



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 97HA / 12V Battery Charging Cable

This notice is for:

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

Date: January 04, 2023

Issue: On affected vehicles (rear-wheel drive only), the 12V battery charging cable may contact the steering column shaft, causing the cable insulation to wear through. If this happens, it may result in a short circuit. A short circuit can lead to a loss of motive power while driving which increases the risk of a crash. A short circuit in this case also increases the risk of a vehicle fire.

The affected cable is a low voltage cable; therefore there is no risk of a high-voltage electric shock to occupants or servicing technicians. A risk of potential damage to the steering system (due to electrical current passing through) cannot be ruled out.

Precautions:

If the vehicle develops a short circuit due to the recall condition, there will be warning messages in the display advising of low 12V battery charge while driving. In rare cases it is possible that there may be a burning smell, smoke, sparks or fire near the left front of the vehicle.

As a precaution, owners of affected vehicles are advised to park outside away from buildings or other structures and other vehicles due to the potential risk of vehicle fire due to this condition.

The affected cable is a low voltage cable; therefore there is no risk of a high-voltage electric shock to occupants or servicing technicians.

Repair:

- REPAIR AVAILABLE – January 04, 2023 / Inspect the 12V battery charging cable and repair or replace it if necessary.
- 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. If 12V cable is required, this will be VIN to Order.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID4	1,042
CAN	2023	2023	ID4	42

**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 – January 2023

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.

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 the Volkswagen Service Loaner Program to determine loaner eligibility.

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-