


Release Date	02/24/2022	Technical Service Bulletin		
97FX UPDATE Alternator Cable – (NVLW)				

Applicable Vehicles				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	PASSAT	430
CAN	2021	2021	PASSAT	88

Revision History		
Revision	Date	Purpose
1	February 24, 2022	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	The B+ Cable on the back of the alternator may have been installed in the incorrect orientation. As a result, the cable terminal could make contact with the metallic portion of the air conditioning line. The cable terminal is protected with rubber insulation; however, this insulation is not intended for constant contact and may wear through over time, which would result in a high-current short circuit.


Remedy

Criteria	Remedy
01	Inspect and reroute alternator cable (if necessary).

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **97FX** 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.

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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.

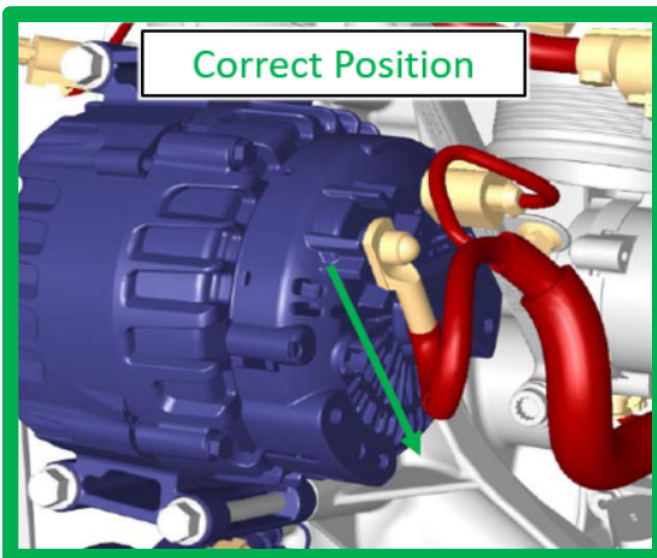
- **All Safety Recalls must be completed prior to completing this campaign.**

97FX UPDATE
Alternator Cable – (NVLW)**NOTE**

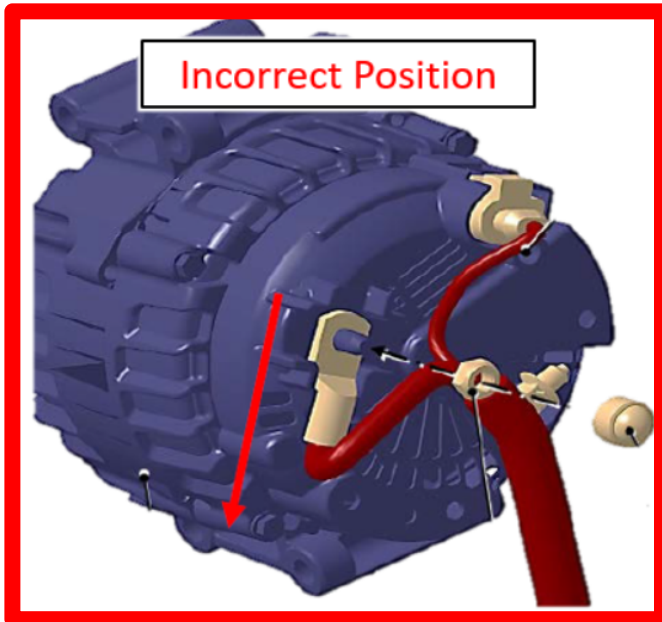
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.




- Open the hood.
- Check the power cable (B+) connection to the alternator <arrow>.



- If the connection is routed correctly (as shown), no further work is required.


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- If the connection is routed incorrectly (as shown):
 - Disconnect the 12V battery (See ELSA Repair Manual).
 - Position the cable to the correct position.
 - Torque the cable nut to 20 Nm.
 - Reconnect the 12V battery.

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Warranty

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 <i>open on the day of repair</i> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
<ul style="list-style-type: none"> ✓ <u>U.S. dealers:</u> Submit request via WISE under the <i>Campaigns/Update/Recall Closure</i> option. ✓ <u>Canada dealers:</u> Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure. 			
Service Number	97FX		
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 the Volkswagen Service Loaner Program to determine loaner eligibility.		
Criteria I.D.	01		
	Inspect alternator cable. Cable is routed correctly.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	15	Inspect alternator cable
-OR-	Inspect alternator cable. Cable is routed incorrectly.		
	LABOR		
	Labor Op	Time Units	Description
	2722 01 99	50	Inspect and reroute alternator cable

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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.

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.