



VOLKSWAGEN DEALER COMMUNICATION – USA ONLY

Repair Available – Safety Recall 48Q7 / Steering Gear

This notice is for:

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

Date: November 04, 2021

Issue: The one (1) vehicle included in this recall may have received an incorrectly assembled or missing steering assembly worm gear drive bushing. If the bushing is missing or incorrectly assembled, it will result in loud noises while using the steering in low speed situations like parking. If ignored, this may lead to a failure of the steering support with increased steering forces and a blockage cannot completely be ruled out. This may increase the risk of a crash.

- Repair:**
- Volkswagen Customer CARE will contact the one affected customer via telephone and will assist in arranging this recall repair with an authorized Volkswagen dealer.
 - The steering gear will be replaced on the affected vehicle.
 - Parts required to repair this vehicle will be coordinated directly with the repairing dealer.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	ID.4	1

**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: U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

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.