


Release Date	07/25/2023	Technical Service Bulletin		
<b>97GX UPDATE</b>				
<b>Electronics Box Wiring Harness– (NVLW)</b>				

#### Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2022	ID.4	18,428
CAN	2021	2022	ID.4	1,277

#### Revision History

Revision	Date	Purpose
1	July 25, 2023	Original publication

## Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	An unsealed splice may have been routed in the lower part of the under hood electronics box where it can be exposed to moisture resulting in corrosion. This corrosion may cause a warning message <i>“Electrical system not working correctly. Please go to workshop”</i> to appear.


## Remedy

Criteria	Remedy
01	Replace the unsealed splice with a wiring repair kit.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **97GX** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Release Date	07/25/2023	Technical Service Bulletin	
97GX UPDATE Electronics Box Wiring Harness– (NVLW)			

## Service

### NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

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

**STOP! STOP!**

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.

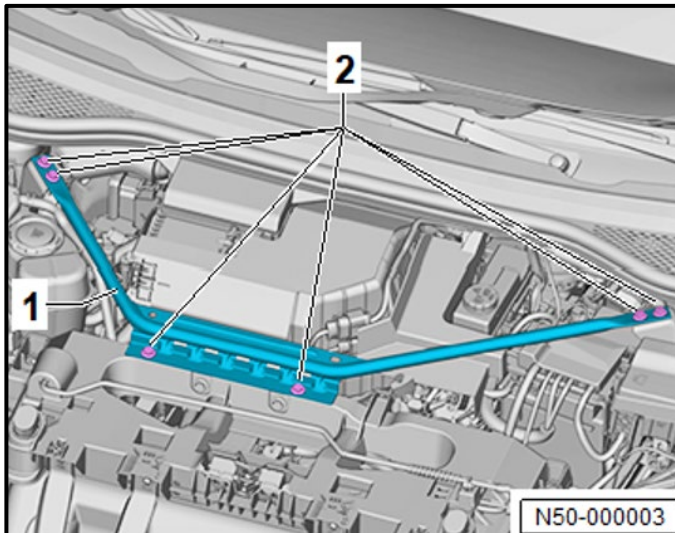
- **All Safety Recalls must be completed prior to completing this campaign.**

## 97GX UPDATE

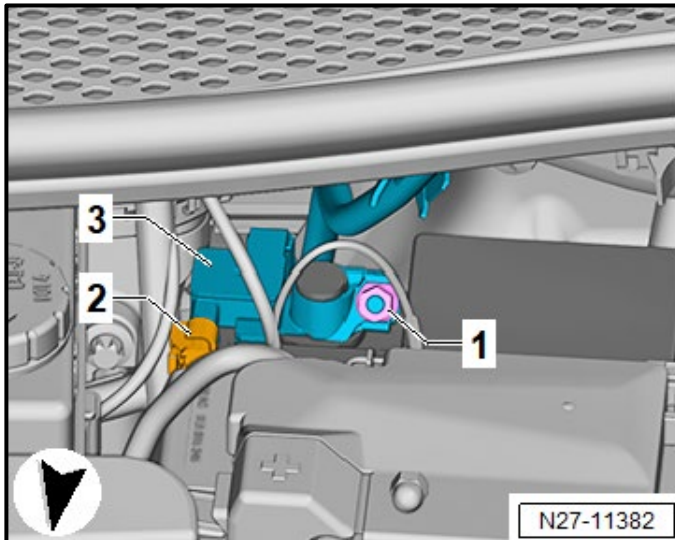
## Electronics Box Wiring Harness– (NVLW)

**NOTE**

- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

**Fit wiring harness repair kit:**

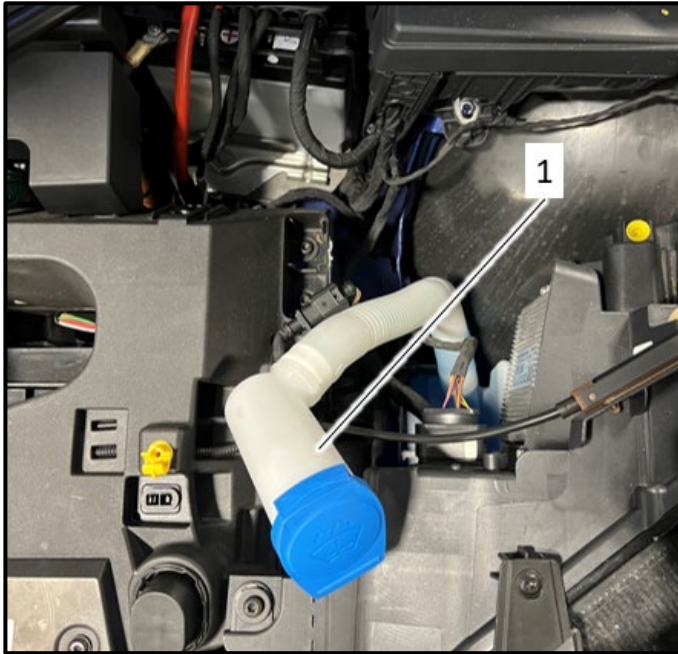
- Remove the bolts <2>.
- Remove the impact member <1>.



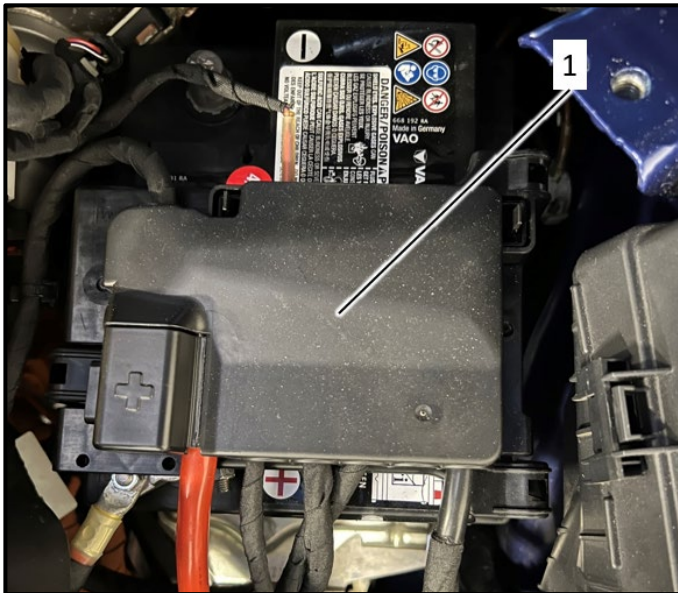
- Disconnect the 12V battery according to the ELSA repair manual:
  - See ELSA Repair manual: *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Battery > Battery, Disconnecting and Connecting.*

## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)



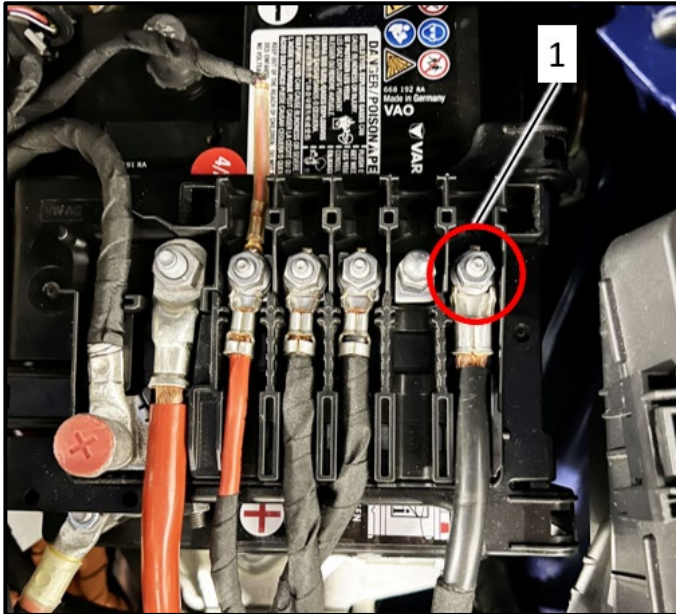
- Unclip the washer solvent filler neck <1> and secure it to the side.



- Remove the cover <1> from the SA fuse panel on top of the 12V battery.

## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)



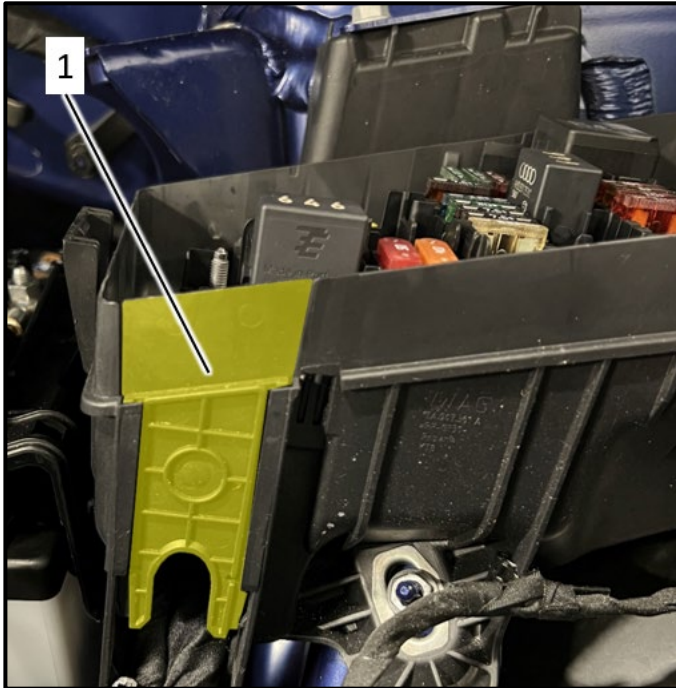
- Remove the wire <1> from the SA fuse panel and secure it to the side.



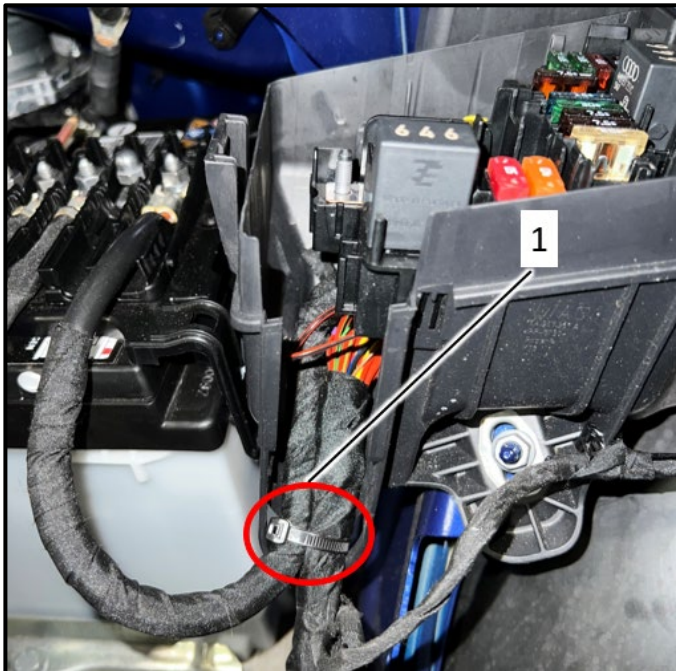
- Remove the cover <1> from the SB fuse panel under the hood.

## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)



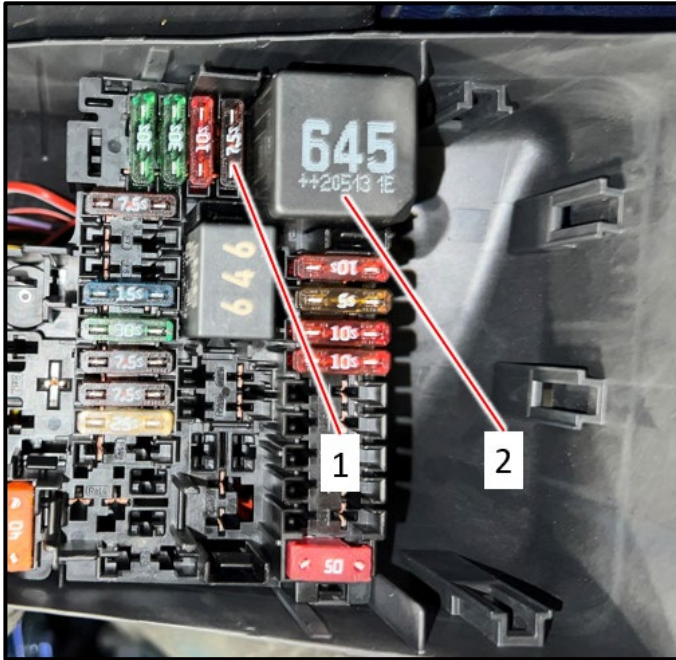
- Remove the rubber grommet <1> from the SB fuse box in an upwards motion.



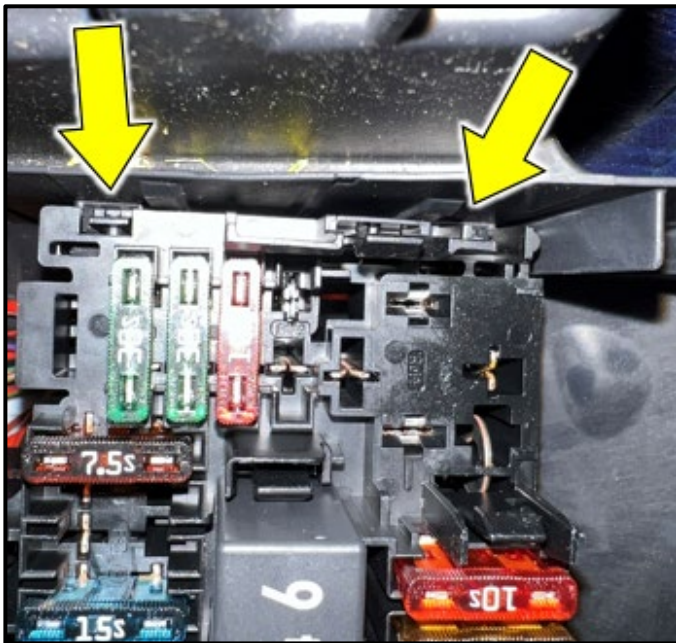
- Remove the cable tie <1>.

## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)



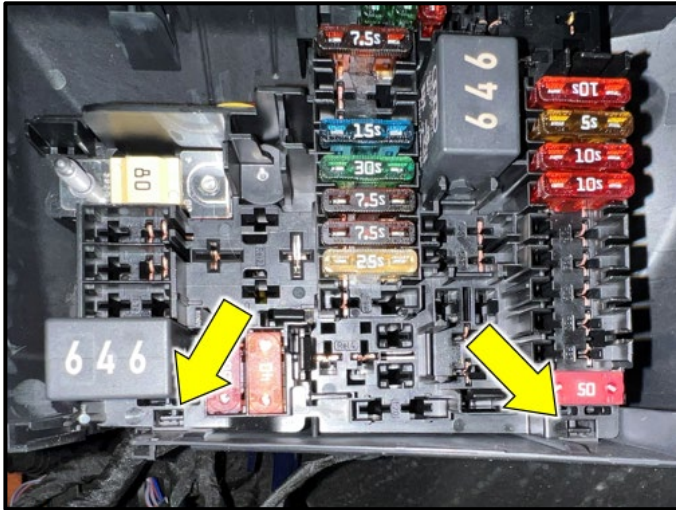
- Remove fuse SB2 <1> and relay R1 <2> from the under hood fuse panel.



- Unlock the two retaining tabs <arrows>, applying slight upward pressure to prevent the tabs from locking back in.

## 97GX UPDATE

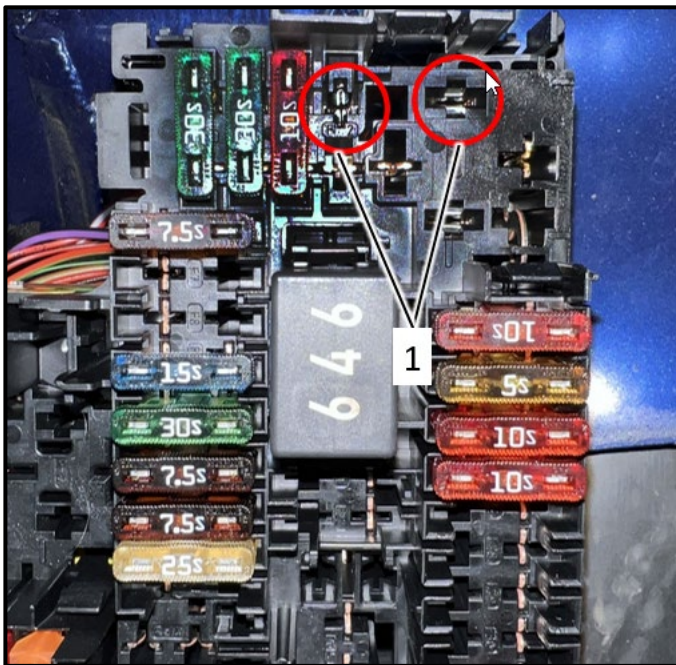
## Electronics Box Wiring Harness– (NVLW)



- Unlock the two retaining tabs <arrows> on the other side of the fuse panel and lift it up.

**! NOTE**

The electronics box housing can be removed to create additional work space.



- Unlock the contacts <1> with release tool -VAS1978/18- and remove them from the fuse panel.

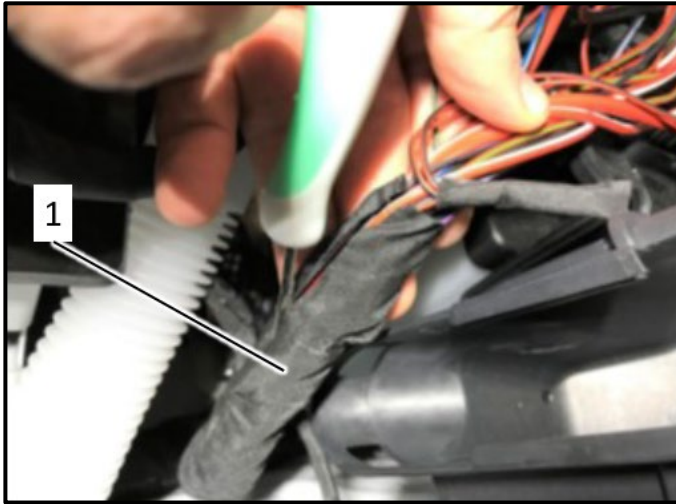
**! NOTE**

The terminals are different types. Take note of the terminal positions when removing them.



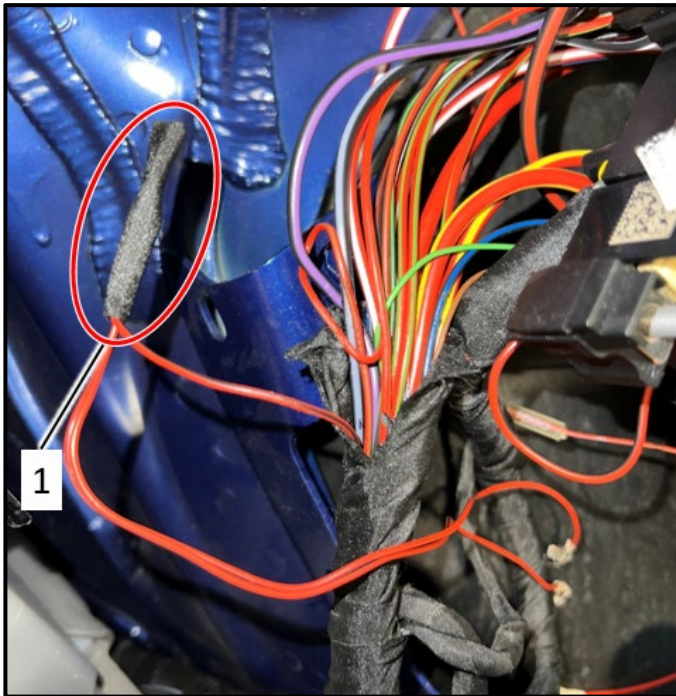
## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)

**CAUTION****Risk of damage!**

The wires in the harness can be damaged if care is not taken when cutting the fabric tape.

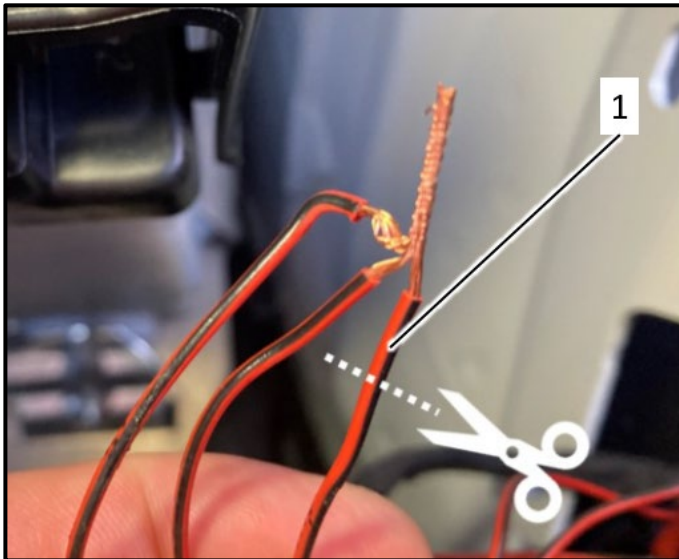
- At the wiring harness for the electronics box <1>, carefully cut open 10 cm of the fabric tape using a suitable tool.



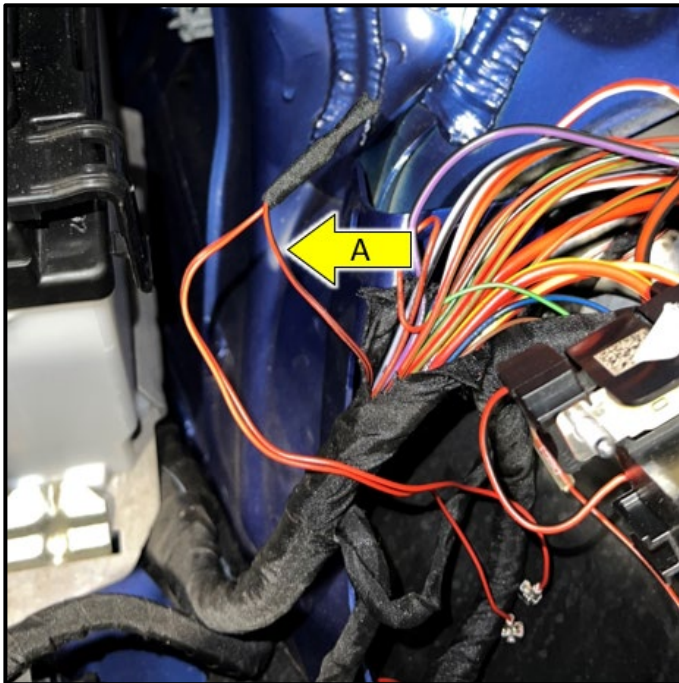
- Locate the J1 splice <1> and remove the fabric tape.

## 97GX UPDATE

## Electronics Box Wiring Harness– (NVLW)



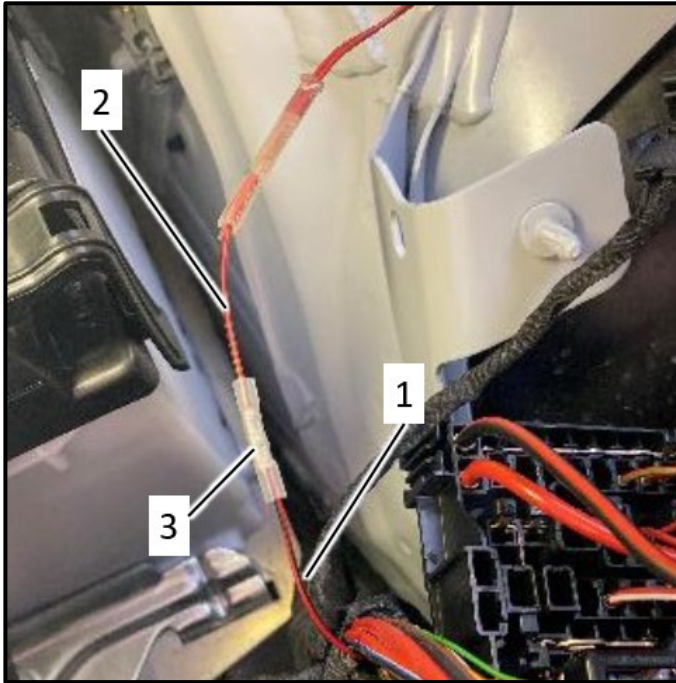
- Cut the wire <1> which leads to the body harness.



- Wire that is to be cut <arrow A> shown from a different view for clarity.

## 97GX UPDATE

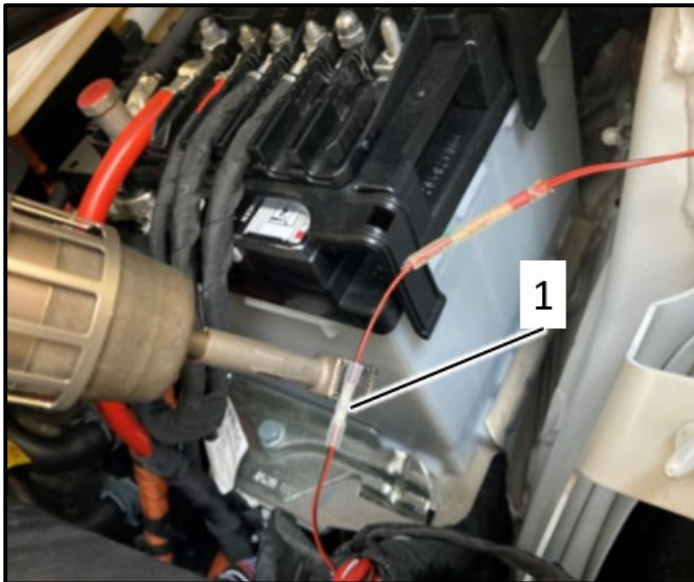
## Electronics Box Wiring Harness– (NVLW)



- Strip back the sheathing of the wire in the body harness <1> and the wire from the repair kit without terminals installed. <2>.
- Connect the wiring harness repair kit <2> to the wire in the body harness <1> using the supplied connector <3>.
- Use crimping pliers -VAS1978/1A- with crimping head -VAS1978/1-1- to secure the connector.

**NOTE**

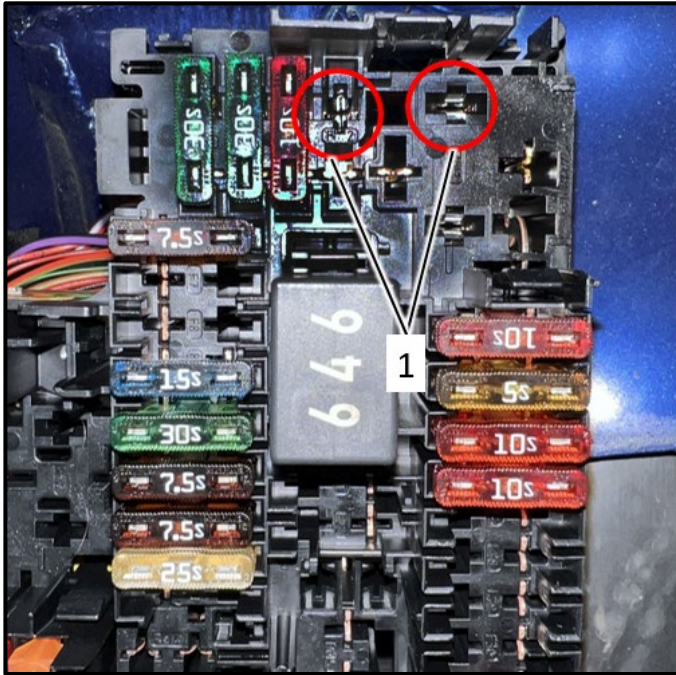
The wiring harness repair kit has additional wire length for any repairs that are needed. For example, if the wire is found to be corroded.



- Seal the connector <1> using the hot air blower -VAS1978/14A-.

## 97GX UPDATE

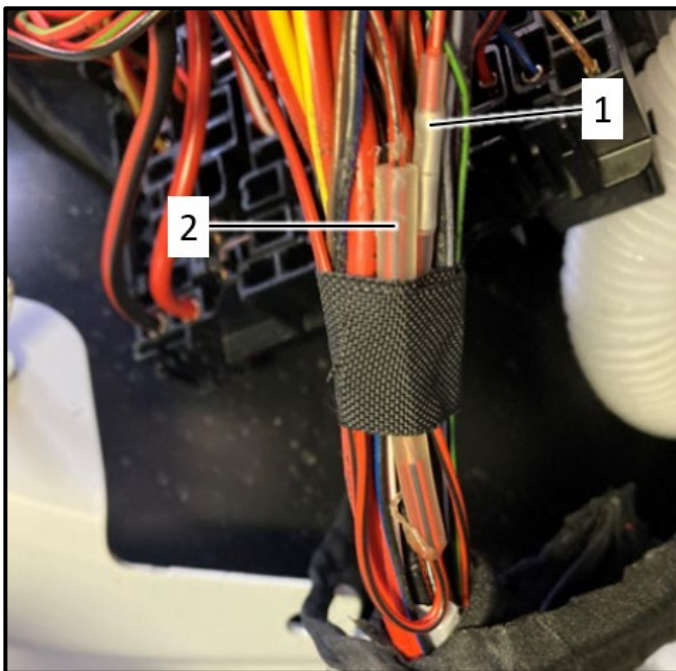
## Electronics Box Wiring Harness– (NVLW)



- Insert the terminals <1> from the wiring harness repair kit into the fuse panel.

**! NOTE**

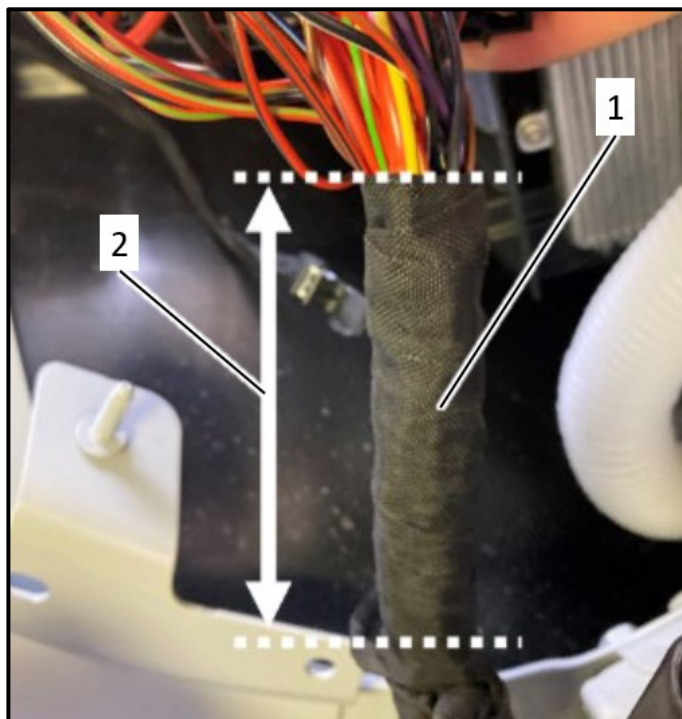
The terminals are different types. Take note of the terminal positions when installing them.



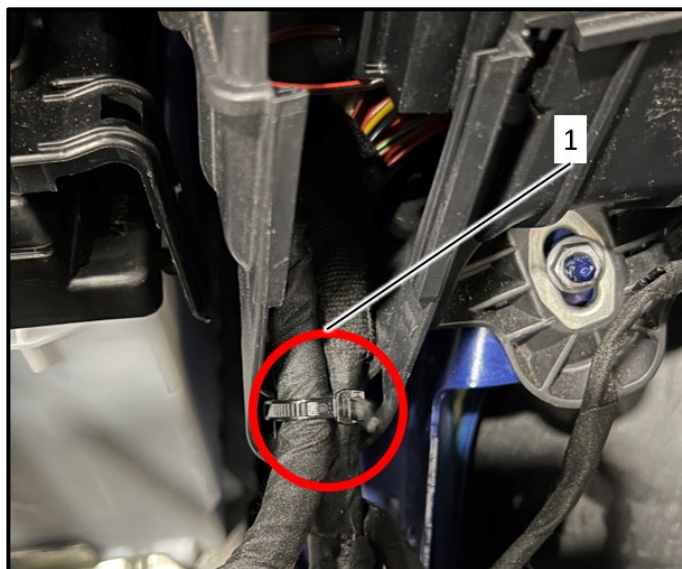
- Attach the sealed crimp connector <1> and the new splice <2> to the wiring harness using the fabric tape.

## 97GX UPDATE


## Electronics Box Wiring Harness– (NVLW)



- Wrap the wiring harness <1> with about 10 cm of fabric tape in the area indicated <2>.





- Install a new cable tie in the area indicated <1>.


Release Date	07/25/2023	<b>Technical Service Bulletin</b>	
<b>97GX UPDATE</b> <b>Electronics Box Wiring Harness– (NVLW)</b>			

- Reassemble the vehicle in the reverse order of removal.
- Torque electronics box bolts to 8 Nm.
- Torque nut for SA fuse panel cable to 6 Nm.
- Torque nut for the 12V battery negative clamp to 5 Nm.
- Torque Impact Member bolts to 20 Nm.
- Adapt the power window lifters and steering angle sensor as needed.

<b>! NOTE</b>
<p>If there are warnings displayed in the vehicle after completing the repair, check the repair kit installation for any issues. The following faults may be stored in the ECM if the terminals are not fully seated in the fuse panel: 03B88, 0A2E5, 03B86, and 05A2D.</p>

<b>! NOTE</b>
<p>At the end of the diagnosis, the diagnostic tester requires the calibration of the three-phase drive -VX54-.</p> <p>The calibration does not have to be performed at the end of the diagnosis; it can be carried out without the diagnosis tester on a test drive above 20 mph/ 35 kph (before returning the vehicle to the customer).</p>

<b>! CRITICAL REPAIR STEP</b>
 <span style="font-size: 2em; font-weight: bold; color: red; text-decoration: underline;">STOP!</span> 
<p>Perform a test drive above 20 mph/ 35 kph to calibrate the three-phase drive -VX54-.</p> <p>When performing this road test, the vehicle will momentarily lose acceleration when the three-phase drive -VX54- calibrates. Ensure the road test is performed in a safe manner.</p>

Release Date	07/25/2023	<b>Technical Service Bulletin</b>	
<b>97GX UPDATE</b> <b>Electronics Box Wiring Harness– (NVLW)</b>			


### Claim Entry Instructions

After Update 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 or vehicle is out of the specified warranty parameter for this Update:


- ✓ 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.

<b>Service Number</b>	97GX		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark REPAIR KIT* as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action <u>U.S.A.:</u> 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. <u>Canada:</u> Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.		
<b>Criteria I.D.</b>	01		
<b>LABOR</b>			
<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>	
9713 23 99	70	Fit wiring harness	
AND (IF NECESSARY)			
2706 89 50	10	Connect battery charger	
0150 00 00	Time stated on diagnostic protocol	GFF operations	
9310 83 50	See ELSA	Deactivate and reactivate high voltage system (only if voltage is not 0V after disconnecting the 12V battery)	
0121 00 04	10	Test drive	
<b>PARTS</b>			
<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>	
1.00	10A998110	REPAIR KIT*	
0.05	N 10729001	TAPE	

Release Date	07/25/2023	<b>Technical Service Bulletin</b>	
<b>97GX UPDATE</b> <b>Electronics Box Wiring Harness– (NVLW)</b>			

- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Volkswagen Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.



Release Date	07/25/2023	Technical Service Bulletin	
97GX UPDATE Electronics Box Wiring Harness– (NVLW)			

## Required Parts

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	10A-998-110	REPAIR KIT	Free Order
	75 cm	N -107-290-01	TAPE	Free Order

<b>NOTE</b>
Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

- 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.

## Required Special Tools



## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check ELSA for the most current version of this document.