

# Part 573 Safety Recall Report

## 23V-213

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** APR 18, 2023

**NHTSA Recall No. :** 23V-213

**Manufacturer Recall No. :** 57J4



### Manufacturer Information :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Address :** 3800 Hamlin Road  
Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

### Population :

**Number of potentially involved :** 15,989

**Estimated percentage with defect :** 15 %

### Vehicle Information :

**Vehicle 1 :** 2023-2023 VOLKSWAGEN ID4

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recall population was determined by production records starting from Start of Production of the ID.4 in the Chattanooga production plant until certified parts were received in vehicle production with countermeasures active.

The recalled products differ from products that were not included in the recall because they contain certified parts with countermeasures active at the supplier's plant in Mexico or the vehicles were produced in other production plants with door handles from a different supplier.

ID4: 15989

**Production Dates :** MAR 03, 2022 - MAR 29, 2023

**VIN Range 1 : Begin :** 1V2GNPE83PC000220 **End :** 1V2VMPE80PC022492 ☒ Not sequential

### Description of Defect :

**Description of the Defect :** The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Water ingress at the printed circuit board assembly of the door handle may cause a situation where a vehicle door could open unexpectedly when the vehicle is subject to high lateral forces at speeds below 9 mph/15 kmh. An open door on a moving vehicle puts occupants at risk of injury, and cause damage to objects and people who may be outside of the vehicle.

**Description of the Cause :** Various quality issues at the supplier may cause the door handles to be susceptible to water ingress, which can impact the printed circuit board

assembly of the door handle and cause communication issues between the door handle and the door control unit (signaling an open command by the door handle when the handle is not being activated by a person).

Identification of Any Warning that can Occur : If the recall condition is present in the vehicle, occupants may notice an audible clicking noise (similar to the sound of a vehicle door being locked/unlocked).

## Involved Components :

Component Name 1 : Door handle (left front, right front, left rear, r  
Component Description : Outer door handle  
Component Part Number : 11K.837.205, 11K.837.206, 11K.839.205, 11K.839.206

## Supplier Identification :

### Component Manufacturer

Name : U-Shin  
Address : Calle Santiago 387 Centro Industrial De  
Irapuato Foreign States C.P. 36835  
Country : Mexico

## Chronology :

January 2023: First field reports of alleged door self-opening on Chattanooga-produced vehicles.  
January 19, 2023 -February 22, 2023: Failed parts were requested to be shipped to Chattanooga for discussion with the supplier. Analysis at the supplier started.  
February 22, 2023 – March 09, 2023: Supplier root cause analysis from field parts of January finished.  
February 28, 2023: NHTSA requested a meeting in order to discuss the field performance of the ID.4 door handles.  
March 10, 2023 – March 15, 2023: Checking of parts in stock at the supplier and in production to identify scope and characteristics of good parts versus bad parts.  
March 15, 2023: Presentation of the topic at the Volkswagen Product Safety Committee, determination of affected vehicle population started.  
March 22, 2023: Topic was presented in the Volkswagen Product Safety Committee and a recall was decided.  
Total known Cases ID.4 produced in the Chattanooga plant: 10  
Volkswagen received ten (10) warranty claims with repair dates as follows:

- 01/06/2023
- 01/11/2023
- 01/13/2023
- 01/17/2023

- 01/02/2023
- 02/02/2023
- 02/03/2023
- 02/24/2023
- 02/28/2023
- 03/03/2023

## Description of Remedy :

**Description of Remedy Program :** At no cost to customers, authorized Volkswagen dealers will inspect each door handle and replace it if necessary. A vehicle software update will also be performed to update the door handle parameters. Volkswagen will not offer a reimbursement plan under this recall.

**How Remedy Component Differs from Recalled Component :** The remedy components can be distinguished from the recalled components because they are kitted specifically for this recall and are not subject to water ingress as were the recalled components. Also, the door handle parameters will be improved via software update.

**Identify How/When Recall Condition was Corrected in Production :** March 16, 2023: Stop order/Hold notice was issued for Chattanooga ID.4 vehicles and spare parts from affected supplier.  
March 20, 2023: Chattanooga ID.4 vehicles produced with new pressure test parameter, robotic placement of membrane and increased quality control inspections at the supplier.

## Recall Schedule :

**Description of Recall Schedule :** Dealers: on or before April 03, 2023 / Owners on or before May 26, 2023

**Planned Dealer Notification Date :** APR 03, 2023 - APR 03, 2023

**Planned Owner Notification Date :** MAY 26, 2023 - MAY 26, 2023

\* NR - Not Reported