

# IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 22V956

**Subject: Safety Recall 97HA - 12V Battery Charging Cable**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Volkswagen ID.4 vehicles equipped with rear-wheel drive. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

On affected vehicles (rear-wheel drive only), the 12V battery charging cable may contact the steering column shaft, causing the cable insulation to wear through. If this happens, it may result in a short circuit. A short circuit can lead to a loss of motive power while driving which increases the risk of a crash. A short circuit in this case also increases the risk of a vehicle fire.

The affected cable is a low voltage cable; therefore there is no risk of a high-voltage electric shock to occupants or servicing technicians.

A risk of potential damage to the steering system (due to electrical current passing through) cannot be ruled out.

**What will we do?**

To correct this defect, your authorized Volkswagen dealer will inspect the 12V battery charging cable and repair or replace it if necessary, free of charge.

The inspection and, if necessary, the repair should take less than an hour to complete. Replacement of the 12V battery cable (if needed) will take up to three hours to complete.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule and for parts ordering (if needed).

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take**

**As a precaution, owners of affected vehicles are advised to park outside away from buildings or other structures and other vehicles due to the potential risk of vehicle fire due to this condition.**

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If the vehicle develops a short circuit due to the recall condition, there will be warning messages in the display advising of low 12V battery charge while driving. In rare cases it is possible that there may be a burning smell, smoke, sparks or fire near the left front of the vehicle. Contact an authorized dealer without delay if your vehicle experiences any of these conditions.

### **Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

### **Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection