



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 19Q9 / Electric Motor Coolant Sealing Ring

This notice is for:

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

Date: December 12, 2022

Issue: Due to an incorrectly assembled sealing ring, it may be possible for coolant to enter the high-voltage system, potentially resulting in ground bouncing in the low-voltage system. This may interfere with the CAN communication and voltage supply of safety-critical control modules. Coolant ingress has the potential to affect safety-critical control modules and/or vehicle warning lights. Diminished performance of safety-critical systems may affect vehicle control or performance in the event of a crash, increasing the risk of injury. It can also result in an unintended airbag deployment, increasing the risk of injury or a crash.

Precautions: An illuminated warning light(s) may indicate that an electrical failure exists. Owners are advised to review the owner’s manual to ensure familiarity with the vehicle warning lights, and should contact an authorized Volkswagen dealer if any warning light(s) is illuminated.

- Repair:**
- REPAIR AVAILABLE – December 13, 2022 / Replace the electric motor in certain vehicles affected by this recall. The remainder of the affected vehicles will be inspected and, if a coolant leak is found at the affected seal, the electric motor will be replaced.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: There will be no parts allocation. Please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID4	393

**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:**
- Schedule owner repairs immediately
 - Owner mailing – December 2022

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.

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.

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-