

# Part 573 Safety Recall Report

# 23V-312

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

**Submission Date :** AUG 23, 2023

**NHTSA Recall No. :** 23V-312

**Manufacturer Recall No. :** 57J5/57J8



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 35,325

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 1 %

Auburn Hills MI 48326

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

## Vehicle Information :

**Vehicle 1 :** 2021-2022 VOLKSWAGEN ID

**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 Zwickau (Germany) production plant for U.S. vehicles until End of Production in the Zwickau plant for U.S. vehicles

The recalled products differ from products that were not included in the recall because they contain non-affected supplier parts.

ID4: 35325

Recall Code 57J5

**Production Dates :** DEC 15, 2020 - DEC 12, 2022

**VIN Range 1 : Begin :** WVGDMPE27MP001874 **End :** WVGGNPE20NP075231  Not sequential

Vehicle 2 : 2021-2022 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 Zwickau (Germany) production plant for U.S. vehicles until End of Production in the Zwickau plant for U.S. vehicles

The recalled products differ from products that were not included in the recall because they contain non-affected supplier parts.

Vehicles in code 57J8 have been identified by the factory as needing door handle replacement.

ID4: 18,515

Recall Code 57J8

Production Dates : DEC 15, 2020 - NOV 23, 2022

VIN Range 1 : Begin : WVGDMPE27MP001874 End : WVGKMPE22NP074806  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. Water ingress into the printed circuit board can lead to malfunctions causing an "open command" to the door lock.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** 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 can cause damage to objects and people who may be outside of the vehicle.

**Description of the Cause :** Water ingress at the printed circuit board assembly of the door handle, which can 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

Component Description : Outer door handle (left front, right front, left rear, right rear)

Component Part Number : 11A 837.20.\* , 11B 837.20.\* , 11C 837.20.\*

## Supplier Identification :

### Component Manufacturer

Name : WITTE Automotive CZECHIA

Address : Rooseveltova 1299

Nejdek Foreign States 36221

Country : Czech Republic

## Chronology :

June 2021: Two (2) reports with alleged door openings from the U.S. market received. Parts requested and analysis started. Damages to the wiring harness identified to be the root cause for water ingress on one part. No defects were detected on the other part. April 2022: Two (2) further cases received from U.S. market. Water ingress to the circuit board detected.

April 2022- November 2022: Analysis of field parts from different markets started, trying to reproduce the faulty behavior with malfunctioning hardware parts from the field, debugging of electric signals and conduction of accelerated aging tests.

November 2022: Tests conducted on an affected vehicle from the field for speeds below 15km/h; Parts sent to supplier for analysis. January 2023- February 2023: Analysis of field parts conducted at the supplier, End of Line process evaluation and conducted quality tests on the deconstructed field parts. February 2023: Started tests of serial parts in climate chamber to evaluate process of water ingress into part. February 28, 2023:

NHTSA requested a meeting in order to discuss the field performance of the ID.4 door handles. March 15, 2023: First presentation of the topic in the Volkswagen Product Safety Committee. Root cause not determined. Further investigation between the suppliers for U.S. and German factory production was recommended. March 23, 2023: VWGoA met with NHTSA to discuss the topic. March 28, 2023 : Tests of serial parts in climate chamber finished and root cause finally confirmed by the supplier. April 12, 2023: Presentation of the field situation and results of the tests in the Volkswagen Product Safety Committee. Identification of potentially affected vehicle population started. April 26, 2023: Volkswagen Product Safety Committee decided a recall. 28 reports with alleged door openings known, received from June 2021 to April 2023.

See notes below for amendment information.

## 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 : April 14, 2023: improved production at supplier Witte

## Recall Schedule :

Description of Recall Schedule : Dealers: On or before May 05, 2023 / Owners: On or before June 30, 2023

Planned Dealer Notification Date : MAY 05, 2023 - MAY 05, 2023

Planned Owner Notification Date : JUN 30, 2023 - JUN 30, 2023

\* NR - Not Reported