



Service Action

Code: 96i5

Subject	Front Camera													
Release Date	May 11, 2023													
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>ID4</td> <td>1</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	ID4	1
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count										
USA	2021	2021	ID4	1										
	<p><i>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.</i></p> <ul style="list-style-type: none"> ✓ <i>Campaign status must show "open."</i> ✓ <i>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.</i> 													
Problem Description	On vehicles of a limited production period, there is the possibility that a production fault could cause a failure of the front camera for driver assist systems. This leads to an error message and the driver assist systems are no longer available.													
Corrective Action	Inspect and, if necessary, replace the front camera.													
Code Visibility	On October 24, 2022, the campaign code was be applied to the affected vehicle.													
Campaign Expiration Date	This campaign expires on October 24, 2027 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.													
Additional Information	<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>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.vwclub.com.</p>													

Parts Information (if required)

Parts Control Type:
Free Order Parts will be managed by Free Order

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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	1EA-980-654-F	CAMERA	Free Order

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	96i5		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if the camera is ok Mark CAMERA* as casual part if it requires replacement		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	25	Check front sensors production dates. Camera does not require replacement.
OR			
	LABOR		
	Labor Op	Time Units	Description
	9638 20 99	75	Check and replace front camera -R242-.
	0150 00 00	Time stated on diagnostic protocol (up to 50 TU)	GFF Operations
	PARTS		
	Quantity	Part Number	Description
	1.00	1EA980654F	CAMERA*

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.**

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.

Section B – Repair Procedure

- Access the 12V battery.
- Attach a battery charger to the vehicle battery.
- Switch the ignition on.
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Ensure the vehicle key is placed on the reader coil in the center console.
- Turn on the hazards.
- Open the driver door.
- In "Self-diagnosis" select "Start self-diagnosis" and identify the vehicle.
- Follow the instructions on the screen.
- Select the control unit "00A5 – Front camera for driver assist systems" from the control unit list and, under the section "Control unit selfdiagnosis", select the function "Identification".
- Select "Extended identification".
- Under attribute "FAZIT identification", read the "production date".
- If the date 16.12.20 or 17.12.20 or 03.02.21 is logged then the front camera for driver assist systems must be replaced.
 - See ELSA Repair Manual: Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Sensors and Control Modules > Driver Assistance Systems Front Camera R242, Removing and Installing.
 - Proceed to Section C after camera replacement and calibration.
- If a date other than 16.12.20 or 17.12.20 or 03.02.21 is logged:
 - No further work is necessary.
 - Proceed to Section C.



Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.