Service Action
Code: 97HB

Subject	ID.4 Software Update

Document History

Date	Summary
10/12/2023	Updated owner's manual instructions in Step 9
09/28/2023	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	ID4	7,688
CAN	2022	2022	ID4	3

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.

- ✓ *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.*

About this Service Action

Volkswagen is providing software improvements for certain 2022 model year Volkswagen ID.4 vehicles, free of charge. An owner's manual supplement will also be provided once the updated software is installed.

Code Visibility

On September 28, 2023, the campaign code was be applied to affected vehicles.

Owner Notification

Owner notification will take place in October 2023. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on ***September 28, 2028.*** Work 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 work performed after the expiration date, your dealerships normal parts and labor cost associated with this work 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 <u>before delivery to consumers</u>.

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.vwhub.com.

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	97HB
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
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

LABOR

Labor Op	Time Units	Description
2706 89 50	10	Connect battery charger
2706 02 99	25 TU per bus sleep	Perform up to four bus sleep procedures
NOTE: only two bus sleep procedures are required during the flash process. The reasoning for any additional bus sleep procedures must be documented in the claim comments.		
0121 00 04	10	Test drive
0150 00 00	Time stated on diagnostic protocol(s)	Perform software update SVM, software configuration SVM and complete all necessary GFF test plans
NOTE: If the software update and related GFF work is performed on more than one diagnostic session, the multiple GFF logs can be added together. *Ensure the GFF logs are added together correctly. For example, two logs from the same diagnostic session are not allowed.* *Claims and GFF logs may be audited to ensure that the actual GFF log time is being claimed.*		

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

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

Subject: Service Action 97HB – ID.4 Software Update

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 2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:	Volkswagen is providing software improvements for certain 2022 model year Volkswagen ID.4 vehicles, free of charge. An owner's manual supplement will also be provided once the updated software is installed.
	This work will take about half a day to complete. Please keep in mind that your dealer may need additional time for the preparation of the work, 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 work. To set up an appointment online, please visit www.vw.com/find-a-dealer.
	This service action will be available for you <u>free of charge **only until September 28, 2028.**</u> If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
Important Note for Car-Net® Subscribers	If your vehicle is currently enrolled in Car-Net and the myVW app is downloaded to your phone or other mobile device, you may receive several notifications during the update process. This is normal and should not be a cause for concern.
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

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

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

Subject: Service Action 97HB – ID.4 Software Update

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 2022 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:	Volkswagen is providing software improvements for certain 2022 model year Volkswagen ID.4 vehicles, free of charge. An owner's manual supplement will also be provided once the updated software is installed.
	This work will take about half a day to complete. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.
What should you do?	In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this work. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.
	This service action will be available for you free of charge **only until September 28, 2023.** If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
Important Note for Car-Net® Subscribers	If your vehicle is currently enrolled in Car-Net and the myVW app is downloaded to your phone or other mobile device, you may receive several notifications during the update process. This is normal and should not be a cause for concern.
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, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

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

Required Tools

	Battery Tester/Charger -VAS5908-
	Diagnostic Tester -VAS6150D- (or higher)
	Diagnostics Interface W-LAN -VAS6154A- (or *newer* equivalent)
	USB Module -VAS6154/4A- (included with -VAS6154A-) (or *newer* equivalent)

Repair Instruction

Section A - Check for Previous Repair

ⓘ **TIP**

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

- 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!** 🛑

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 Prerequisites

ⓘ NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**

  - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.

- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**

  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.

- ✓ **The screen saver and power saving settings are off.**

  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.

- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**

  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.

- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**

  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module.
    It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

⚠ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

ⓘ TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions.*

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

> ⓘ **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.

> ⓘ **NOTE**
> - All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
> - If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.

Before starting the software update, the following conditions must be met:

- ODIS Service version MUST be completely up to date.
- ODIS Feedback must be set up correctly:
  - See communication: Offboard Diagnostic Information System Service (ODIS Service), Number: **VOS-22-06** / Subject: Dedicated Email Server Configuration & Feedback Settings / Date: Feb. 1, 2022
- Dealership's internet firewall settings must meet the specified requirements.
  - See communication: Diagnostic Device Hardware & Windows®, Number: **VHW-22-15** / Subject: VAS Diagnostic Device Firewall Settings / Date: December 19, 2022
- ODIS user must have SFD access.
  - See communication: Offboard Diagnostic Information System Service (ODIS Service), Number: **VOS-21-08** / Subject: ODIS Login – SFD Functions / Date: Mar. 11, 2021
- Windows Power Options must be set according to the ODIS tester setup directions:
  - See communication: Diagnostic Device Hardware & Windows®, Number: **VHW-22-13** / Subject: Change Power Options in Windows® 10 / Date: Nov. 1, 2022
  - The "Device Power Management" sections from the VAS 6150X Diagnostic Laptop – Unpacking and Setup Instructions can also be referenced.
- Only one key can be in the vehicle when performing this software flash.
- The vehicle key's battery must be ok.
- Any additional keys must be a minimum of 20 meters away from the vehicle.
- The car MUST NOT be hooked up to a high-voltage charger.
- If the work steps have to be interrupted for any reason, the best stopping point is at one of the bus sleep steps.

- Connect battery charger -VAS5908-.

- When connecting the charger to the battery, connect the positive cable to the positive charging terminal for the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

ⓘ **NOTE**

If the customer is enrolled in Car-Net and they have the myVW app downloaded on their phone, they may receive several notifications during the update process.

> **① NOTE**
>
> - The service interval display may be reset by the software configuration. The current service interval must be read out first and rechecked in Step 7 *after* the software updates are complete.
> - It is also possible that the service interval could be reset on a previous service visit if a software configuration was carried out on the vehicle. Therefore, the service interval should be compared to the vehicle's service records. If there is a discrepancy, the service interval values will have to be adjusted accordingly.
> - Service interval adaptation channels:
>   - $0548 (distance driven since the last inspection)
>   - $0549 (time since the last inspection)

- Using Operating mode "OBD", check 005F adaptation channels $0548 and $0549 for the current service interval settings (OBD > DA 005F > *Adaptations*).
- Record the current values.

Control modules	Results				
005F - Information electronics 1 (UDS / ISOTP / 10A035842J / 0561 / H20 / EV_MUICASSAFEPart / 00100			DTC Memory		
Adaptation/parameter	RDID	Current value	Input	Unit	
[LO]_FIX_Maximum_time_to_next_time_based_service_event		365		d	
∨ Inspection, distance driven since the last inspection	$0548				
[LO]_FIX_Set_mileage_since_last_mileage_based_service_event		12,500		km	
∨ Inspection, time since the last inspection	$0549				
[LO]_FIX_Set_time_since_last_time_based_service_event		325		d	

Filter: inspect

Accept   Restore   Reset all

005F - ANP

TIP: Enter "inspect" in the Filter field <arrow> and both adaptation channels will be shown.

Step 1 – Perform Software Update SVM
NOTE: this step is required for ALL vehicles

⚠️ **CRITICAL REPAIR STEP**

🛑 **STOP!** 🛑

DO NOT start the flash and leave the vehicle unattended overnight, or for long periods of time. Doing so can cause irreparable damage to control units or lead to inaccurate log times. Requests for additional GFF time and/or damage to control units caused by the flash running overnight will be denied.

ⓘ **NOTE**

Flashing times will vary. The time it takes to complete the software updates is dependent on several factors, including the workshops internet download speed.

ⓘ **NOTE**

Only one key can be in the vehicle when performing this software flash.

The vehicle key's battery must be ok.

Any additional keys must be a minimum of 20 meters away from the vehicle.

The car MUST NOT be hooked up to a high-voltage charger.

The seat belt must NOT be inserted into the buckle.

The driver door must be open.

ⓘ **NOTE**

The battery charger may shut off automatically after several hours due to a default setting. Each time the battery charger is reconnected, it must be turned OFF and then back ON to reset the charging start time.

- Turn battery charger OFF, then back ON.
- Connect battery charger.
- **Cycle the ignition OFF, then back ON.**

- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
    - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.

- Turn the hazards on.

| ⚠ CRITICAL REPAIR STEP |
| --- |

🛑 **STOP!** 🛑

If any of the modules being updated are offline, the communication issue must be addressed prior to starting this software update.

Any module with a "Faulty Control Module" fault must be addressed prior to starting the software update. The flash may fail for the affected control module.
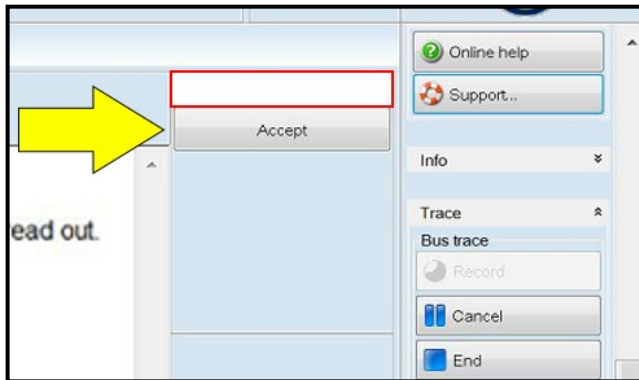
Diagnosis and repair of pre-existing conditions are not covered under this action.
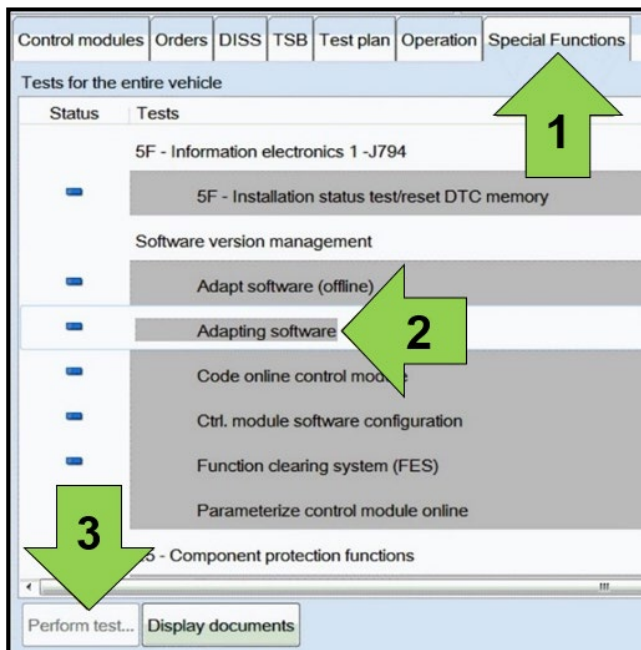
- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.

- Select the correct option to "Update software via action code".
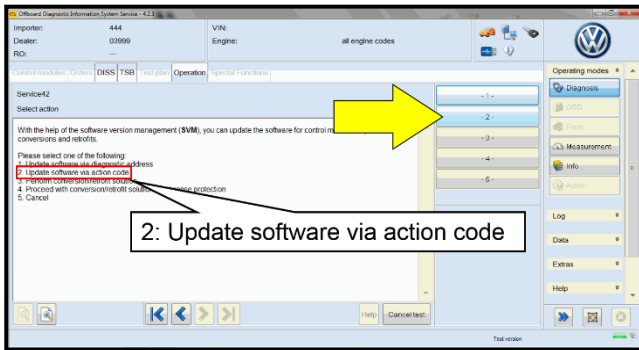
2: Update software via action code

> **⊙ NOTE**
>
> ***Using <u>Bluetooth or WiFi</u> for this action is PROHIBITED!***
>
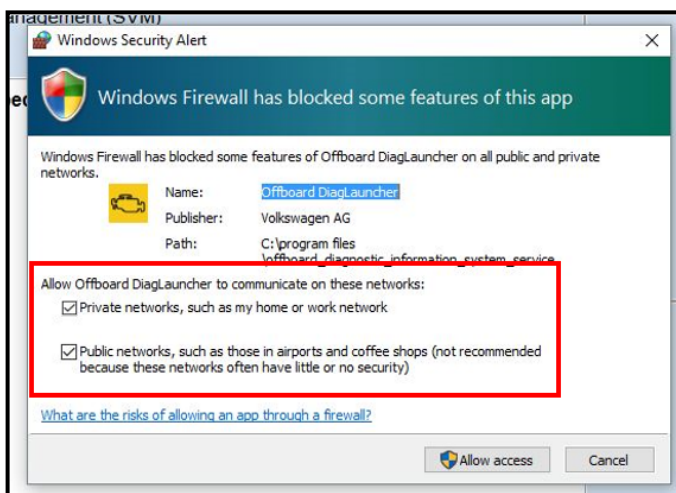> Damage caused to electronic components during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code
F313

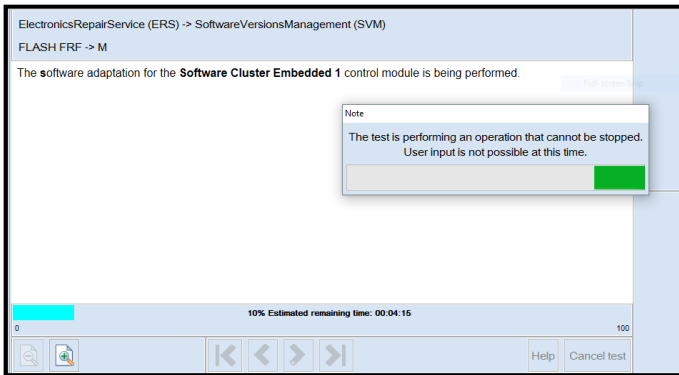- Select "Accept" <arrow> and follow the on screen prompts.

> **⊙ NOTE**
>
> Do not unplug the sound generator.

> **⊙ NOTE**
>
> When the Windows Firewall popup appears, ALL network options should be checked. Failure to do so could cause the update to fail when first attempting Software Cluster Embedded 1.

```
ElectronicsRepairService (ERS) -> SoftwareVersionsManagement (SVM)

FLASH FRF -> M

The software adaptation for the Software Cluster Embedded 1 control module is being performed.

                                    Note
                                    The test is performing an operation that cannot be stopped.
                                    User input is not possible at this time.

                    10% Estimated remaining time: 00:04:15
  0                                                                      100

                                                              Help   Cancel test
```


⚠ CRITICAL REPAIR STEP

🛑 **STOP!** 🛑

The initial update may take several minutes to start.

Multiple control modules are updated during this procedure. Some modules will take a while to be updated. **DO NOT** cancel the update procedure, turn the ignition off, remove the battery charger, or interrupt the update procedure in any way. Doing so could cause irreparable damage to control units, which is NOT covered under this action.

⊙ NOTE

In-vehicle messages and warnings stating the HV battery state of charge is at 0% may occur during this software update process. This is normal.

⊙ NOTE

If the progress bar for the first update (Software Cluster Embedded 1) stops briefly at **6%** (it may also appear that the progress bar stops at 10% briefly, then quickly goes to the end), there may be a firewall issue.

⊙ NOTE

Another indication of a firewall issue is when no modules are updated. The message bellow will occur, which indicates that the update did not get past DA C002 - Software Cluster Embedded 1. If this occurs, check that all firewall settings are correct. See communication: Diagnostic Device Hardware & Windows®, Number: VHW-22-15 for more information.

```
Action:  Message
         The following control modules have been updated to a recent version number:

1: C002 Software Cluster Embedded 1 Flashing not OK
2: 0019 Data Bus OBD interface Flashing not OK
3: 0631 Multifunction Steering Wheel Control Module Flashing not OK
4: 0637 Battery Monitoring Control Module Flashing not OK
5: 00B7 Interface for access/start system Flashing not OK
6: 0075 Emergency call module and communication unit Flashing not OK
7: 0001 Engine electronics Flashing not OK
8: 0003 Brake Electronics Flashing not OK
9: 0009 Electronic central electric Flashing not OK
10: 0023 Brake boost Flashing not OK
11: 003C Lane change assistance Flashing not OK
12: 0051 Electric drive Flashing not OK
```

> ⓘ **NOTE**

If error code ERP0215 occurs:

Cause:

On at least one control unit, the operating conditions for the measure are not fulfilled (for example, incorrect SW part number/HW part number/hardware/software):

Possible Corrections:

Manually identify the affected control module(s), or start a new GFF session and repeat SVM F313.

Perform a bus sleep or reset the control module, then repeat SVM F313.

> ⓘ **NOTE**

If error code ERP0225E occurs:

Cause:

The measure cannot be carried out because of missing control unit data. Often not all necessary control units are "identified" or "reachable".

Possible Corrections:

Make sure all necessary control units are identified according to the software table. If necessary, manually identify the module and repeat SVM F313.

If a module cannot be manually identified:

- Switch off ignition
- Send diagnostic protocol online
- Disconnect diagnostic interface from vehicle
- Restart ODIS
- Remove the fuse for the module that had the failure for 10 seconds
- Reinstall the fuse
- Perform a bus sleep
- Start a NEW GFF session
- Identify the module
- Repeat SVM F313

> ⓘ **NOTE**

If a message appears stating that the communication path cannot be changed to DoIP:

- Send the diagnostic protocol online
- Cancel the test plan
- Turn the ignition OFF
- Disconnect the diagnostic head from the vehicle AND the diagnostic tester for a few minutes
- Restart ODIS
- Reconnect diagnostic head to vehicle and diagnostic tester
- Repeat SVM F313

> ⓘ **NOTE**

If errors occur and the information provided in these instructions does not resolve the concern, please create a TAC WEB ticket for further direction.


> ⓘ **NOTE**
>
> **Diagnostic address 0631 and 060E may appear to not be reporting and DTC memory cannot be read:**
>
> ODIS may display a "?" and not read any DTC memory for DA 0631 and 060E. Modules 0631 & 060E may also not show in the GFF log. These are slave modules. The fault memory cannot be read directly from the module. If the 97HB completes successfully and there are not any malfunctions/warnings present, this can be ignored.
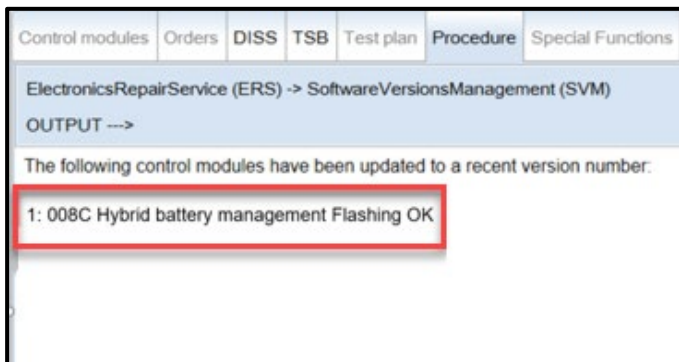
> ⓘ **NOTE**
>
> **If the flash ends with a generic error:**
> - Switch off ignition
> - Send diagnostic protocol online
> - Disconnect diagnostic interface from vehicle
> - Restart ODIS
> - Remove the fuse for the module that had the failure for 10 seconds
> - Reinstall the fuse
> - Perform a bus sleep
> - Start a NEW GFF session
> - Identify the module
> - Repeat SVM F313
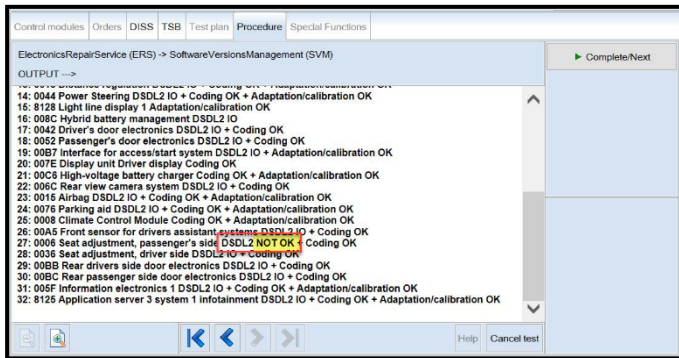
- Pay attention to the status report of the control module updates.
- Any module stating NOT OK will have to be updated again.
- Selecting "Complete/Next" will begin another attempt to update the control module.
- It may take more than one attempt to update every control module.

> ⓘ **NOTE**
>
> If SVM F313 is repeated for any reason, address 008C will be updated again.
>
> This is normal.

- Do not end the diagnostic session
- **DO NOT proceed to the next SVM update until SVM F313 has 100% completed successfully.**

Proceed to Step 2 for performing vehicle bus sleep.

Step 2 – Perform Bus Sleep Procedure
NOTE: this step is required for ALL vehicles

- Carry out the following steps in the specified sequence to put the vehicle in a bus sleep.

- Switch off the ignition.

- Turn off the hazards.

- Remove diagnosis interface from the vehicle diagnosis connection.

- Remove battery charger from the 12V battery.

- Close front and rear lid as well as all doors.

- Lock vehicle.

- Move vehicle key (remote control) at least 20 meters away from the vehicle.

- Wait at least 15 minutes until the vehicle is in bus silence.

- Then unlock vehicle again.

- Connect and switch on battery charger.

- Insert diagnosis interface on vehicle diagnosis connection.

- Switch on the ignition.

- Place a vehicle key (remote control) in the center console on the reader coil.

Proceed to Step 3 for performing software configuration via SVM.

## Step 3 – Perform Software Configuration via SVM
*NOTE: this step is required for ALL vehicles*
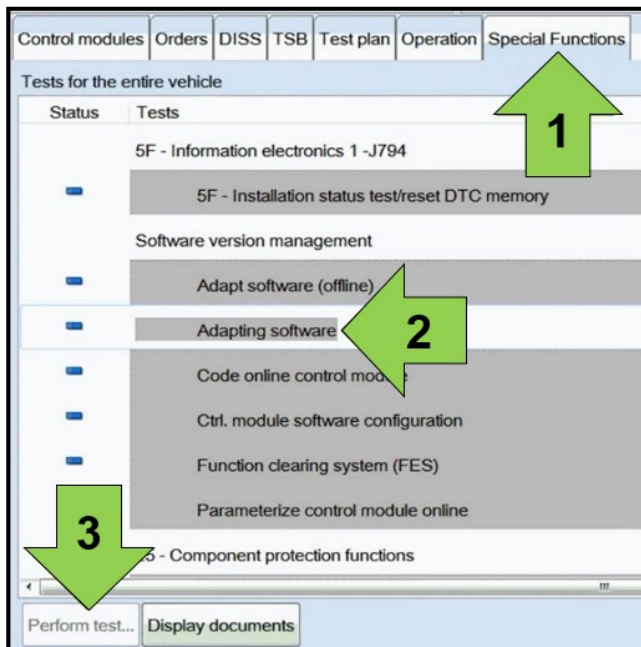
> **⊘ NOTE**
>
> The battery charger may shut off automatically after several hours due to a default setting. Each time the battery charger is reconnected, it must be turned OFF and then back ON to reset the charging start time.

- Turn battery charger OFF, then back ON.

- Connect battery charger.

- Turn the hazards on.

- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.

  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.

- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.

- Select the correct option to "Update software via action code".
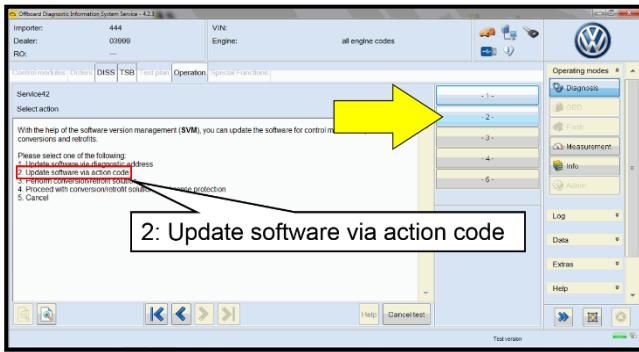
2: Update software via action code
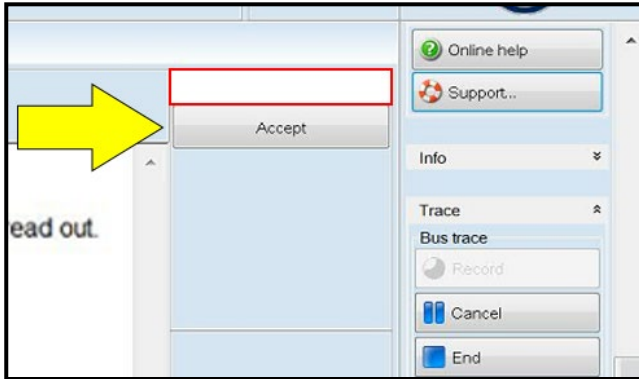
> **① NOTE**
>
> ***Using Bluetooth or WiFi for this action is PROHIBITED!***
>
> Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code
S313

- Select "Accept" <arrow> and follow the on screen prompts.

- Pay attention to the status report of the control module updates.

- Any module stating NOT OK will have to be updated again.

- Selecting "Complete/Next" will begin another attempt to update the control module.

- Do not end the diagnostic session.
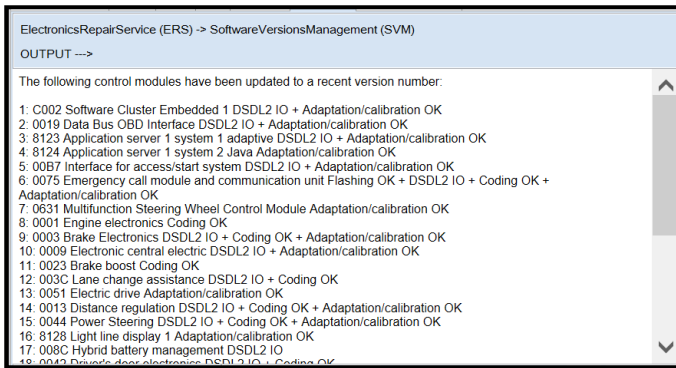
Proceed to Step 4 for performing Bus Sleep Procedure

Step 4 – Perform Bus Sleep Procedure
NOTE: this step is required for ALL vehicles

- Carry out the following steps in the specified sequence to put the vehicle in a bus sleep.

- Switch off the ignition.

- Turn off the hazards.

- Remove diagnosis interface from the vehicle diagnosis connection.

- Remove battery charger from the 12V battery.

- Close front and rear lid as well as all doors.

- Lock vehicle.

- Move vehicle key (remote control) at least 20 meters away from the vehicle.

- Wait at least 15 minutes until the vehicle is in bus silence.

- Then unlock vehicle again.

- Connect and switch on battery charger.

- Insert diagnosis interface on vehicle diagnosis connection.

- Switch on the ignition.

- Place a vehicle key (remote control) in the center console on the reader coil.

Proceed to Step 5 for performing Learn VKMS Test Plan via GFF

Step 5 – Perform VKMS Adaptation Test Plan
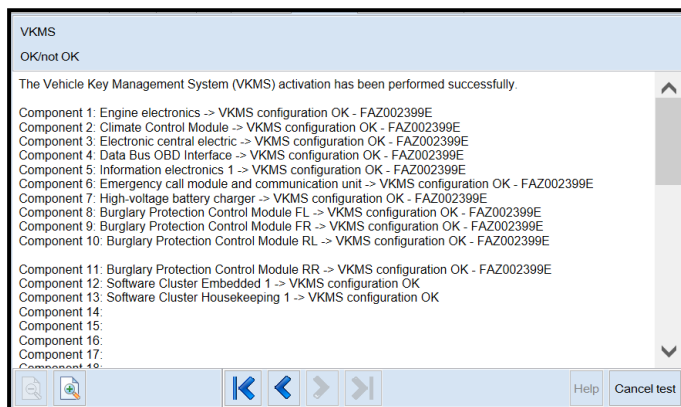### *NOTE: this step is required for ALL vehicles*
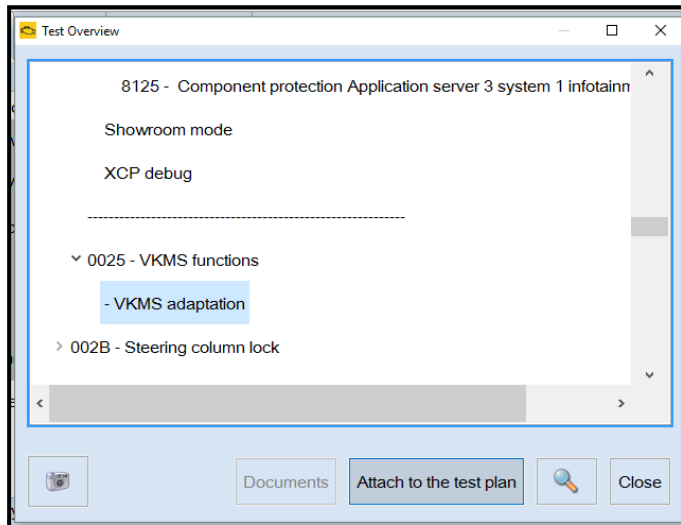
- Perform 0025 Immobilizer **"VKMS Adaptation"** test plan.

> **ⓘ TIP**
>
> After selecting "Self Test," use the search function and enter "VKMS" to aid in finding the test plan.

- Follow the on-screen prompts.
- Pay close attention to all steps outlined in the test plan and follow them exactly as described.
- Do not end the diagnostic session.

- Ensure each component shows the VKMS configuration is OK.
- If any component does not complete the VKMS adaptation, repeat the test plan.

Proceed to Step 6 for performing manual basic settings

Step 6 – Perform Manual Basic Settings and Adjust Temperature Setting (if necessary)
NOTE: this step is required for ALL vehicles

With the software update the basic settings of the steering angle sender -G85- and the end stops (soft stop) of the electric window lifter might be lost.

- Perform manual basic settings of steering angle sender -G85-:
    - Create drive readiness.
    - Turn steering wheel completely to the left and hold in the end position for 3 seconds.
    - Turn steering wheel completely to the right and hold in the end position for 3 seconds.
    - Return steering wheel to straight-ahead position.
    - Yellow steering light in cluster should go out.

- Adapt end stops (soft stop) of the electric window lifter for all windows:
    - Lower window completely. Release the switch. Hold window switch in the down position, at the second detent for 3 seconds.
    - Raise window completely. Release the switch. Hold window switch in the up position, at the second detent for 3 seconds.

- This software update may change the temperature units from Fahrenheit to Celsius. The setting can be changed in the infotainment display by going to *Settings > Unit Setting*s. This setting should be adjusted based on customer preference.


Proceed to Step 7 for Adjusting Service Interval

Step 7 – Adjusting Service Interval
NOTE: this step is required for ALL vehicles

> **ⓘ NOTE**
>
> - The service interval display may be reset by the software configuration. The current service interval should have been read out at the beginning of this repair.
> - It is also possible that the service interval could be reset on a previous service visit if a software configuration was carried out on the vehicle. Therefore, the service interval should be compared to the vehicle's service records. If there is a discrepancy, the service interval values will have to be adjusted accordingly.
> - Service interval adaptation channels:
>   - $0548 (distance driven since the last inspection)
>   - $0549 (time since the last inspection)
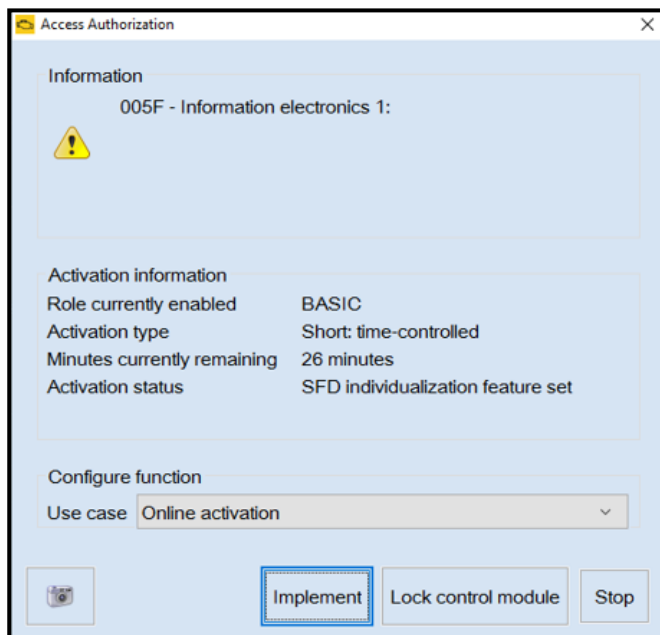
- From the OBD menu, go to: OBD > DA 005F > *Access authorization*.
- Select "Implement" and then enter ODIS login/password if prompted (to unlock SFD).
- Select "stop" to close the window.

- Using Operating mode "OBD", check 005F adaptation channels $0548 and $0549 for the current service interval settings (OBD > DA 005F > *Adaptations*).
- If the values are the same as the previouslsy recorded values, no change is necessary.
- If the values have changed, enter the correct values as needed.

TIP: Enter "inspect" in the Filter field <arrow> and both adaptation channels will be shown.

Proceed to Step 8 for performing GFF test plans for faults created by the flash process

Step 8 – Perform GFF Test Plans For All Faults Created by the Flash Process
NOTE: this step is required for ALL vehicles

- Exit Diagnosis and select "Yes" to end the diagnostic session.
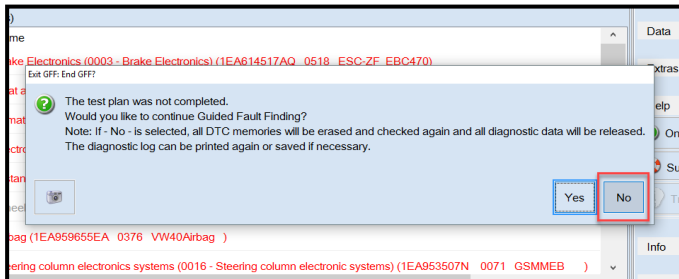
- When prompted to continue Guided Fault Finding, select "NO".
- GFF will be exited and faults will be erased.

- Static faults created by the flash process will remain.
- When prompted, select "YES" to populate new test plans.

Control modules	Orders	DISS	TSB	Test plan	Procedure	Special Functions

Tests in current test plan

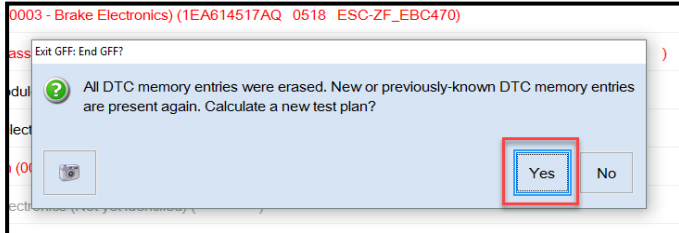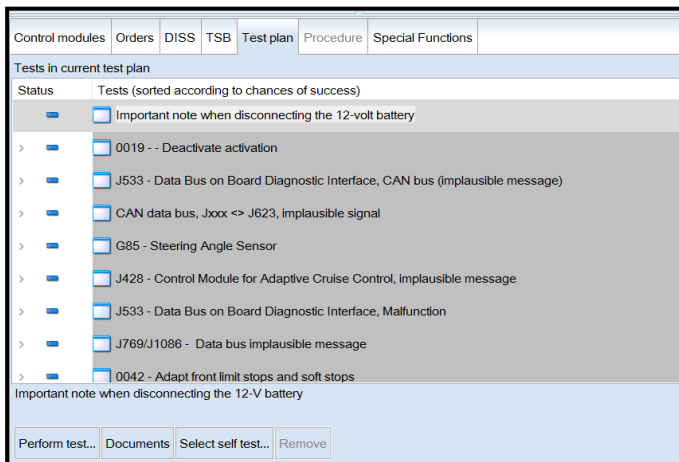| Status	Tests (sorted according to chances of success)
▬	☐ Important note when disconnecting the 12-volt battery
▬	☐ 0019 - - Deactivate activation
▬	☐ J533 - Data Bus on Board Diagnostic Interface, CAN bus (implausible message)
▬	☐ CAN data bus, Jxxx <> J623, implausible signal
▬	☐ G85 - Steering Angle Sensor
▬	☐ J428 - Control Module for Adaptive Cruise Control, implausible message
▬	☐ J533 - Data Bus on Board Diagnostic Interface, Malfunction
▬	☐ J769/J1086 - Data bus implausible message
▬	☐ 0042 - Adapt front limit stops and soft stops

Important note when disconnecting the 12-V battery

Perform test...	Documents	Select self test...	Remove

- Work through all test plans for faults created by the flash process.

- Reference any applicable TSBs that address "ghost" faults.

- Pay close attention to all steps outlined in the test plans and follow them exactly as described.

- Exit GFF and send diagnostic protocol online.

ⓘ **NOTE**

Driver assist systems will not require re-calibration due to this software update.

⚠ **CRITICAL REPAIR STEP**

🛑 **STOP!** 🛑

Perform a test drive above 20 mph/35 kph to calibrate the three-phase drive -VX54-.

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.

ⓘ **NOTE**

Static faults may store in various control modules during the flash.

The ID Light may not operate as designed after the flash.

It may be necessary to perform the following in order to clear the faults and restore the ID Light operation:

- Drive the vehicle a short distance (around the parking lot, for example).
- Perform a bus sleep.

Proceed to Step 9 for printing out additional owner's manual supplement.

Step 9 – Print and Provide Owner's Manual Supplement
NOTE: this step can be performed while the software update is in progress

Technical modifications
ID.3, ID.4, ID.5

This supplement describes revisions that have been produced after publication of the "ID.3, ID.4, ID.5" Owner's Manual. The new section replaces the corresponding sections "Driving" and "Exiting a vehicle while the vehicle's drive system is active" as well as "Parking and maneuvering", "Electronic parking brake" and "Automatic switch-on if you leave the vehicle incorrectly" of the Owner's Manual editions up to 2022/06.

Please refer to the other sections of the Owner's Manual for all other information, descriptions, and specifications for the operation and handling of your vehicle, such as information you should know regarding your personal safety and the safety of your passengers.

Modifications techniques
ID.3, ID.4, ID.5

Le présent Supplément décrit les modifications apportées après la publication du Manuel du Propriétaire de l'« ID.3, l'ID.4 et l'ID.5 ». La nouvelle section remplace la section correspondante dans les chapitres « Conduite » et « Quitter le véhicule avec disponibilité de marche activée », ainsi que « Stationnement et manœuvres », « Frein de stationnement électronique » et « Activation automatique lorsque vous quittez le véhicule de manière incorrecte » dans les versions jusqu'à 06/2022 du Manuel du Propriétaire.

Pour toute autre remarque, description ou indication concernant le fonctionnement et l'utilisation de votre véhicule ainsi que pour toute information relative à votre propre sécurité et à celle de vos passagers, veuillez consulter les autres chapitres de votre Livre de Bord.

- U.S.A.: Print out the English owner's manual supplement found on one of the ELSA attachment tabs or in Elsa2Go under Service References.

- CANADA: Print out the English and French owner's manual supplements found on one of the ELSA attachment tabs or in Elsa2Go under Service References.

- When printing, select "Booklet" for page sizing.

- Place the printed owner's manual supplement in the vehicle glove compartment.

Proceed to Section C

Section C – 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).

Appendix A – Software Table

Diagnostic Address	New Part Number	New Software Version
C002	V04007003HM	0290
0019	1EA937012N	0292
0009	1EA937084B	0307
	1EA937086G	0307
	1EA937089S	0307
	1EA937089T	0307
	1EA937089Q	0307
0051	1EA907121BC	6046
060E	10A919606D	6085
	10A919606F	6085
	10A919606K	6085
	10A919606L	6085
	10A919606M	6085
	10A919606P	6085
	10A919606R	6085
	10A919606S	6085
	10A919605K	3080
	10A919605H	3080
	10A919605H	2103
	10A919605K	2103
	10A919605L	2103
	10A919605M	2103
	10A919605P	2103
008C	0Z1915184J	1041
007E	10A920320C	0531
00C6	1EA915684DB	1019
	1EA915684DJ	1019
	1EA915684EK	1019
	1EA915684DQ	1019
0015	1EA959655EA	0376
00A5	1EA980654K	5321
	1EA980653C	5321
00CE	1ED907121AB	8351
8123	V04007003HK	0290
8124	V04007003HL	0290
C003	V04007003HN	0290