



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Safety Recall 57J9 / Door Handles

This notice is for: All Dealer Personnel

Date: September 06, 2024

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. 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.

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.

Should any other door handle-related recall (aside from the 57J9) show open in ELSA, Volkswagen recommends that recall work be completed as a further precautionary measure.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2024	ID.4	98,806
CAN	2021	2024	ID.4	20,602

**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.



Frequently Asked Questions (FAQ)

Campaign Code	57J9				
Topic	Door Handles				
Action Status	REPAIR NOT YET AVAILABLE – Visible in ELSA and VIN lookup on September 06, 2024				
Market(s)	USA & Canada				
What vehicles are included in this safety recall?	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2021	2024	ID.4	98,806
	CAN	2021	2024	ID.4	20,602
What is the recall issue?	<p>The affected vehicles may have been built with door handles that do not meet the factory specifications for protection against water ingress.</p> <p>Water ingress into the printed circuit board can lead to malfunctions causing an “open command” to the door lock. 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.</p>				
Are there any precautions customers can take?	<p>Volkswagen has not issued a stop drive for this recall.</p> <p>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.</p> <p>Should any other door handle-related recall (aside from the 57J9) show open in ELSA, Volkswagen recommends that recall work be completed as a further precautionary measure.</p> <p>The vehicle owner’s manual contains important information about vehicle operation, and about the vehicle’s warning lights and messages. We encourage owners and anyone who drives the vehicle to review the owner’s manual to become familiar with the vehicle functions, and with the types of vehicle indicators, warnings and messaging they may see.</p>				
When will a recall remedy be available?	<p>The recall remedy is still under development. Volkswagen is working diligently to make the recall remedy available as soon as possible.</p> <p>Should any other door handle-related recall (aside from the 57J9) show open in ELSA, Volkswagen recommends that recall work be completed as a further precautionary measure.</p> <p>Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.</p>				
Is loaner/rental coverage available to owners?	<p>Loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p>				
Why has the recall been announced when the repair is not yet available?	<p>Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.</p>				
What if a customer insists on having their vehicle repaired immediately?	<p>Should any other door handle-related recall (aside from the 57J9) show open in ELSA, Volkswagen recommends that recall work be completed as a further precautionary measure.</p> <p>Any vehicle experiencing issues should be diagnosed/repared by an authorized dealer following existing repair guidelines.</p> <p>If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the</p>				

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



	repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.
What should dealers do with affected inventory vehicles?	<p>Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p>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.</p> <p>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.</p>
Who can dealers contact if they have more questions?	Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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