



Service Action

Code: 92E3

Subject Heated Washer Jet Wiring Harness

Release Date October 12, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	1,555

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.

- ✓ 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.

Problem Description

In certain vehicles, it may be possible for the wiper arms to make contact with the wiring harness and water line for the washer jets, potentially causing damage to the wiring harness. If this happens, over time the heated washer jets may stop working or cause washer fluid to splash on the windshield.

Corrective Action

Inspect and, if necessary, adjust the wiring harness routing for the heated washer jets.

Code Visibility

On or about October 12, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in October 2021. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **October 12, 2026**. Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwvhub.com.

Parts Information

Parts Control Type:
Upper Order Limit

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

Initial Allocation:
NO

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	1C0-971-848-C	HOLDER	UOL
	2	AKL-437-D50	TAPE (Adhesive Pad)	UOL
	260 mm	N -105-920-02	TAPE (25m roll)	Shop Supply

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.

Service Number	92E3		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CABLE HOLDER* as causal part		
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.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	9266 49 99	40	Re-route wiring harness
	PARTS		
	Quantity	Part Number	Description
	1.00	1C0971848C	CABLE HOLDER*
	2.00	AKL437D50	TAPE

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>

Subject: Service Action 92E3 - Heated Washer Jet Wiring Harness

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021 model year Volkswagen ID.4 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In certain vehicles, it may be possible for the wiper arms to make contact with the wiring harness and water line for the washer jets, potentially causing damage to the wiring harness. If this happens, over time the heated washer jets may stop working or cause washer fluid to splash on the windshield.

What will we do? Your authorized Volkswagen dealer will inspect and, if necessary, adjust the wiring harness routing for the heated washer jets. This work will take about an hour to complete and 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 as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.

This service action will be available for you **free of charge only until October 12, 2026**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

Repair Overview

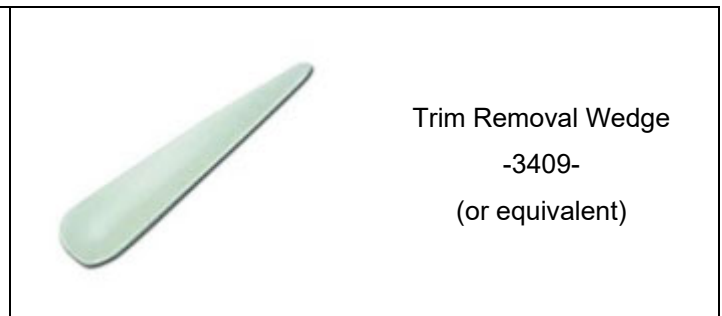
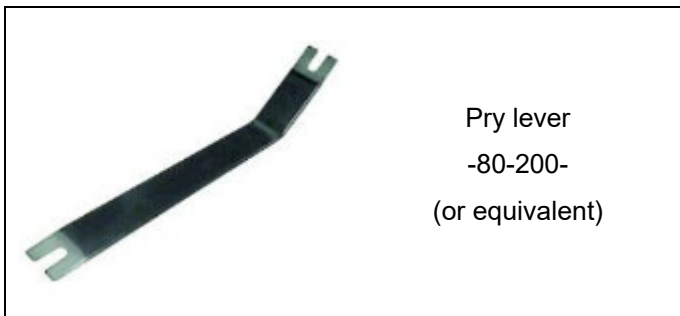


- Reroute wiring harness for the heated washer jets.

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



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 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	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.

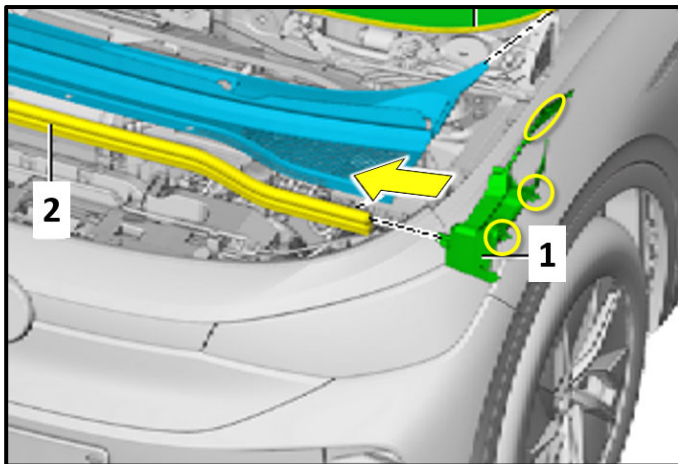
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



Put wipers in Service Position:

- Ensure the hood is closed.
- After the ignition is turned off, the screen shown will be displayed.
- Select “Wipers in service position” <arrow>.



Remove left (driver) side plenum chamber cover and partially remove seal:

- Carefully unclip the left (driver) plenum chamber cover <1> using appropriate trim removal wedge at points indicated by <circles> in the direction of <arrow>.
- Partially remove the plenum chamber seal <2> on the left (driver) side



NOTE

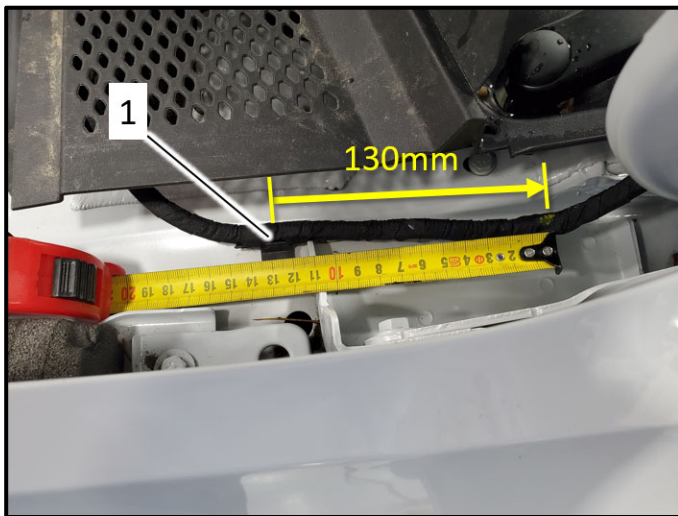
If damage to the wiring or washer fluid hose is found due to contact with the wiper linkage, the damage must be repaired:

- U.S. dealers: Provide a photo and submit a campaign authorization request for consequential damage through WISE.



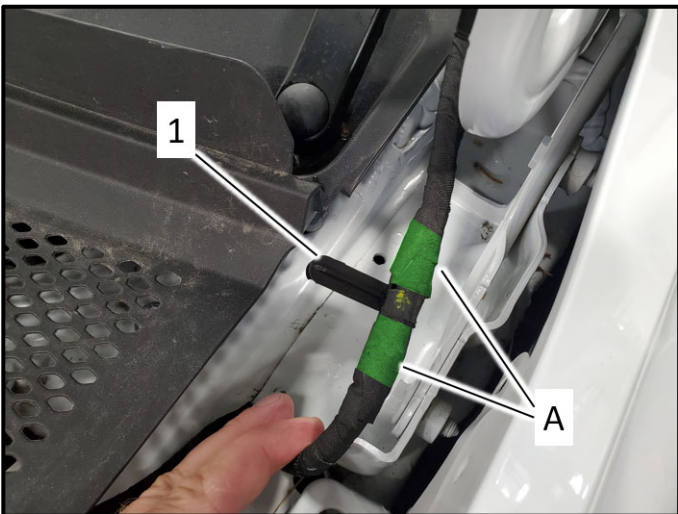
Remove cable holder:

- Unclip cable holder located at <circle>.
- Remove cable holder from the harness.



Install new cable holder:

- Install the new cable holder 130 mm from the forward cable holder <1>.

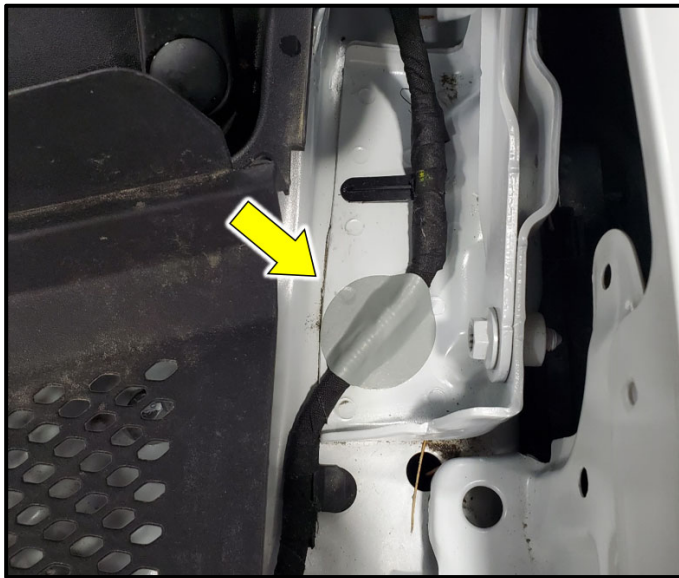


- Use two 130 mm sections <A> of tape to secure the cable holder <1> to the harness.

Part Number	Part Description
N -105-920-02	Tape (shop supply) (2) 130 mm sections



- Reinstall cable holder onto longitudinal member as shown.



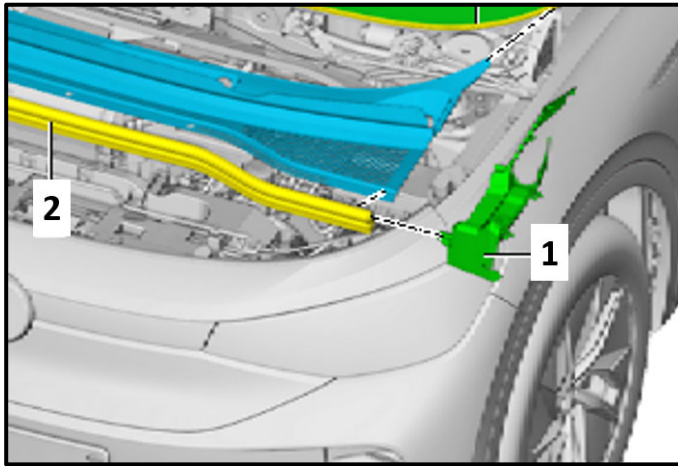
Apply adhesive pads:

Part Number	Part Description
AKL-437-D50	Adhesive Pad (x2)

- Clean the bonding surface with isopropyl alcohol and allow it to flash off.
- Secure harness to longitudinal member using one adhesive pad <arrow> as shown.



- Lift the left (driver) side of the plenum chamber cover.
- Clean the bonding surface with isopropyl alcohol and allow it to flash off.
- Secure harness to bulkhead using one adhesive pad <arrow> as shown.



Reinstall left (driver) side plenum chamber cover and plenum chamber seal:

NOTE

If the plenum chamber cover is damaged or mounted incorrectly, water could flow into the passenger compartment. This can lead to complaints regarding odor coming from the heater/A/C system and/or moisture in the vehicle interior.

- Installation is the reverse order of removal.
- Make sure cover is installed properly.
- Reference right (passenger) side cover installation position.

Proceed to Section C

Section C – 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 D

Section D - 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.