



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Safety Recall 57J5 / Door Handles

**This notice is for:**

- |                    |                      |                          |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** May 05, 2023

**Issue:** 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. 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.

**Precautions:** 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). Should this occur, customers are advised to contact an authorized Volkswagen dealer without delay to have the vehicle inspected.

**Repair:**

- REPAIR NOT YET AVAILABLE
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Volkswagen is working to make a recall remedy available as soon as possible for the affected vehicles. Dealers and owners will be notified in writing once the recall remedy work can be performed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	ID4	35,325
CAN	2021	2022	ID4	2,519

*\*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.