

| TOPIC | TYPE | RECALL CODE | QUESTION | ANSWER | | | | | | | | |
|--------------------|---------------|-------------|---|---|----------------------|----------------------|-------------------|---------|-----|------|------|-----|
| Safety Recall 19Q9 | Safety Recall | 19Q9 | What vehicles are included in Safety Recall 19Q9? | <table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2023</td> <td>2023</td> <td>ID4</td> </tr> </tbody> </table> | Country | Beginning Model Year | Ending Model Year | Vehicle | USA | 2023 | 2023 | ID4 |
| | | | | Country | Beginning Model Year | Ending Model Year | Vehicle | | | | | |
| USA | 2023 | 2023 | ID4 | | | | | | | | | |
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| | | | What is the safety concern for Safety Recall 19Q9? | 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. | | | | | | | | |
| | | | Are there any precautions I should take because my vehicle is part of Safety Recall 19Q9? | 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. | | | | | | | | |
| | | | What is the repair for the Safety Recall 19Q9? | To address this potential issue, 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. | | | | | | | | |

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| | | | When will the repair for Safety Recall 19Q9 be available? | Repairs for this recall have begun. Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer . | |
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