


Release Date	08/03/2023	Technical Service Bulletin		
<b>42M6 UPDATE</b>				
<b>Rear Suspension Adjustment Bolts – (NVLW)</b>				

#### Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID.4	4
CAN	2023	2023	ID.4	2

#### Revision History

Revision	Date	Purpose
1	August 03, 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	Rear suspension bolts may not have been properly torqued. Rear suspension bolts that are not correctly tightened may cause the alignment angles of the rear suspension to change over time. If this occurs, this can lead to pre-mature tire wear.

## Remedy

Criteria	Remedy
01	Check the rear axle alignment and torque of the rear suspension adjustment bolts. If the any of the bolts are not at the correct torque, the rear axle alignment will be corrected as needed and the adjustment bolts torqued to the proper specification. The tires will be checked for premature and uneven wear. If found, the tires will be replaced as 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 **42M6** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty (NVLW).
- 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.

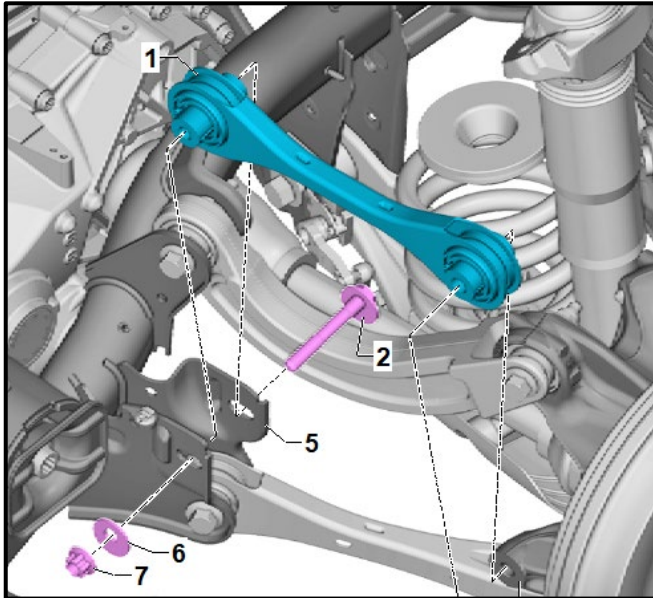
## 42M6 UPDATE

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## Service

## Repair Overview



- Perform initial wheel alignment measurement.
- Check torque of rear suspension adjustment bolts.
- If incorrectly torqued fasteners are found and the alignment is ok:
  - Replace affected fasteners.
  - Adjust alignment back to original spec.
- If incorrectly torqued fasteners are found and the alignment is **NOT** ok:
  - Check tire wear.
  - Replace worn tires as required.
  - Adjust alignment.
  - Replace affected fasteners.
  - Calibrate driver assist systems (if equipped)


**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 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

 <b>TIP</b>
On the date of repair, print this screen and keep a copy with the repair order.


Campaign/Action	Start	Designation
← <b>3</b>	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- 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.

<b>⚠ CRITICAL REPAIR STEP</b>
 <b>STOP!</b> 
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 A.**

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<b>NOTE</b>	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.</li> </ul>	

## Repair Instruction

### Section A – Alignment check and torque measurement



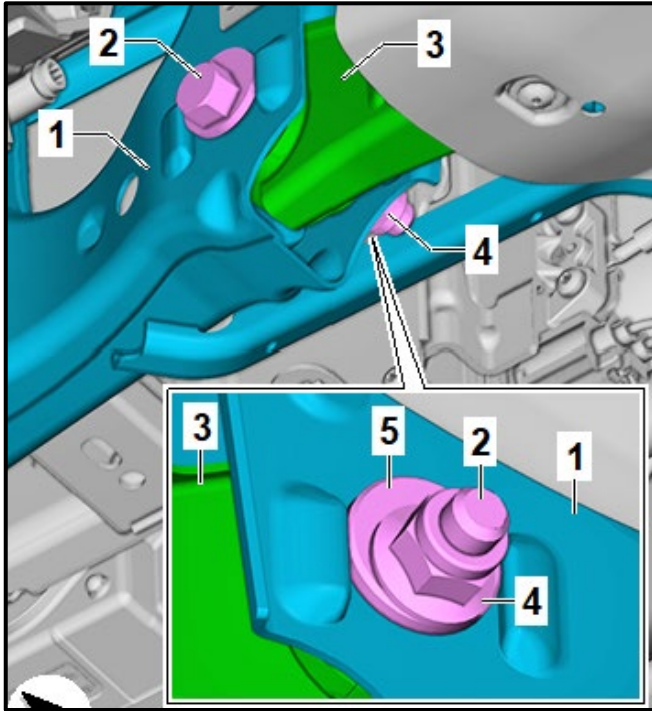
#### Perform initial wheel alignment measurement:

- Refer to the instructions in the Alignment equipment and the ELSA Repair manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment > Axle alignment*

<b>NOTE</b>	
<ul style="list-style-type: none"> <li>• Only the rear axle is affected by this condition!</li> <li>• If any alignment angles are out of specification, <b>DO NOT</b> make any adjustments at this time.</li> </ul>	

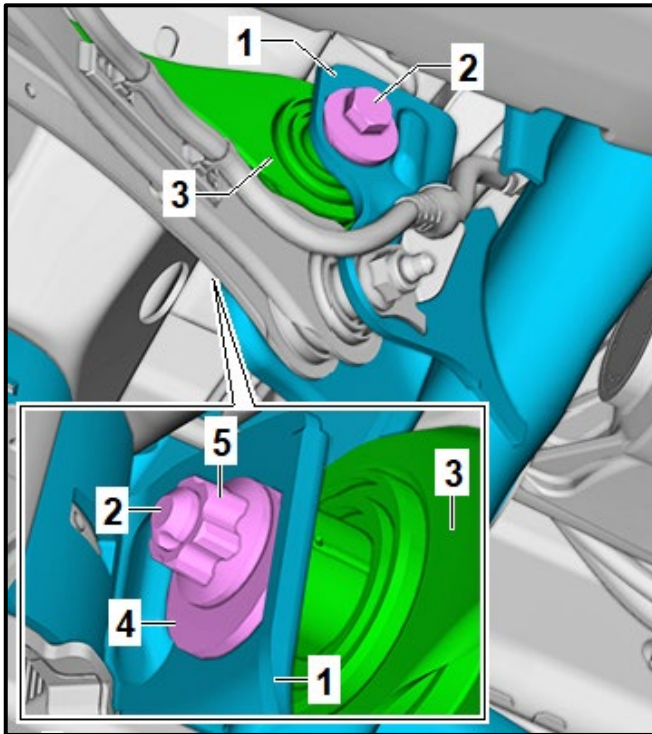
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## Rear suspension adjustment bolts, inspecting:

- Check the torque of the driver and passenger rear camber adjustment nuts <4> while counter holding the bolt <2>.
  - Torque specification: 190 Nm



- Check the torque of the driver and passenger rear toe adjustment nuts <5> while counter holding the bolt <2>.
  - Torque specification: 95 Nm



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- If all of the suspension adjustment nuts are found to be at the correct torque specification:
  - No further work is required.

**NOTE**

If the suspension adjustment bolts are found to be at the correct torque and the alignment is out of spec, correction of the alignment is **NOT** covered by this update.



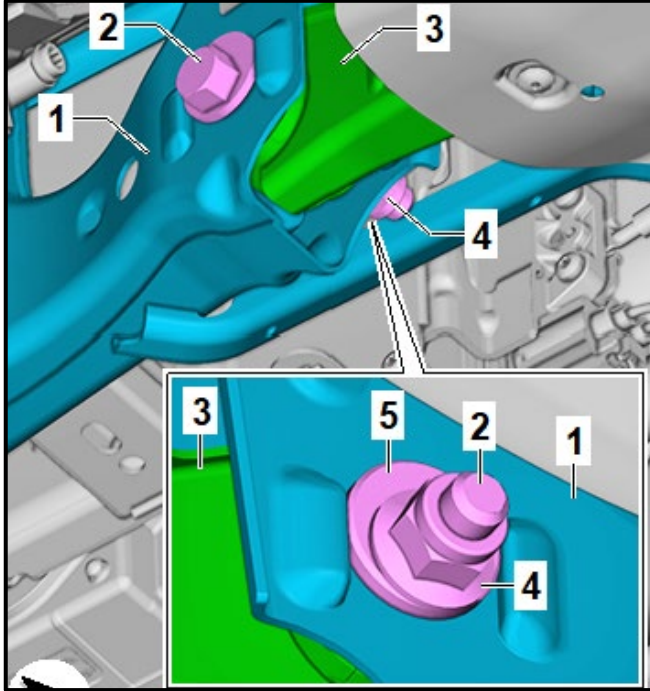
- If any of the suspension adjustment nuts are not at the proper torque:
  - Check if the rear axle alignment is out of specification per the wheel alignment program.
- If the alignment is within spec:
  - **Proceed to section B.**
- If the alignment is **NOT** within spec:
  - **Proceed to section C.**

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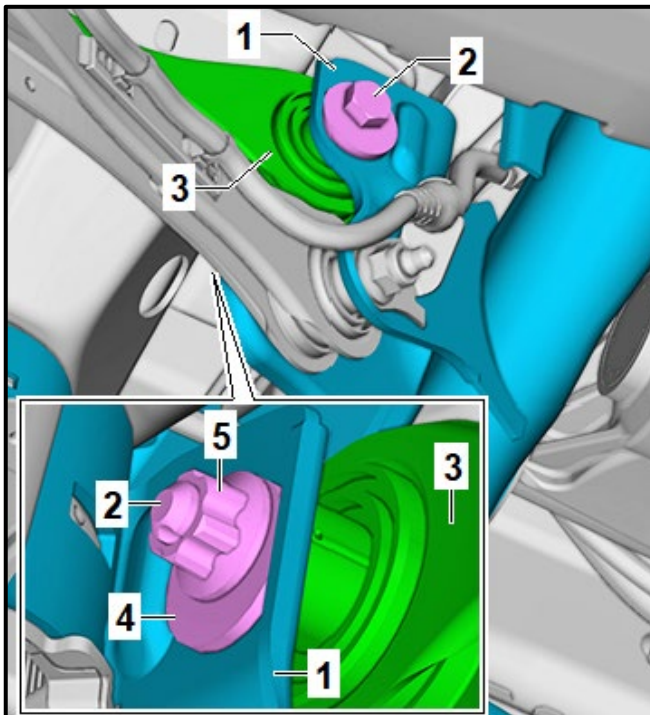
## Section B – Fastener replacement, alignment within specification



- If the camber adjustment nut(s) is at the incorrect torque, replace the nut(s) <4>.

Part Number	Part Description
N -104-018-02	Nut for camber adjustment bolt

- Adjust camber back to the original measurement.
- Counter hold the bolt <2> and tighten the nut <4> to 190 Nm.



- If the toe adjustment nut(s) is at the incorrect torque, replace the nut(s) <5>.

Part Number	Part Description
WHT-009-208	Nut for toe adjustment bolt

- Adjust toe back to the original measurement.
- Counter hold the bolt <2> and tighten the nut <5> to 95 Nm.

- No further work is required.

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## Section C – Fastener replacement, alignment out of spec



## Checking tire wear:

**NOTE**

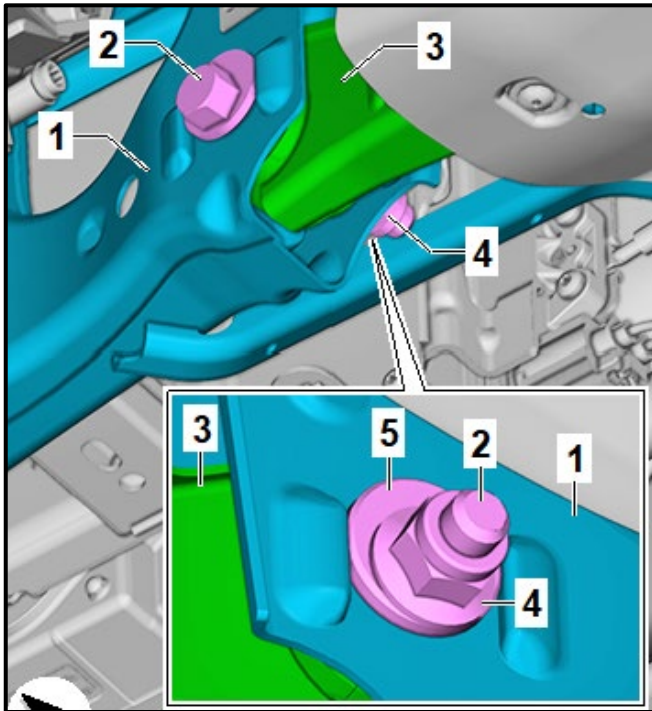
Tires should only be replaced if the rear axle alignment was out of spec.

- Check the rear tires for uneven wear.
  - Example of uneven wear shown <arrows>.
- If uneven wear is noted, replace the affected rear tire(s).
- If the difference in wear between the new rear tire and the remaining rear tire is greater than 1mm, the remaining rear tire must be replaced.
- If the difference in wear between the front tires and the new rear tires is greater than 2mm, both front tires must also be replaced.
- If any tires are to be replaced:
  - Take clear photos of the uneven tire wear.
  - U.S. dealers: Create a WISE Campaign Authorization request and attach photos for review.
  - Canadian dealers: Create a TAC WEB ticket with photos attached for review.



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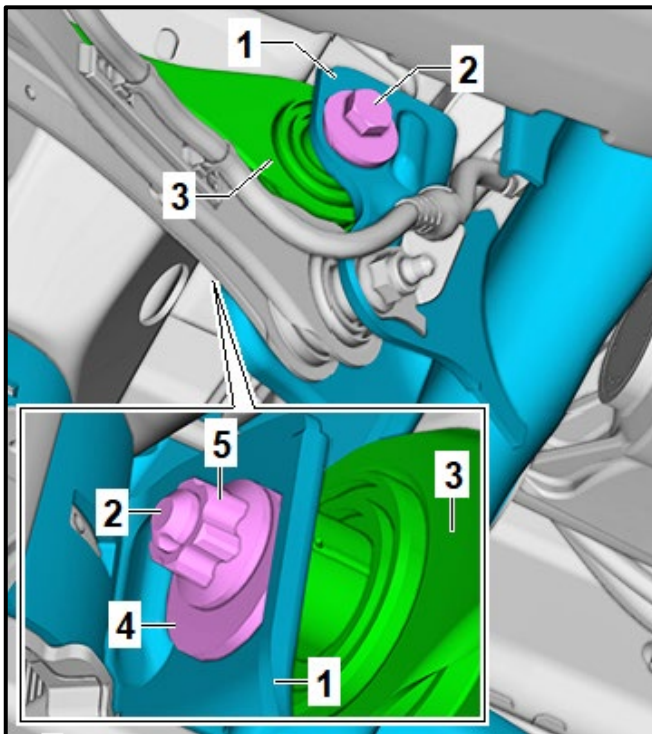


## Rear axle alignment adjustment and fastener replacement:

- If the camber adjustment nut(s) is at the incorrect torque, replace the nut(s) <4>.

Part Number	Part Description
N -104-018-02	Nut for camber adjustment bolt

- Adjust the rear camber as required per the wheel alignment program and the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment > Axle alignment > Rear Axle Camber, Adjusting*
- Counter hold the bolt <2> and tighten the nut <4> to 190 Nm.



- If the toe adjustment nut(s) is at the incorrect torque, replace the nut(s) <5>.

Part Number	Part Description
WHT-009-208	Nut for toe adjustment bolt

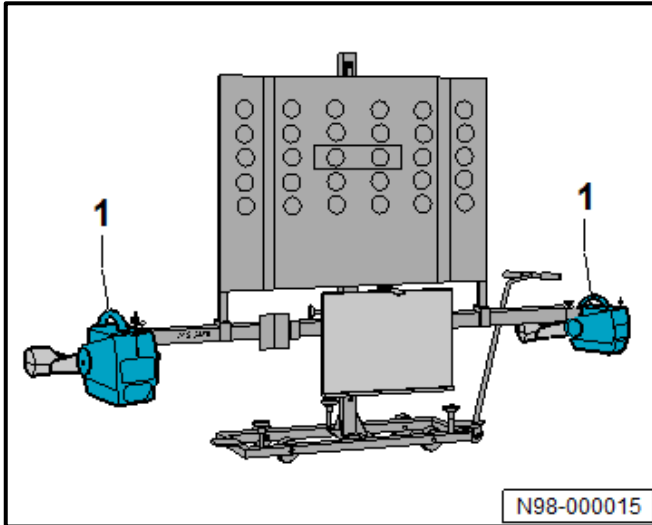
- Adjust the rear toe as required per the wheel alignment program and the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment > Axle alignment > Rear Axle Toe, Adjusting*
- Counter hold the bolt <2> and tighten the nut <5> to 95 Nm.

**!** NOTE

Only adjust the front toe if it is now out of spec after adjusting the rear axle.

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**Calibrate the driver assist systems:**

- Calibrate the Driver assistance front camera (if equipped) per the ELSA repair manual:
  - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Driver Assistance Systems Front Camera > Driver Assistance Systems Front Camera R242, Calibrating*
- Calibrate the Adaptive Cruise Control radar sensor (if equipped) per the ELSA repair manual:
  - *Repair manual > Electrical System > Driver Assistance Systems > 98 Assistance Systems > Adaptive Cruise Control (ACC) > Adaptive Cruise Control, Adjusting/Calibrating*

**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 km/h (before returning the vehicle to the customer).

**CRITICAL REPAIR STEP**

Perform a test drive above 20 mph / 35 km/h 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.

- No further work is required.

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**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>	42M6		
<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 labor as causal if torque is correct. Mark one of the NUTs as causal if torque was not correct		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action <b>U.S.A.:</b> 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. <b>Canada:</b> 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		
	Check rear axle alignment and torque of the rear adjustment fasteners		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4495 03 50	SEE ELSA	Vehicle front + rear measure
	4494 03 99	30	Check torque of rear adjustment fasteners

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<b>AND (If necessary)</b>	Incorrectly torqued suspension adjustment bolts found, add labor operations as needed		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4493 55 99	20	Replace 1 adjustment nut and adjust rear alignment
	4493 56 99	40	Replace 2 adjustment nuts and adjust rear alignment
	4494 55 99	60	Replace 3 adjustment nuts and adjust rear alignment
	4494 56 99	80	Replace 4 adjustment nuts and adjust rear alignment
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	Up to 2.00	WHT009208	NUT
	Up to 2.00	N 10401802	NUT

<b>AND (If necessary)</b>	Add as needed only if rear axle alignment was out of spec		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4488 15 50	SEE ELSA	Adjust front axle toe (only if necessary)
	9163 15 50	SEE ELSA	Radar sensor adjust (if equipped)
	9638 15 50	SEE ELSA	Camera driver assist sys adjust (if equipped)
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	0121 00 99	10	Road test for calibrating three-phase motor after GFF operations

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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.



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## 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.
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	Up to 2	WHT-009-208	NUT (toe)	Free Order
	Up to 2	N -104-018-02	NUT (camber)	Free Order




### **NOTE**

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.

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**Required Special Tools** (only if alignment adjustments are required)

	<p>Setting Device - Basic Set</p> <p>-VAS6430/1A-</p>		<p>ACC Reflector Mirror</p> <p>-VAS6430/10-</p>
	<p>Calibration Board For Lane Guard System</p> <p>-VAS6430/4</p>		

**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.