



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Safety Recall 19Q9 / Electric Motor Coolant Sealing Ring

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: November 17, 2022

Issue: Due to an incorrectly assembled sealing ring, it may be possible for coolant to enter the high-voltage system, potentially resulting in ground bouncing in the low-voltage system. This may interfere with the CAN communication and voltage supply of safety-critical control modules. Coolant ingress has the potential to affect safety-critical control modules and/or vehicle warning lights. Diminished performance of safety-critical systems may affect vehicle control or performance in the event of a crash, increasing the risk of injury. It can also result in an unintended airbag deployment, increasing the risk of injury or a crash.

Precautions: An illuminated warning light(s) may indicate that an electrical failure exists. Owners are advised to review the owner’s manual to ensure familiarity with the vehicle warning lights, and should contact an authorized Volkswagen dealer if any warning light(s) is illuminated.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|---------|---------------|
| USA | 2023 | 2023 | ID4 | 392 |

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes: **IMPORTANT REMINDER: 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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.