Safety Recall
Code: 97HA

Subject **12V Battery Charging Cable**

Release Date January 04, 2023

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID4	1,042
CAN	2023	2023	ID4	42

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.

- ✓ *Campaign status must show "open."*
- ✓ *If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.*

Problem Description: 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.

Precautions: 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.

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.

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

Corrective Action Inspect the 12V battery charging cable and repair or replace it if necessary.

Code Visibility On or about January 04, 2023, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in January 2023. Owner letter examples are included in this bulletin for your reference.

Additional Information **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL

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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.
Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Parts Information (if necessary)

IMPORTANT PARTS INFORMATION

DO NOT ORDER THE 12V BATTERY CABLE (Wiring set) FOR STOCK!

- THE REPLACEMENT RATE IS EXPECTED TO BE **LESS THAN 3%**.
- LIMITED PARTS ARE AVAILABLE.
- PARTS SHOULD **ONLY** BE ORDERED IF THEY ARE ABSOLUTLEY REQUIRED.

Dealers are required to e-mail the VIN and a clear photo of a damaged 12V cable when placing a parts order.

Part Number	Parts Control Type	Instructions
1EA-971-227	E-mail to Order	US and Canadian Dealers: Email the VIN and a picture of the damaged 12V cable to Parts Specialists at VWoAPartsSpecialists@vw.com to order
N -106-622-01 N -105-920-02	Free Order	Parts will be managed by Free Order

Initial Allocation: **NO**	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool: **(right click to open)**	

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	N -106-622-01	TIE WRAP	Free Order
	Approx 300 mm	N -105-920-02	TAPE	
	Or, if 12V cable requires replacement:			
	1	1EA-971-227	Wiring Set	e-mail to order

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	97HA
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal if 12V cable does not require repositioning Mark TIE WRAP* as causal part if 12V cable does require repositioning Mark Wiring set* as causal part if 12V cable requires replacement
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.
Criteria I.D.	01
	Inspect 12V cable. Cable is positioned 10 mm or more from steering shaft. 12V cable does not require repositioning or replacement.

LABOR		
Labor Op	Time Units	Description
0183 00 99	20	Inspect 12V cable, no rework necessary

Continued on next page

<table>
<tr><td>OR</td><td colspan="3">Inspect 12V cable. Cable is positioned less than 10 mm from steering shaft. 12V cable required repositioning.</td></tr>
<tr><td rowspan="6"></td><td colspan="3">LABOR</td></tr>
<tr><td>Labor Op</td><td>Time Units</td><td>Description</td></tr>
<tr><td>9709 49 99</td><td>30</td><td>Inspect and reposition 12V cable</td></tr>
<tr><td colspan="3">PARTS</td></tr>
<tr><td>Quantity</td><td>Part Number</td><td>Description</td></tr>
<tr><td>1.00</td><td>N 10662201</td><td>TIE WRAP*</td></tr>
<tr><td>0.01</td><td>N 10592002</td><td>TAPE</td></tr>
<tr><td>OR</td><td colspan="3">Inspect 12V cable. Cable is damaged. Replace 12V cable.</td></tr>
<tr><td rowspan="8"></td><td colspan="3">LABOR</td></tr>
<tr><td>Labor Op</td><td>Time Units</td><td>Description</td></tr>
<tr><td>9310 83 99</td><td>30</td><td>Disable HV system voltage deactivate and activate</td></tr>
<tr><td>2706 19 99</td><td>80</td><td>Remove 12V battery and battery tray</td></tr>
<tr><td>9709 55 99</td><td>100</td><td>Install new 12V cable</td></tr>
<tr><td>0150 00 00</td><td>Time stated on diagnostic protocol</td><td>GFF Operations</td></tr>
<tr><td colspan="3">PARTS</td></tr>
<tr><td>Quantity</td><td>Part Number</td><td>Description</td></tr>
<tr><td>1.00</td><td>1EA971227</td><td>Wiring set*</td></tr>
</table>

Customer Letter Example (USA)

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.
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.** 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 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 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

Customer Letter Example (Canada)

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

Transport Canada Recall: 2022-746

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

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. 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.

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.

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 letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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?

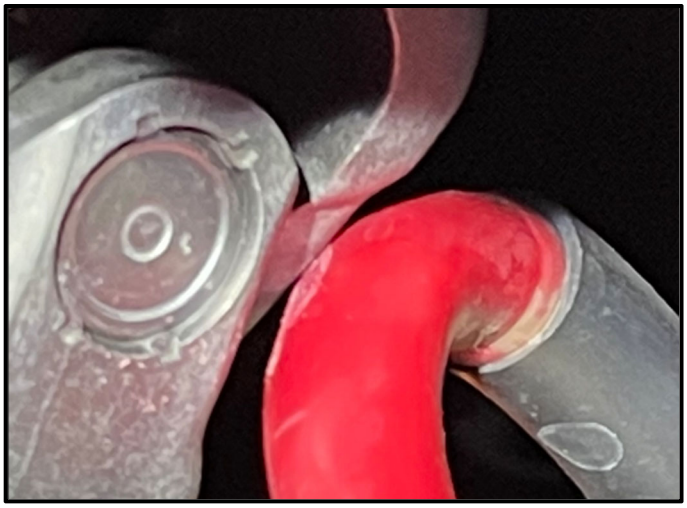
If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our “Contact Us” page at www.vw.ca.

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

Repair Overview



- Inspect clearance between 12V battery cable and steering shaft.
- If necessary, re-position or replace cable.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

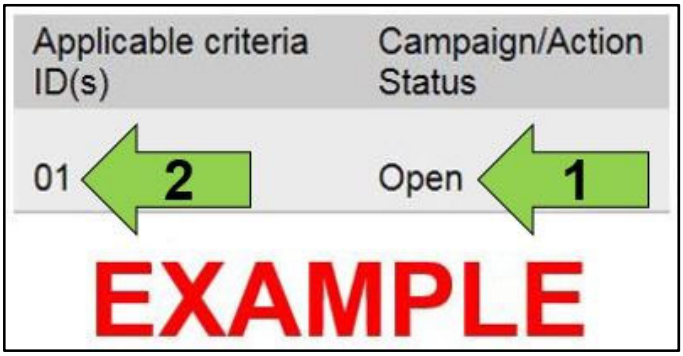
Required Tools

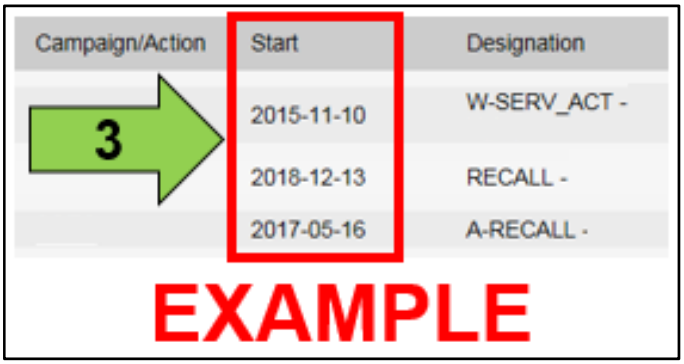
	Gauge - Gap Adjustment -3371- (or equivalent non-conductive measuring device)	

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.





- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

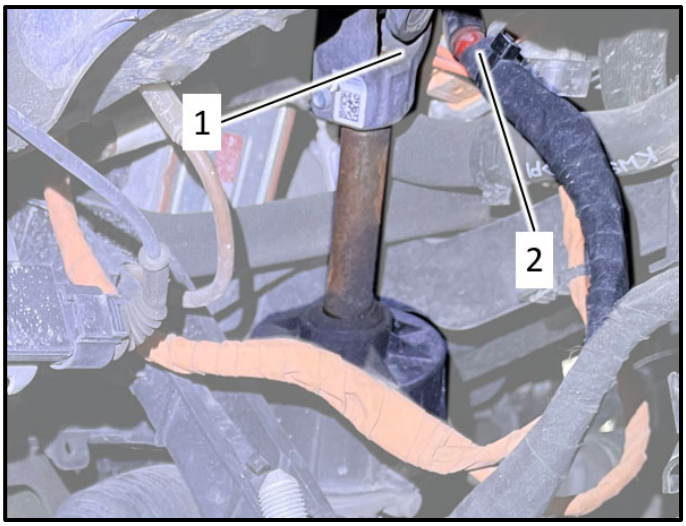
CRITICAL REPAIR STEP

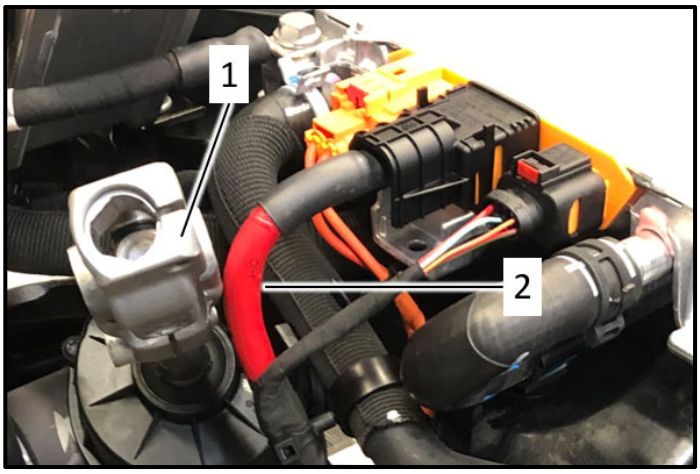
STOP!

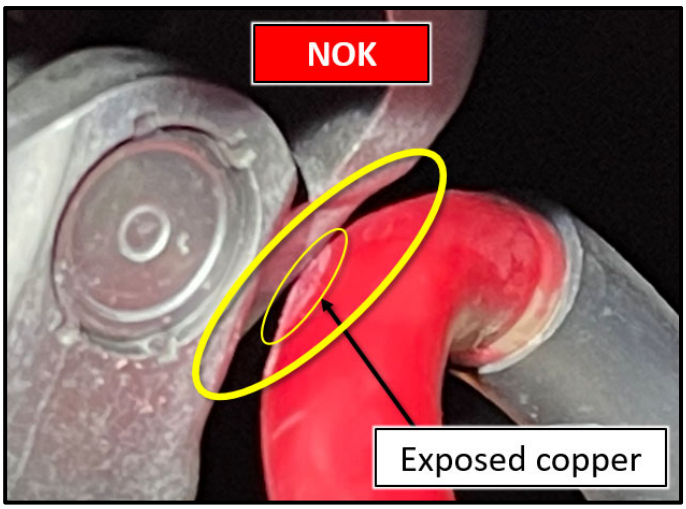
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

Proceed to Section B

Section B – Inspection Procedure





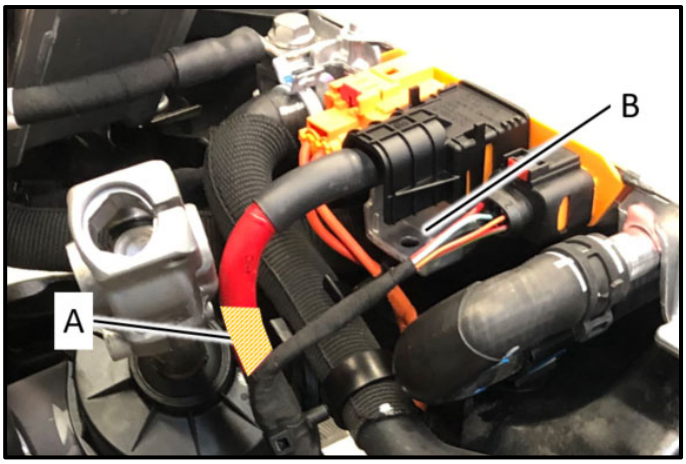


- Turn the steering wheel all the way to the right.
- From the left front wheel well, inspect the clearance between the steering shaft <1> and the 12V battery cable <2>.
- There should be a minimum clearance of 10 mm. This can be measured with Gap Adjustment gauge -3371-, or an equivalent, non-conductive measuring device.
- If the clearance between the 12V battery cable and the steering shaft is 10mm or more:
  - No further work is required.
  - Proceed to Section E.
- If the clearance between the 12V battery cable and the steering shaft is less than 10mm and the cable insulation is not damaged:
  - The cable must be re-positioned.
  - Proceed to Section C.
- If the 12V battery cable is making contact with the steering shaft, and the cable insulation is damaged to the point that the copper wire is exposed (as shown in the NOK photo):
  - **THE VEHICLE MUST NOT BE RETURNED TO THE CUSTOMER.**
  - **DO NOT DRIVE THE VEHICLE.**
  - The 12V battery cable must be replaced.
  - Proceed to Section D.

NOTE

If only light surface wear is present on the insulation, cover the area with fabric tape and re-position the cable as described in Section C.

Section C – 12V Battery Cable Re-positioning Procedure



Rework overview:

- A tie wrap will be used to move the 12V battery cable away from the steering shaft.
- Tape must be applied to the 12V battery cable in <area A> to prevent damage to the cable insulation.
- The tie wrap will be installed around the 12V battery cable in <area A> and through hole <B> on the voltage converter.

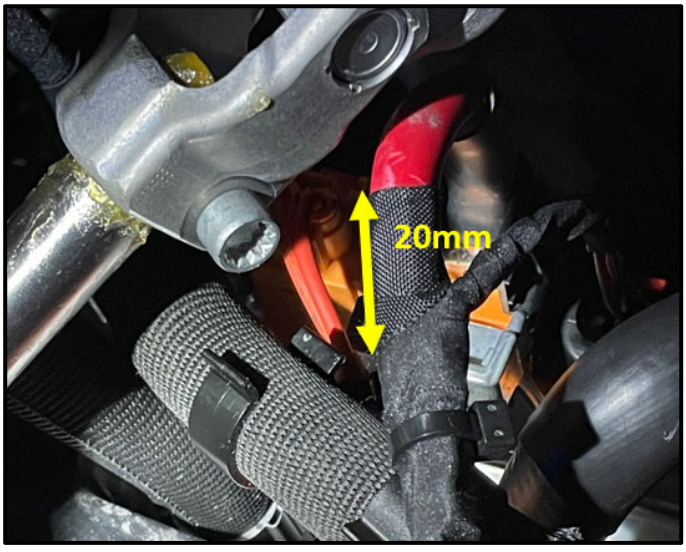
NOTE

Photo taken from underhood with 12V battery and battery tray removed for clarity.

This work can be performed through the left front wheel well, without removing the left front wheel.

NOTE

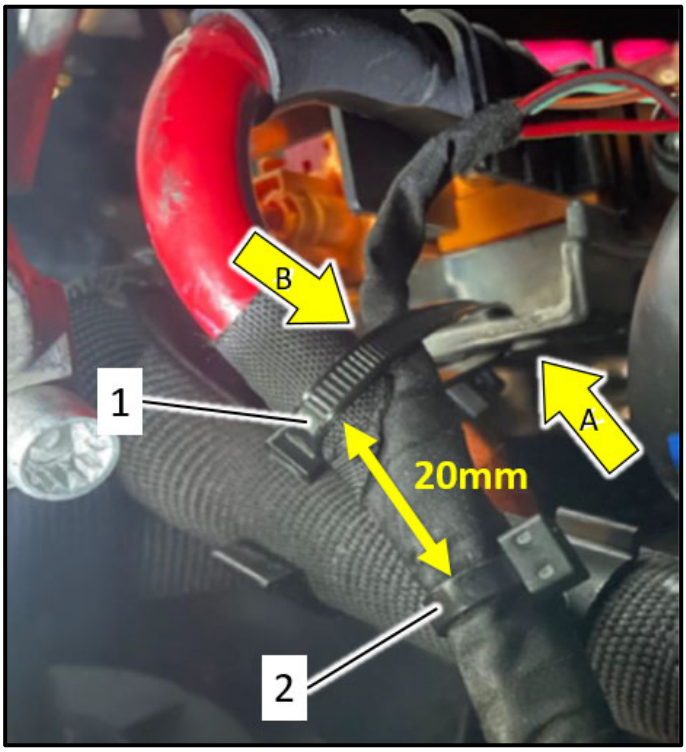
It may be difficult to move the cable at lower temperatures (under 40°F/4.5°C). Allowing the vehicle to warm up in the workshop will aid in repositioning the cable, if needed.



Apply tape to 12V battery cable:

Part Number	Part Description
N -105-920-02	Cloth tape

- Apply tape to 12V battery cable so a minimum of 20mm of the 12V battery cable insulation is covered.
- The tape must be applied with a minimum of 50% overlay between windings, starting at the cable branch.



Install tie wrap and reposition 12V battery cable:

Part Number	Part Description
N -106-622-01	Tie wrap

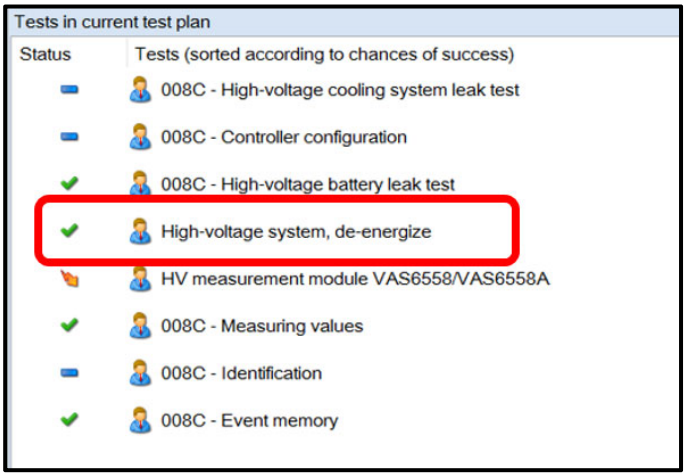
- Install the new tie wrap through the hole in the voltage converter <arrow A> and around the 12V battery cable near the branch in the harness <arrow B>.
- Install new tie wrap <1> approximately 20mm from the existing tie wrap <2>.
- The new tie wrap must be installed so the teeth are facing outwards (smooth side against the cables).
- Tighten tie wrap just enough so a minimum clearance of 10 mm between the 12V battery cable and the steering shaft is achieved. Do not overtighten.
- Cut off excess tie wrap material and ensure the tie wrap “buckle” does not make contact with any other harnesses.

Proceed to Section E

Section D – Replacing 12V Battery Cable

Replacement overview:

- If the 12V battery cable was making contact with the steering shaft and copper wiring was exposed, the cable requires replacement.
- The new cable will be installed as an overlay.
- The new cable should not have to be repositioned.
- While the new cable is on order:
  - **THE VEHICLE MUST NOT BE RETURNED TO THE CUSTOMER.**
  - **DO NOT DRIVE THE VEHICLE.**



De-energize the high-voltage system:

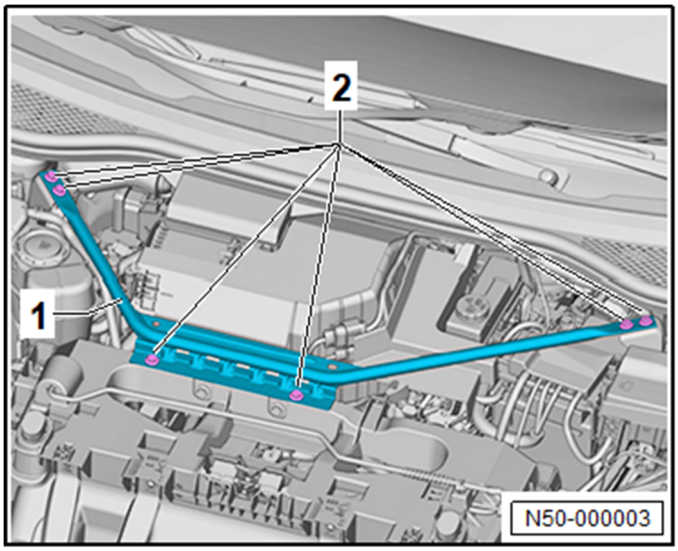
DANGER

High voltage increases the risk of fatal injury

Electrocution can cause severe bodily or fatal injury

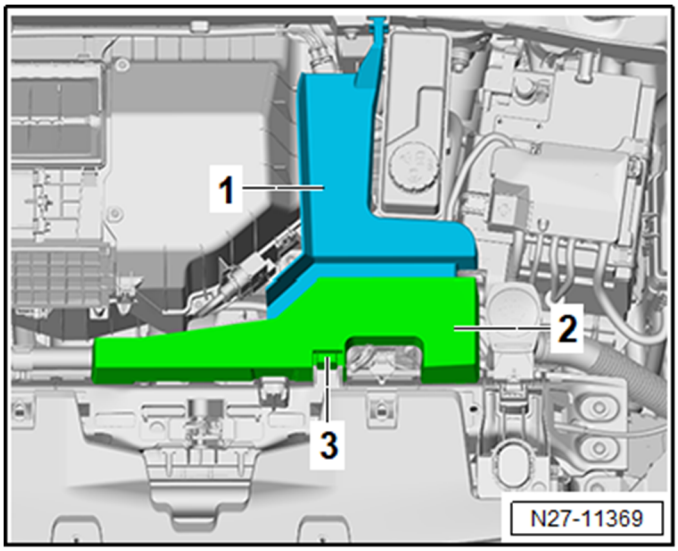
Have a high-voltage technician or a high-voltage expert de-energize the high-voltage system.

- Follow the Guided Functions test plan steps.
- Pay close attention to all of the test plan steps.



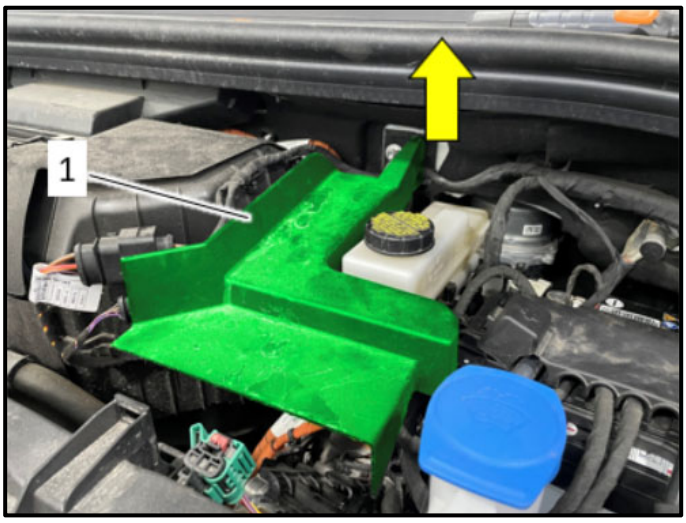
Remove brace:

- Remove the bolts <2>.
- Remove the impact member <1>.

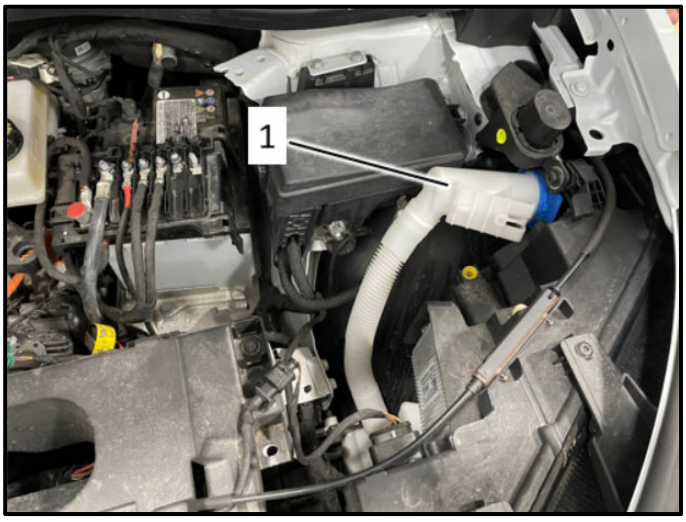


Remove covers:

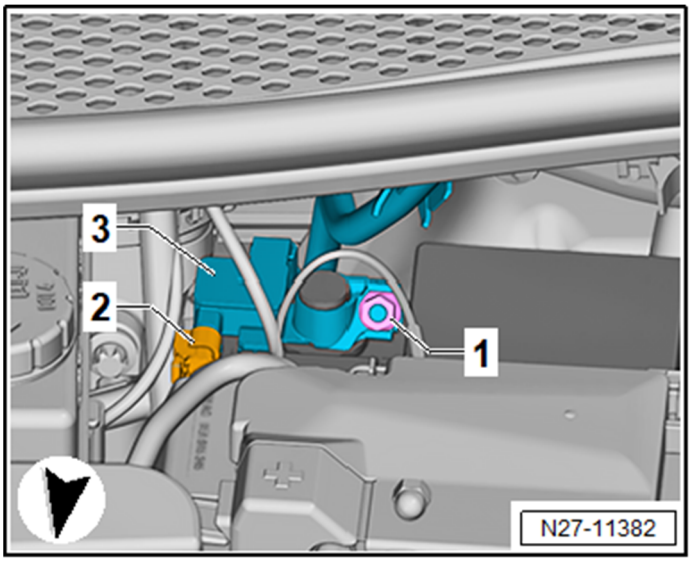
- Release the hook <3>.
- Remove the high-voltage connection cover <2>.



- When removing the high-voltage connection cover <1> the cover has to lifted up at the connection to the firewall in the <direction of arrow>.

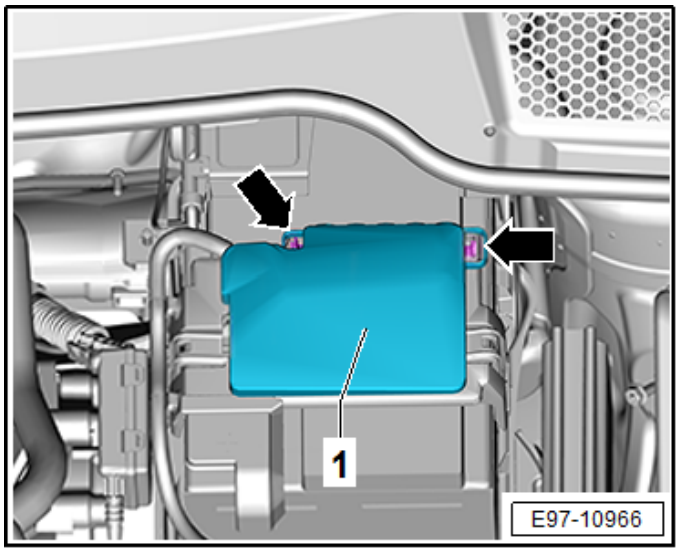


- The washer fluid filler neck will have to be unclipped and moved to the side.

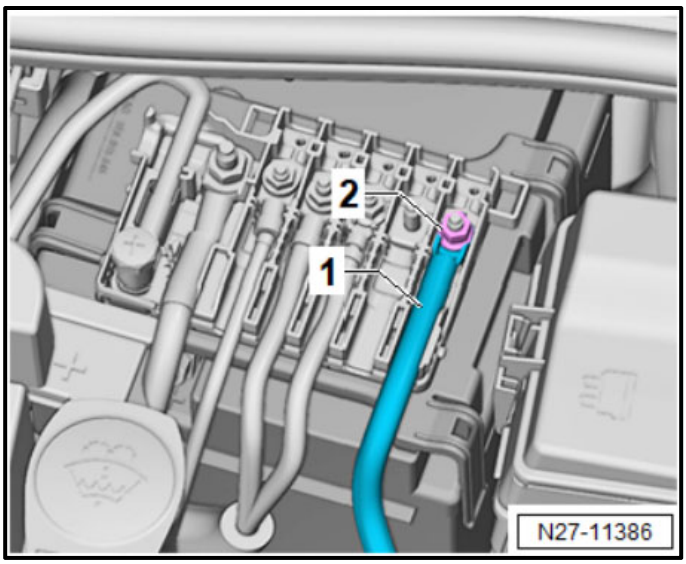


Remove 12V battery:

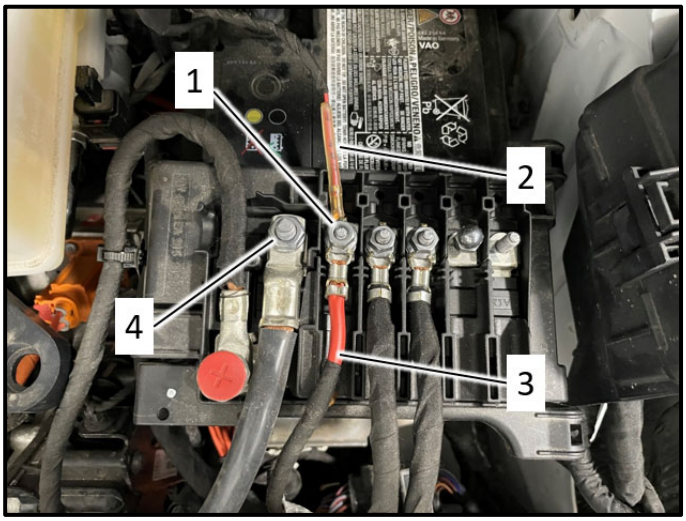
- Open the negative terminal cover above the battery monitoring control module <3>.
- Loosen the nut <1> several turns and remove the battery monitoring control module <3> from the battery negative terminal.
- Disconnect the connector <2> from the Battery Monitoring Control Module -J367-.
- Wait 1 minute.
- Check the voltage of the 12V vehicle electrical system using a commercially available voltmeter.
- The voltage must be 0V.



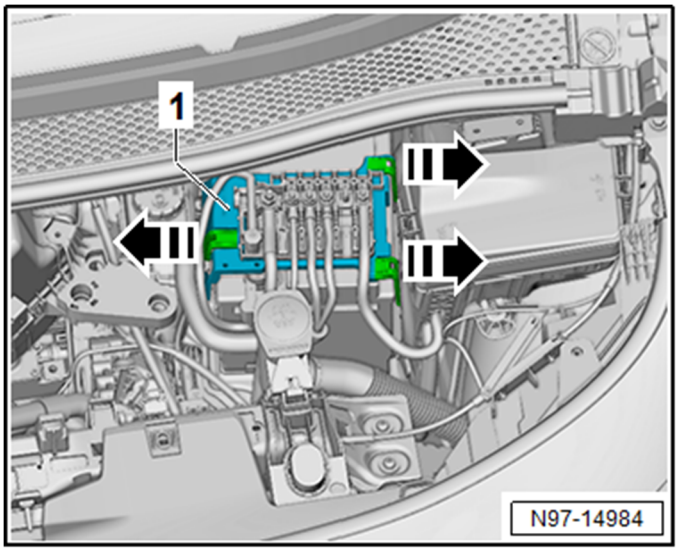
- Release the hooks <arrows>.
- Remove the cover <1>.



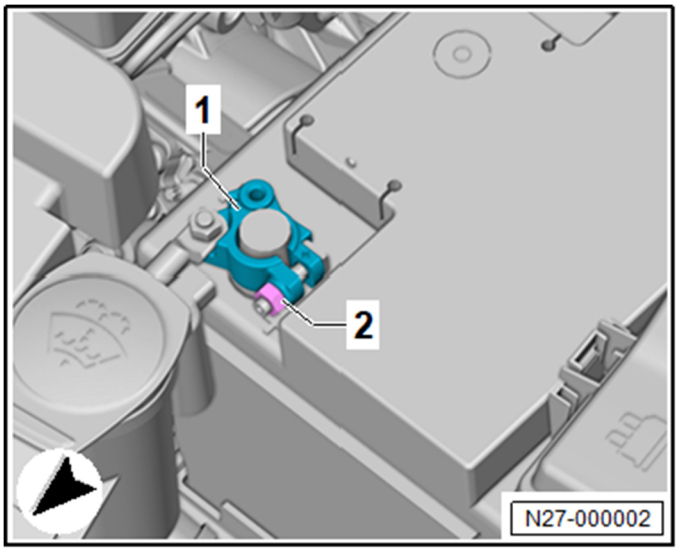
- Loosen the nut <2>.
- Remove the wire <1>.



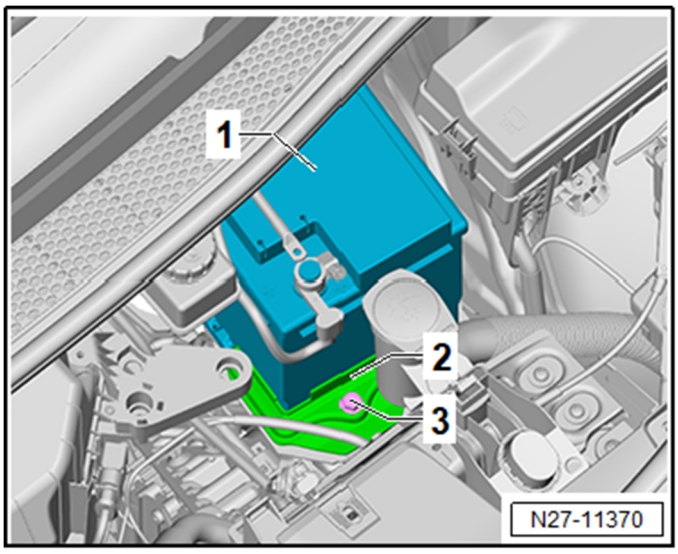
- Loosen the nut <1>.
- Remove wires <2> and <3>.
- Loosen nut <4> and remove the cable from the SA fuse panel.



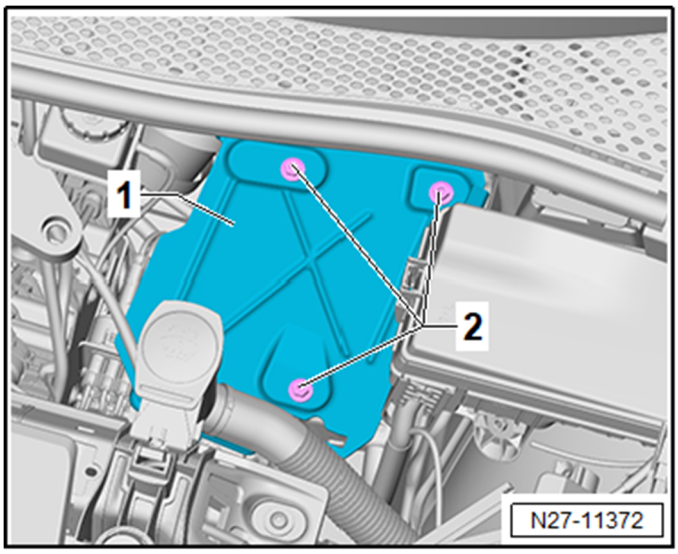
- Release the retaining straps for the bracket for fuse panel A <1> in the direction of <arrow>.
- Remove the bracket for fuse panel A <1> and move it to the side with the wires still connected.



- Loosen the nut <2> several turns and remove the positive terminal battery clamp <1>.

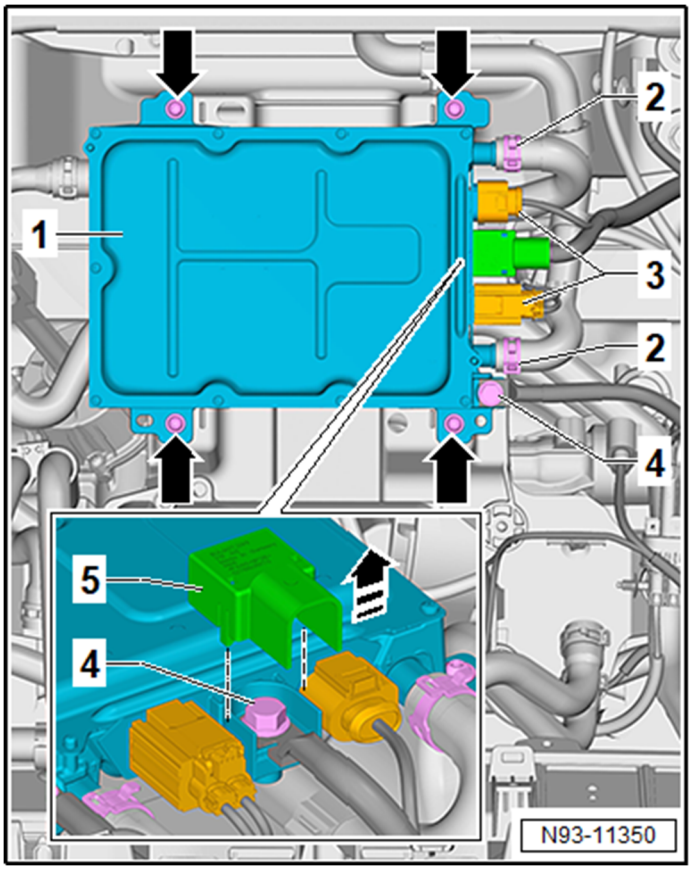


- Remove the bolt <3>.
- Remove the bracket <2>.
- Remove the battery <1> in the direction of travel from the battery tray and lift it upward out of the engine compartment.



Remove battery tray:

- Remove the bolts <2>.
- Disconnect the cable tie from the battery tray <1>.
- Remove the battery tray <1>.



Disconnect 12V cable from voltage converter:

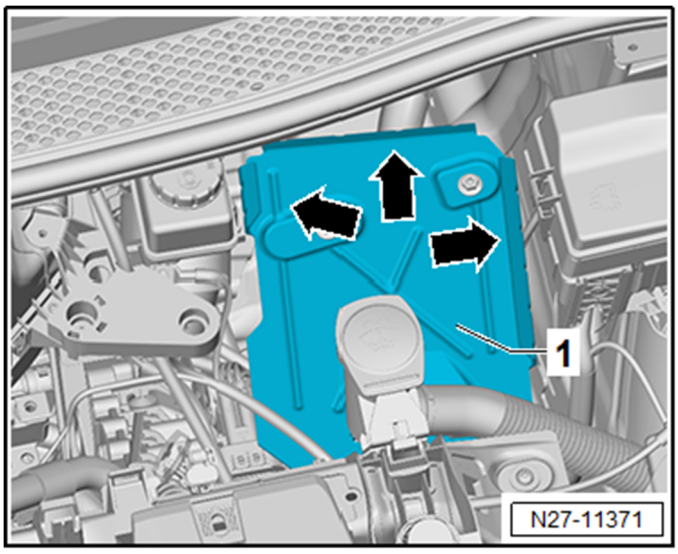
- Lift up the positive cable cap <5>.
- Remove the bolt <4>.

Overlaying 12V cable:

- Cut the existing 12V cable ends close to the branches of the wiring harness.
- Leave some of the cable ends protruding from the wiring harness and wrap the ends in cloth tape.
- Overlay and wrap the new 12V cable onto the existing wiring harness with cloth tape. The new cable should be wrapped to match how the original cable appeared.
- After the overlay is complete, add yellow electrical tape in a few visible areas around the wiring harness to indicate a wiring repair has been performed.

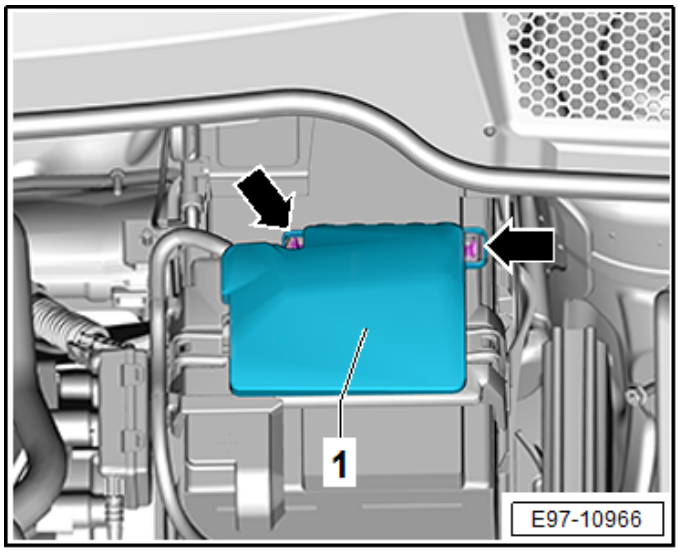
Connect 12V cable end to voltage conveter:

- Torque 12V battery cable bolt to 20 Nm.
- Reinstall cable cap in the reverse order of removal.



Reinstall battery tray and 12V battery:

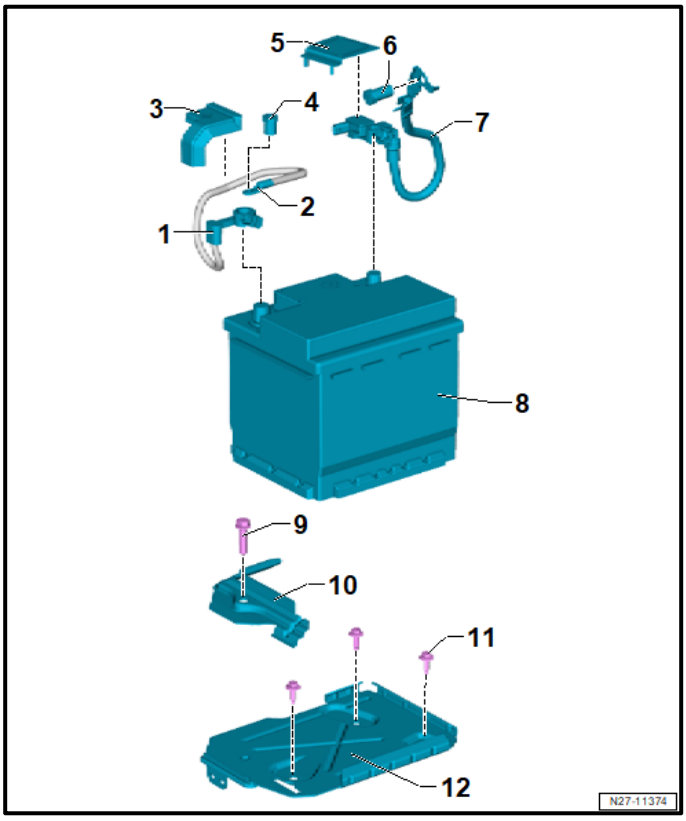
- Installation is the reverse order of removal.
- Torque battery tray bolts to 9 Nm.
- Insert the battery into the battery tray <1> so that the battery clamping strip touches the rear and side stops <arrows>.



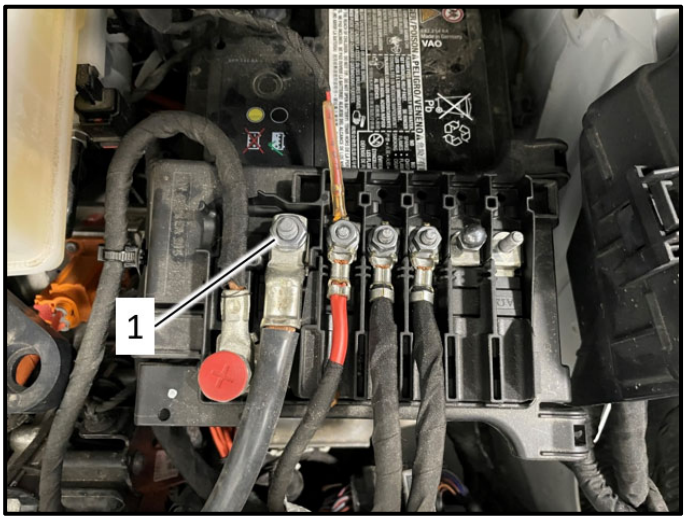
⚠ CAUTION

Risk of short circuit

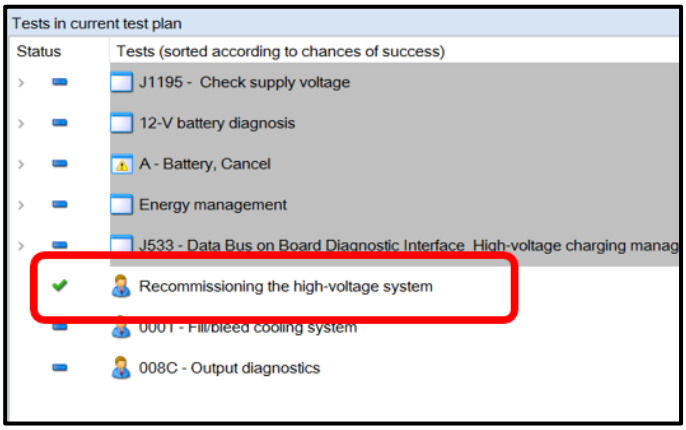
The battery cable cover <1> must be installed before tightening the battery negative terminal clamp.



- Torque battery hold-down bolt <9> to 20 Nm.
- Torque battery terminals to 5 Nm.
- Torque power cables on top of battery to 6 Nm (except voltage converter cable).



- Torque nut <1> for voltage converter cable to 12 Nm.
- Install covers.
- Install impact member and torque bolts to 20 Nm.



Recommission the high-voltage system:

DANGER

High voltage increases the risk of fatal injury

Electrocution can cause severe bodily or fatal injury

Have a high-voltage technician or a high-voltage expert recommission the high-voltage system.

- Follow the Guided Functions test plan steps.
- Pay close attention to all of the test plan steps.

Proceed to Section E

Section E – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section F

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.