



Compliance Recall

Code: 93S7

Subject	Rearview Camera Image Delayed or Not Displayed				
Document History	Date		Summary		
	08/18/2023		Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2022	ID4	4
	<p>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.</p> <ul style="list-style-type: none"> ✓ 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	<p>Vehicles included in this recall have received a replacement infotainment central control unit that contained software that was not released for the U.S. market. Because of this, it is possible for the rearview camera image to be delayed or deactivated when the vehicle is put into reverse. A rearview camera screen that displays no image reduces the driver's information about what is behind the vehicle, increasing the risk of a crash.</p>				
Corrective Action	Update the infotainment central control unit software.				
Precautions	If the infotainment screen image is delayed or not displaying an image while the vehicle is in reverse, this should prompt the driver to pay extra attention for objects behind the vehicle when reversing.				
Code Visibility	On June 23, 2023, the campaign code was applied to affected vehicles.				
Owner Notification	Owner notification will take place in August 2023. An owner letter example is included in this bulletin for your reference.				
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p> <p>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.</p>				

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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	93S7		
Damage Code	0099		
Parts Vendor Code	WVO		
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.		
Criteria I.D.	01		
	Check ICAS3 (infotainment control module) software. Software update via USB is not required. Perform software configuration via SVM.		
	LABOR		
	Labor Op	Time Units	Description
	9196 01 99	10	Check ICAS3 software
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	Perform software configuration via SVM
	0121 00 04	SEE ELSA	Test drive

Continued on next page

OR	Check ICAS3 (infotainment control module) software using ODIS. Software update via USB is required. Perform software update via USB and perform software configuration via SVM.		
	LABOR		
	Labor Op	Time Units	Description
	9196 01 99	10	Check ICAS3 software
	2706 89 50	SEE ELSA	Connect battery charger
	9710 25 99	60	Update ICAS3 with USB
	0150 00 00	Time stated on diagnostic protocol	Perform software configuration via SVM
	0121 00 04	SEE ELSA	Test drive

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>

NHTSA: 23V436

Subject: Compliance Recall 93S7 - Rearview Camera Image Delayed or Not Displayed

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2022 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility." Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Vehicles included in this recall have received a replacement infotainment central control unit that contained software that was not released for the U.S. market. Because of this, it is possible for the rearview camera image to be delayed or deactivated when the vehicle is put into reverse. A rearview camera screen that displays no image reduces the driver's information about what is behind the vehicle, increasing the risk of a crash.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will update the infotainment central control unit software. 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 work, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take If the infotainment screen image is delayed or not displaying an image while the vehicle is in reverse, this should prompt the driver to pay extra attention for objects behind the vehicle when reversing.

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

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

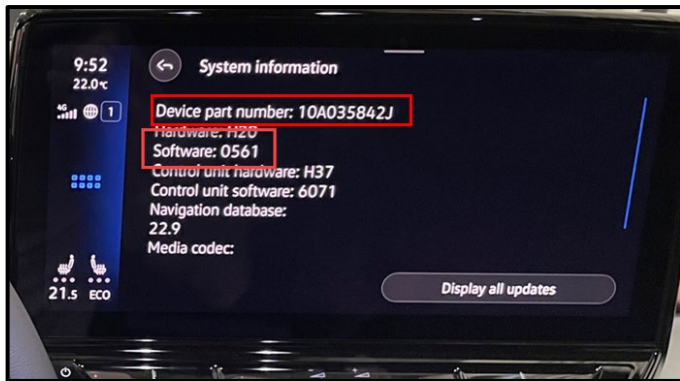
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Repair Overview



- Check ICAS3 software version.
- Perform software update via USB, if necessary.
- Perform software configuration via SVM (required regardless if USB software update is needed).

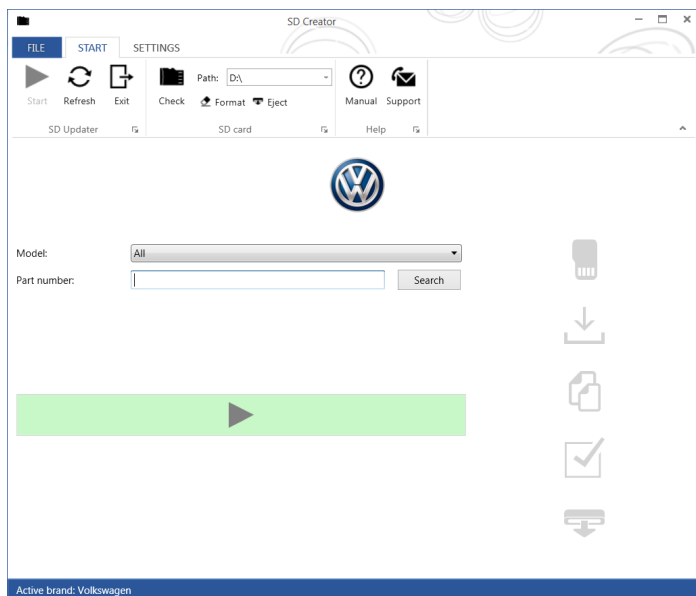
NOTE

- 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

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

Required USB Drive (if necessary)



- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**
- **Use ONLY a 32 GB USB stick.**

NOTE

The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.

The required USB drive is a servicing material. Therefore the cost of the USB drive will not be reimbursed.

The USB drive can be used for future software updates.

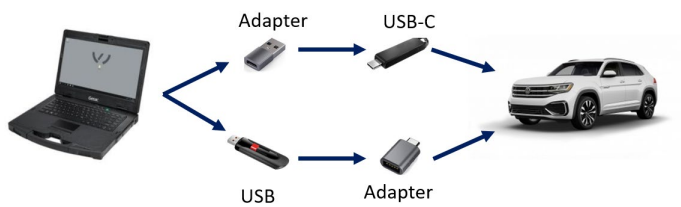
NOTE

If the search for the software part number returns no result, check if the certificate is valid.

Go to Settings and select the current, valid certificate used in ODIS.

Software Part Number

3G0.919.360.RK



General information for creating the USB stick:

- The Infotainment system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.
- **Use ONLY a 32 GB USB stick.**
- USB type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.
- USB type A including type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.
- Do not use a USB hub (USB distributor to use several USB devices on one USB port) to install the software update.

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.

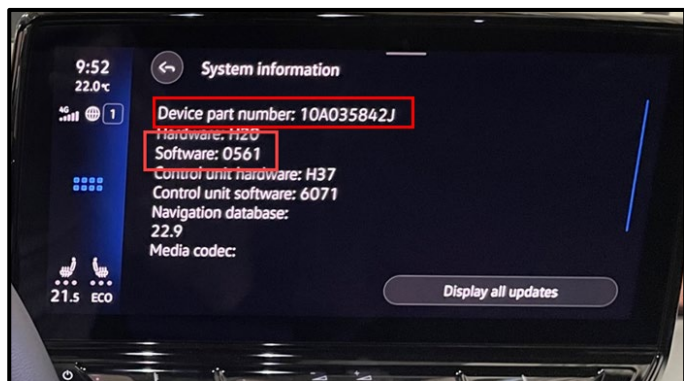
CRITICAL REPAIR STEP



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 – Check Software Version



- Check the current software version of the ICAS3 using the “System Information” menu in the infotainment system.
- If the device part number = 10A035842J AND the software version = 0561:
 - A SVM must be performed to ensure the ICAS3 configuration is correct.
 - Proceed to Section D.
- If the device part number does not = 10A035842J and/or the software version does not = 0561:
 - The ICAS3 requires an update via USB.
 - A SVM must then be performed to ensure the ICAS3 configuration is correct.
 - Proceed to Section C.

Section C – USB Flash of ICAS3

NOTE

- The service interval display may be reset by the update. The current service interval must be read out first and rechecked *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.
- After the software updates are complete, the adaptation channels will also change:
 - Pre-flash:
 - \$0541 (distance driven since the last inspection AND time since the last inspection)
 - Post-flash:
 - \$0548 (distance driven since the last inspection)
 - \$0549 (time since the last inspection)

- Using Operating mode "OBD", check and record the 005F adaptation channel \$0541 for the current service interval.

Control modules Results

005F - Information electronics 1 (UDS / ISOTP / 10A035842E / 0792 / H20 / EV_MUICASSAFEPart / 001001) DTC memory

Adaptation/parameter	RDID	Current value	Entry	Unit
▼ [VO]_service_intervall	\$0541			
Inspection, distance until next inspection		16,090		km
Inspection, distance driven since the last inspection		2,000		km
Inspection, time until next inspection		365		d
Inspection, time since the last inspection		51		d

Filter:

Apply Restore Reset all

005F - ANP

- Ensure the battery charger is connected.
- Disconnect diagnostic interface from the vehicle.
- Ensure there is nothing connected to the OBD diagnosis connection.

 **NOTE**

The ignition must remain on during the entire flashing process.

- **The hazards must remain on.**
- **The driver door must remain open.**
- **Buckle the seat belt into the driver seat belt buckle.**

 **NOTE**

Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own. If this occurs, turn the ignition back on and the update should continue.



- Place the vehicle key over the reader coil in the center console cup holder.
- Any additional keys must be a minimum of 20 meters away from the vehicle.



- Insert the USB drive into one of the USB ports.
- Turn the ignition ON.

! NOTE

The radio display may display “No playable content” when the ignition is turned on. This is normal. DO NOT remove the USB drive from the USB port.



- The update will start on its own after about two minutes.
- During the update, the instrument cluster display will change multiple times.

NOTE

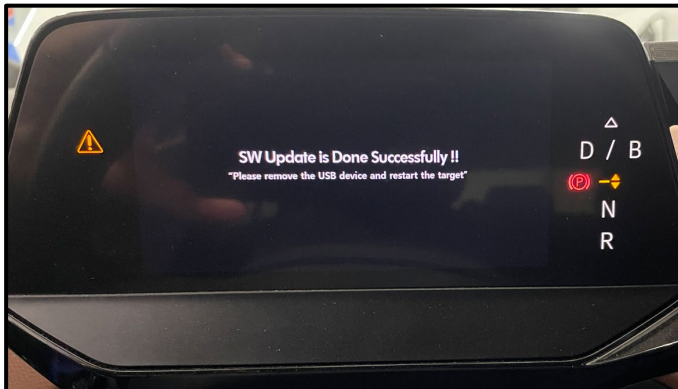
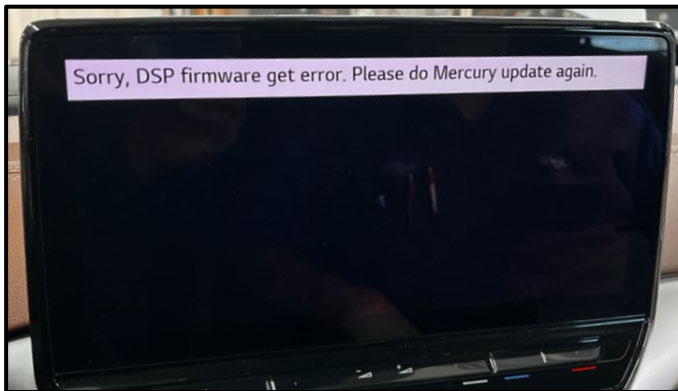
Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own.

NOTE

If update does not start after five minutes, turn ignition off, remove USB and restart from the beginning.

CAUTION

Unless an error has occurred, the USB should never be removed from the USB port while the software update is in progress.



NOTE

If **“Updating CPU...”** message appears for longer than 40 minutes, or if any other error message occurs, restart the update:

- Turn off ignition
- Remove USB
- Reset ICAS3:
 - Open driver door
 - Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.

- The software update is complete when the message shown appears.
- Turn the ignition OFF.
- Once the update is complete, remove the USB drive from the USB port.

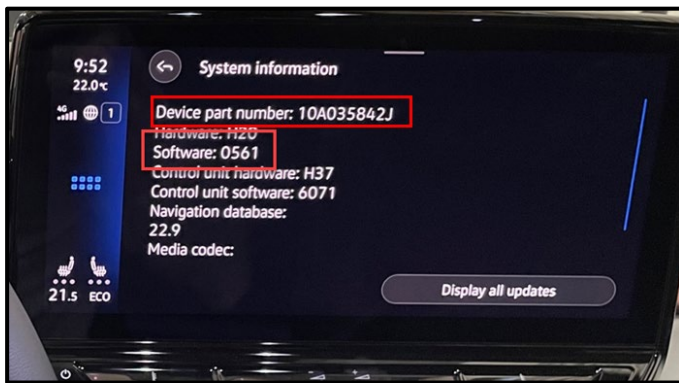
NOTE

The successful update message may remain, even if the ignition is switched OFF and back ON.

NOTE

The instrument cluster may remain off, even though the update is complete. If the cluster is off after 40 minutes, cycle the ignition off and back on. The successful message should now appear.

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- Check SW version on infotainment display.

NOTE

If SW version did not update to 0561, or if the Device part number did not change to 10A035842J:

Turn off ignition

Remove USB

Reset ICAS3:

- Open driver door
- Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.

Proceed to Section D

Section D – Perform ICAS3 Configuration via SVM

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*.

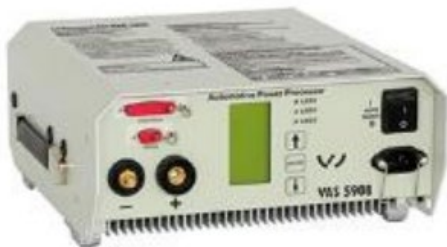
The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

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 should 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.



CRITICAL REPAIR STEP

STOP! STOP!

Before starting programming, it is essential to perform the following actions for the -VAS5908- battery charger.

The battery charger's default setting will switch the charger off automatically after a period of time. To prevent this, the following must be carried out.

Switch it OFF and then ON again each time the charger is connected.

The battery charger's display must have switched off before it's restarted.

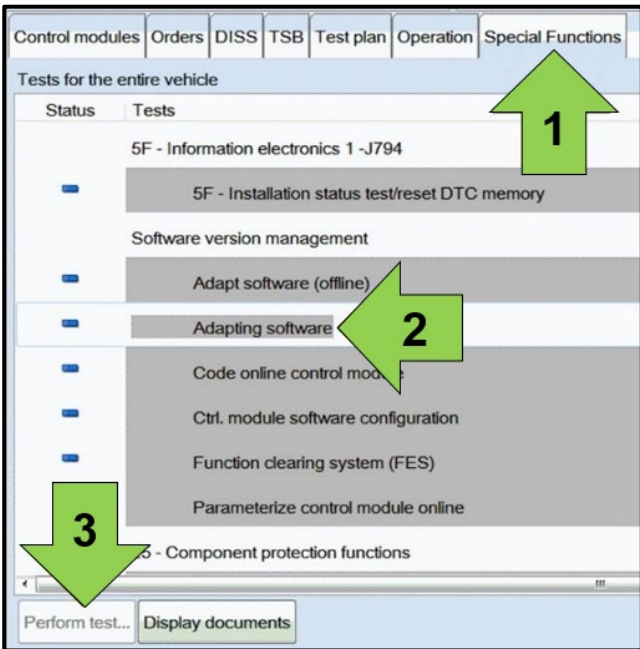
The charging time can be changed in the charger's settings menu (access code = 6'161). Refer to the owner's manual for further information. **DO NOT** change any settings that will damage the charger or the vehicle.

- 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.

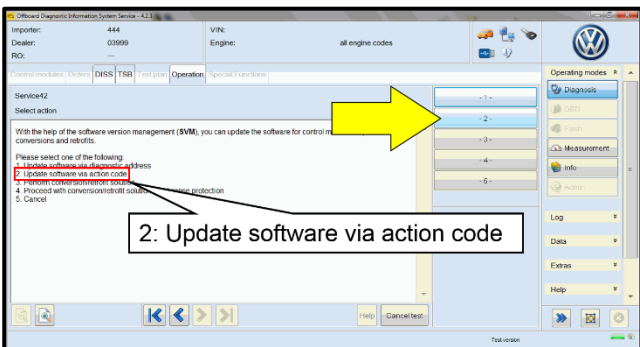


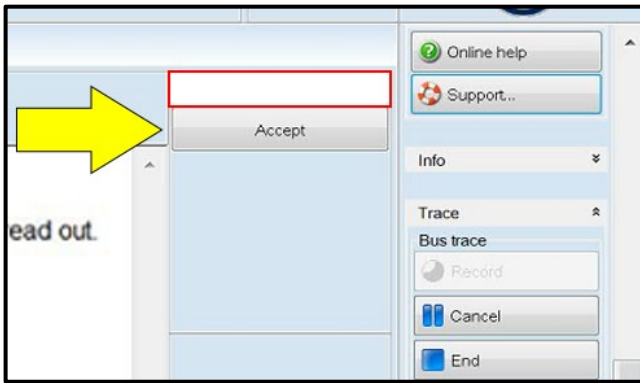
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

- Turn the hazards on.
- 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”.





NOTE

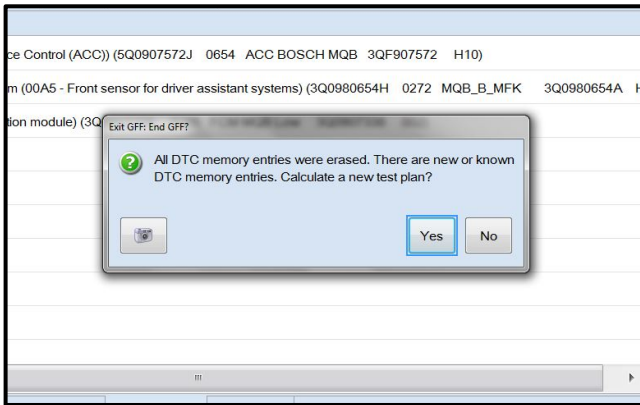
Using Bluetooth or WiFi for this action is PROHIBITED!

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
4C73

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



NOTE

Do not unplug the sound generator.

- Exit GFF and send diagnostic protocol online when prompted.

NOTE

At the end of the diagnosis, the diagnostic tester requires the calibration of the three-phase drive -VX54-.

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).

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.

 **CRITICAL REPAIR STEP**

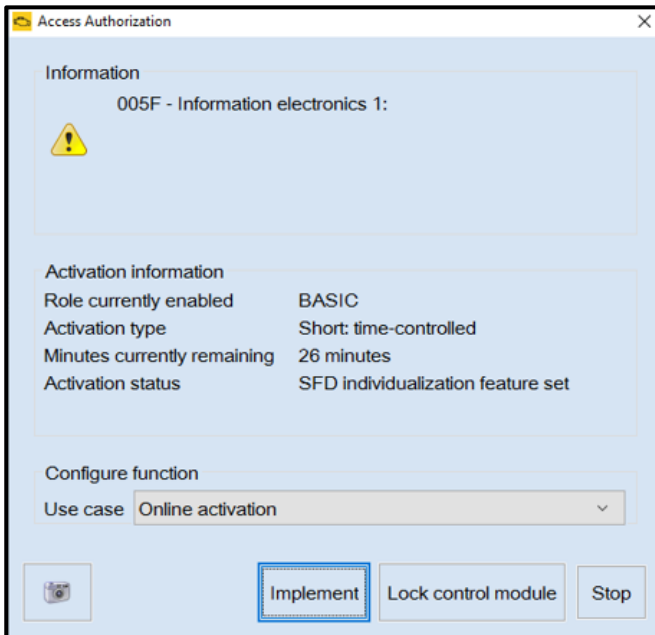
 **STOP!** 

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

- 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 have been 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.
- After the software updates are complete, the adaptation channels will also change:
 - Pre-flash:
 - \$0541 (distance driven since the last inspection AND time since the last inspection)
 - Post-flash:
 - \$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 previously recorded values, no change is necessary.
- If the values have changed, enter the correct values as needed.

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.

Proceed to Section E

Section E – 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).