

Part 573 Safety Recall Report

24V-651

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : SEP 12, 2024

NHTSA Recall No. : 24V-651

Manufacturer Recall No. : 57J9



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 : 99,064

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2024 VOLKSWAGEN ID.4

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 for the U.S. market in the Zwickau (Germany) and the Chattanooga (U.S.) production plant until the current end of Production in both plants for the U.S. market.

ID.4: 99064

Estimated percentage of involved with defect: Less than 1%

Production Dates : DEC 15, 2020 - SEP 06, 2024

VIN Range 1 : Begin :

NR

End : NR

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 : 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 into 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 : If the recall condition is present in the vehicle, occupants may notice an audible

that can Occur : clicking noise (similar to the sound of a vehicle door being locked/unlocked e.g. by the key fob).

Involved Components :

Component Name 1 : Door handle (L front, R front, L rear, R rear)

Component Description : Outer door handle

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

Component Name 2 : Door handle (L front, R front, L rear, R rear)

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 :

February 2024: Volkswagen became aware of complaints about door handle parts produced after countermeasures were implemented by suppliers.

March - June 2024: Supplier analysis confirmed water ingress and corrosion at the door handle electronics. Investigation into the root cause and potential countermeasures against water ingress commenced.

End of March 2024: NHTSA requested information associated with VOQs and data related to the recall completion rates of recalls 23V312 and 23V213.

April 29, 2024: Volkswagen met with NHTSA to discuss recalls 23V312 and 23V213.

May 16, 2024: NHTSA opened a recall query on the effectiveness of the recalls 23V312 and 23V213.

June 14, 2024: Supplier Witte confirmed under extreme test conditions partial detachment and reattachment of the membrane could be observed.

June - August: Further evaluation of test results and field situation.

August 28, 2024: The topic was presented at the Volkswagen Product Safety Committee and a recall for the entire ID.4 population was decided out of an abundance of caution.

Volkswagen is not aware of any crashes or injuries as a result of this issue.
Volkswagen is aware of 135 warranty claims dating from June 2023 to May 2024.

09/11/2024: Volkswagen identified 4 vehicles in Puerto Rico plus an additional 254 vehicles in the USA (258 added total).

Description of Remedy :

Description of Remedy Program : At no cost to customers, authorized Volkswagen dealers will inspect each door handle and replace with improved parts if necessary. A vehicle software update will also be performed to update the door handle parameters.
Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The planned recall remedy and series production countermeasures are still under development.

Identify How/When Recall Condition was Corrected in Production : It is not corrected yet in production; The planned recall remedy and series production countermeasures are still under development.

Recall Schedule :

Description of Recall Schedule : Dealers: On or before September 06, 2024; Owners on or before November 01, 2024

Planned Dealer Notification Date : SEP 06, 2024 - SEP 06, 2024

Planned Owner Notification Date : NOV 01, 2024 - NOV 01, 2024

* NR - Not Reported