



Safety Recall

Code: 19Q9

Subject	Electric Motor Coolant Sealing Ring										
Release Date	December 13, 2022										
Affected Vehicles	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2023</td><td>2023</td><td>ID4</td><td>393</td></tr></tbody></table>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2023	2023	ID4	393
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count							
USA	2023	2023	ID4	393							
Problem Description	<p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. <p>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.</p>										
Corrective Action	Dealers will 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.										
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.										
Code Visibility	On November 17, 2022, the campaign code was applied to affected vehicles.										
Owner Notification	Owner notification will take place in December 2022. Owner letter examples are included in this bulletin for your reference.										
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:</p> <p><u>New Vehicles in Dealer Inventory:</u> 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><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.</p>										


Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Parts Information (If required)

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01 OR 02 (If required)	1	1EA-901-132-F	ENGINE	VIN to Order
	2	1K0-407-298-A	RING (axle circlip)	Free Order
	9	N -108-660-01	BOLT (motor mount bracket to motor case)	Free Order
	6	N -912-332-01	HEX. NUT (ball joint to control arm)	Free Order
	4	N -038-549-4	RIVET (underbody cover)	Free Order
	2	N -102-403-05	NUT (stabilizer link)	Free Order
	1	N -105-184-05	SCREW (steering column bolt)	Free Order
	1	N -104-694-02	BOLT (lower motor mount bolt)	Free Order
	6	N -107-854-01	SCREW (sub frame bolt)	Free Order
	4	N -912-604-01	BOLT (sub frame bolt - plate to body rear)	Free Order
	2	N -912-849-01	BOLT (motor mount bushing to bracket)	Free Order
	2	WHT-005-437-A	12POINT S (axle bolt)	Free Order
	2	WHT-005-538	NUT (tie rod nut)	Free Order
	Up to 6 L	G12 EVO COOLANT CONCENTRATE		POC
	Up to 1 L	SEE ELSA/ETKA/POC	BRAKE FLUID	POC

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	19Q9		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if the front electric drive motor (ENGINE) is not replaced Mark ENGINE* as causal part if front electric drive motor is replaced		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action 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. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	Replace front electric drive motor		
	LABOR		
	Labor Op	Time Units	Description
	9340 55 99	810	Replace front electric drive motor
	0150 00 00	Time stated on diagnostic protocol	All GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	1EA901132F	ENGINE*
	2.00	1K0407298A	LOCK RING
	Up to 10.00	B 000750S0	BRAKE FLUID (up to 1.00 L)
	Up to 60.00	G 12E100S0	COOLANT CONCENTRATE

Continued on next page

PARTS			
Quantity	Part Number	Description	
4.00	N 0385494	RIVET	
2.00	N 10240305	NUT	
1.00	N 10469402	BOLT	
1.00	N 10518405	CYLINDER HEAD SCREW WITH TORX HEAD SELF,	
6.00	N 10785401	HEXAGON FLANGE SCREW (COMBI)	
9.00	N 10866001	BOLT	
6.00	N 91233201	HEX. NUT	
4.00	N 91260401	BOLT	
2.00	N 91284901	BOLT	
2.00	WHT005437A	12POINT S	
2.00	WHT005538	SHOULDERED HEX. NUT	
Criteria I.D.	02		
Perform inspection procedure. Front electric drive motor does not require replacement			
LABOR			
Labor Op	Time Units	Description	
0183 00 99	40	Perform inspection procedure	
PARTS			
Quantity	Part Number	Description	
Up to 5.00	G 12E100S0	COOLANT CONCENTRATE (top off only)	
OR	Perform inspection procedure. Front electric drive motor does require replacement		
LABOR			
Labor Op	Time Units	Description	
9340 56 99	850	Check and replace front electric drive motor	
0150 00 00	Time stated on diagnostic protocol	All GFF Operations	
PARTS			
Quantity	Part Number	Description	
1.00	1EA901132F	ENGINE*	
2.00	1K0407298A	RING	
Up to 10.00	B 000750S0	BRAKE FLUID (up to 1.00 L)	
Up to 60.00	G 12E100S0	COOLANT CONCENTRATE	

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PARTS		
Quantity	Part Number	Description
4.00	N 0385494	RIVET
2.00	N 10240305	NUT
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6.00	N 91233201	HEX. NUT
4.00	N 91260401	BOLT
2.00	N 91284901	BOLT
2.00	WHT005437A	12POINT S
2.00	WHT005538	SHOULDERED HEX. NUT

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V830

Subject: Safety Recall 19Q9 - Electric Motor Coolant Sealing Ring

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Due to an incorrectly assembled sealing ring, it may be possible for coolant to enter the high-voltage system. This 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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will 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.

Inspection will take about an hour to complete, and electric motor replacement (if needed) will take up to two days to complete once your dealer has ordered and received the necessary parts.

Both the inspection and electric motor replacement (if needed) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take

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.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,
Volkswagen Customer Protection

Safety Precautions When Working ON the High-voltage System (additional information is also available in the ELSA Repair Manual)

DANGER

Extremely dangerous due to high voltage.

- The high-voltage system is under heavy voltage. Severe bodily injury or death by electrocution or electric arcs is possible.
- When working on the high-voltage system the high-voltage system must be de-energized.
- When performing procedures that do not directly affect the high-voltage system, in some cases it is still necessary to de-energize the high-voltage system.
- Pay attention when the high-voltage system must be de-energized. Refer to the Repair Manual
- Have a High-Voltage Technician or a High-Voltage Expert de-energize the high-voltage system.

The electric and magnetic fields are extremely dangerous.

- There are electric and magnetic fields on the high-voltage system. Death or serious injury are possible due to malfunction of active implants (for example cardiac pacemakers, insulin pumps).
- Persons with active implants may not perform procedures on the high-voltage system.

WARNING

Risk of injury - motor may start unexpectedly

It is difficult to determine whether the drive system of an electric vehicle or hybrid vehicle is active. Moving parts can trap or draw in parts of the body.

CAUTION

Risk of damage to high-voltage wiring

- Incorrect handling may result in damage to the insulation of high-voltage wires or high-voltage connectors.
- Do not support yourself on high-voltage cables or connectors.
- Never prop tools against high-voltage wiring or high-voltage connectors.
- Never bend or kink high-voltage wiring.
- Observe the coding of the high-voltage connectors when joining them up.

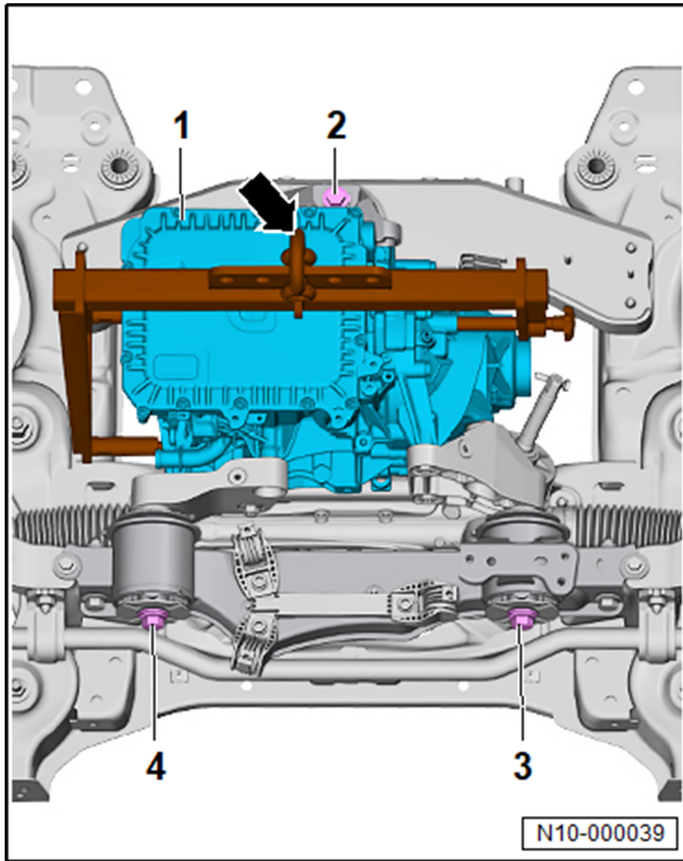
Safety Precautions When Working NEAR the High-voltage System (additional information is also available in the ELSA Repair Manual)

DANGER

Extremely dangerous due to high voltage.

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock if high-voltage components or high-voltage wiring are damaged.
- Carry out a visual check of high-voltage components and high-voltage wiring.
- Never use cutting/forming tools or other sharp-edged implements.
- Never perform work using welding, brazing, thermal bonding or hot air in the area of high-voltage components and high-voltage cables.

Repair Overview



Vehicles assigned Criteria 01:

- Replace front electric drive

Vehicles assigned Criteria 02:

- Perform an inspection procedure and replace front electric drive, if necessary

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools (for replacing front drive motor)

 <p>Lifting Device (MEB Front Motor) -VAS501021-</p>	 <p>Engine Bung Set -VAS6122- (or equivalent)</p>
 <p>Shop Crane -VAS6100- (or equivalent)</p>	 <p>Scissor Lift Table -VAS6131B-</p>
 <p>Tensioning Strap -T10038- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>
 <p>Drive Shaft Remover Kit -T10520A-</p>	 <p>Puller - Ball Joint -3287A- (or equivalent)</p>

Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

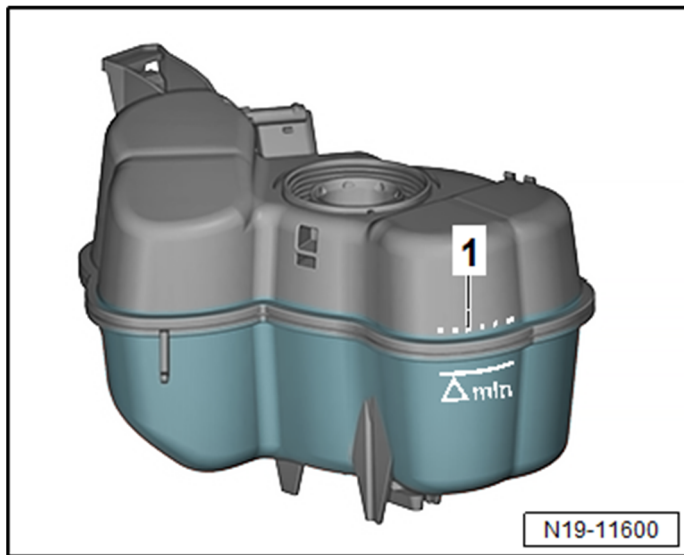
Vehicles assigned Criteria 01:

- No inspection is necessary
- Proceed to Section D for replacing the front drive motor

Vehicles assigned Criteria 02:

- An inspection procedure must be performed
- Proceed to Section C

Section C – Inspection Procedure



CAUTION

The cooling system can be under pressure. Risk of scalding by hot steam and hot coolant.

Possibility of scalding the skin and other parts of the body.

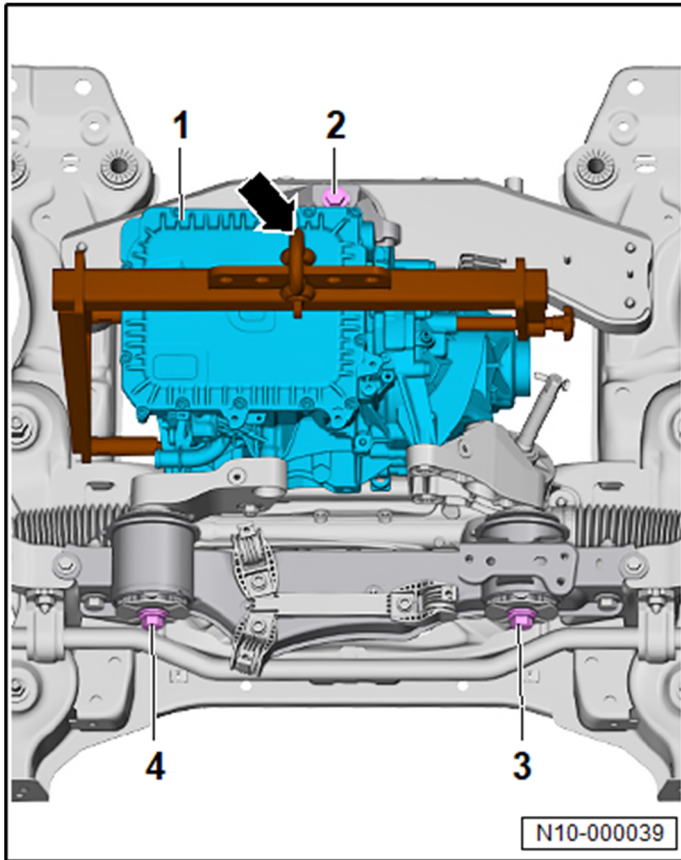
Wear safety gloves.

Wear protective eyewear.

Reduce the pressure: cover the coolant expansion tank cap with a suitable towel and carefully open.

- Fill coolant ***precisely*** up to the max. mark <1>.
- Activate “Traction” driving mode via the “Mode” button of the touch panel.
- Carry out a dynamic test drive of at least 6 miles (10 km). The test drive should include driving under full load multiple times.
- Check whether coolant level is still precisely at the level of the max. marking <1>.
- If the coolant level is above or still at the height of the max. marking <1>:
 - The front drive motor does not require replacement.
 - Proceed to Section E.
- If the coolant level is below the max. marking <1>:
 - The front electric drive must be replaced.
 - Proceed to Section D.

Section D – Replacing Front Electric Drive Motor



- See ELSA Repair Manual: *Repair manual > Motor > Electric Rear Wheel Drive EIP220 and All Wheel Drive EIA210 > 10 Engine Assembly > Front Motor, Removing and Installing*
- Adhere to all additional warnings outlined in the repair manual.

Proceed to Section E

Section E – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section F

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.