to decide on functions for their car when purchasing the car – or which configuration will make for a higher resale value. This is because the hardware will be standardised to a great extent. In the future, additional functions and innovative technology can be added later via software updates.

¹ ID.3 – combined power consumption in kWh/100 km (NEDC): 17.7–14.5; combined CO₂ emissions in g/km: 0; efficiency class: A+

² ID.4 – combined power consumption in kWh/100 km (NEDC): 16.9–15.5; combined CO₂ emissions in g/km: 0; efficiency class: A+

³ ID.4 GTX, 220 kW – Power consumption in kWh/100 km (NEDC): 16.3 (combined); CO₂ emissions in g/km: 0; efficiency class: A+.



The Volkswagen Passenger Cars brand is present in more than 150 markets worldwide and produces vehicles at more than 30 locations in 13 countries. Volkswagen delivered around 5.3 million vehicles in 2020. These include bestsellers such as the Golf, Tiguan, Jetta or Passat as well as the fully electric successful models ID.3 and ID.4. Around 184,000 people currently work at Volkswagen worldwide. In addition, there are more than 10,000 trading companies and service partners with 86,000 employees. With its ACCELERATE strategy, Volkswagen is consistently advancing its further development into a software-oriented mobility provider.
