


Release Date	10/24/2023	Technical Service Bulletin		
97HJ UPDATE				 Audi
Retrofitting Cable Holder – (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	E-TRON GT	2994
USA	2022	2023	RS E-TRON GT	870
CAN	2022	2023	E-TRON GT	269
CAN	2022	2023	RS E-TRON GT	157

Revision History

Revision	Date	Purpose
1	October 24, 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	On Audi e-tron GT vehicles manufactured within a specific period, the movement of the wiring harness in the area of the rear lid hinge may be restricted.


Remedy

Criteria	Remedy
01	The cable routing will be modified on the affected vehicles and an additional cable holder will be added.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

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



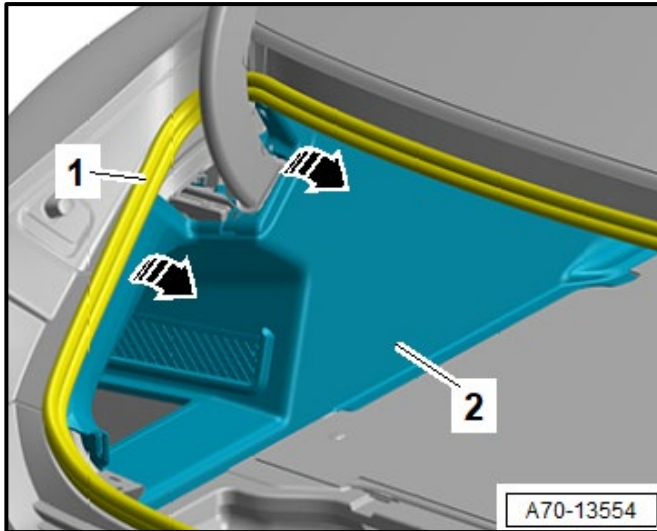
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

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NOTE

The procedure must be carried out on both rear lid hinges.



Luggage compartment side trim panel removal:

WARNING

Risk of airbag deployment. Risk of injury!

- Check if the airbag indicator lamp turns on or blinks.
- If the airbag indicator lamp is on or flashes, read out the DTC memory.
- If “short circuit to positive” is a DTC memory entry, disconnect the battery: “Electrical Equipment; RG27; Battery; Battery, Disconnecting and Connecting”.
- If there is a DTC memory entry, the Guided Fault Finding instructions must always be followed.
- If the airbag indicator lamp is not on or does not flash, switch off the ignition. Place the vehicle key and other start authorization systems (such as smartphones) outside of the vehicle and wait for 10 seconds.

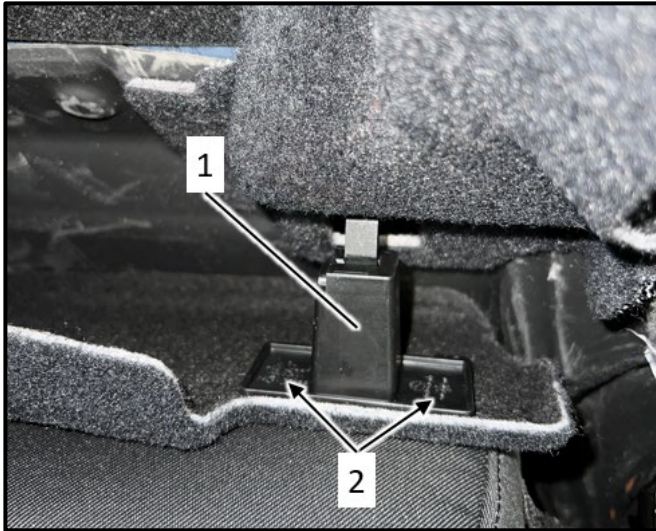
CAUTION

Risk of injury! Pyrotechnic components can deploy unintentionally!

- Discharge static electricity: quickly touch the door striker.
- Remove luggage compartment side trim panels per the ELSA repair manual:
 - *Repair manual > Body > Body Interior > 70 Interior Trim > Luggage Compartment Trim Panels > Luggage Compartment Side Trim Panel, Removing and Installing.*

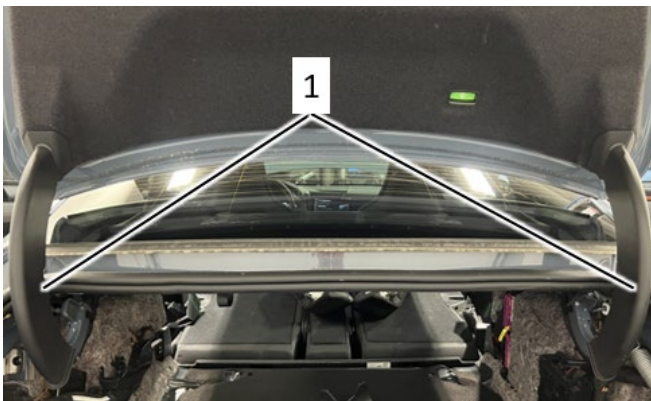
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**⚠ CAUTION****Risk of consequential damage!**

The front luggage compartment trim panel mounts <1> can detach from the trim panel if force is used when loosening the trim panel.

- When loosening the front luggage compartment trim panel, pry on the plastic mount in the areas indicated <2> using a suitable tool.

**Modify rear lid hinge wiring harness:**

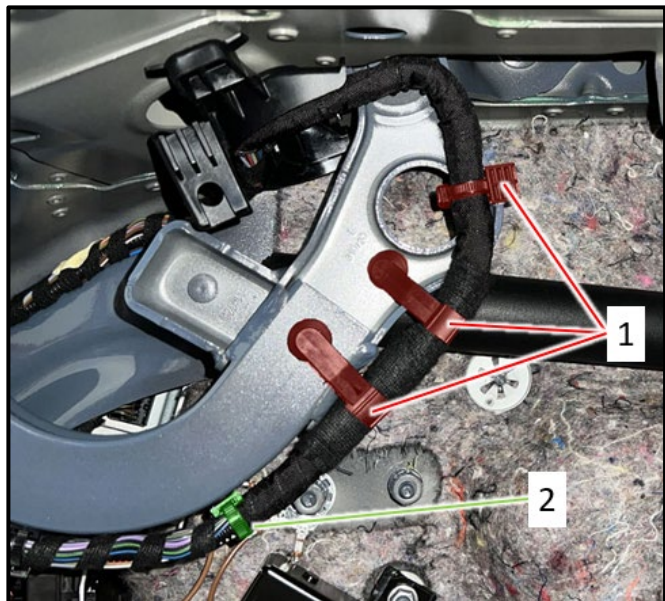
- Remove rear lid hinge trim covers per the ELSA repair manual:
 - *Repair manual > Body > Body Interior > 70 Interior Trim > Luggage Compartment Trim Panels > Rear lid Hinge Cover, Removing and Installing.*

ⓘ NOTE

The following work illustrates work on the left (driver) side. The procedure is similar for the right (passenger) side.

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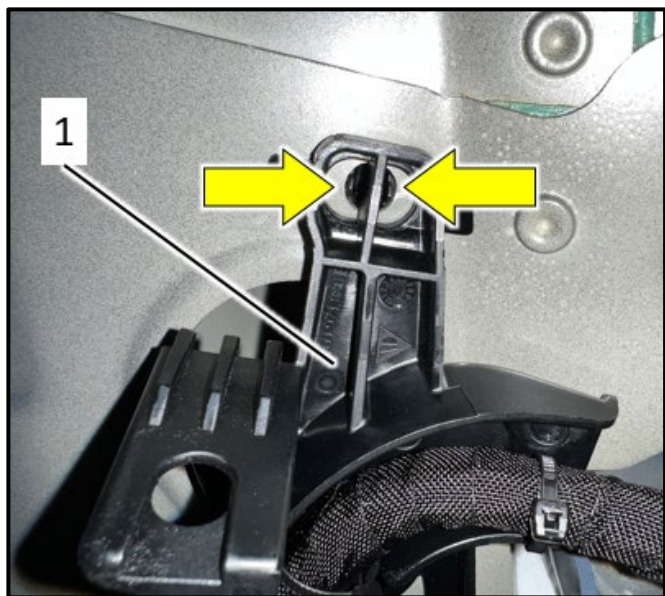
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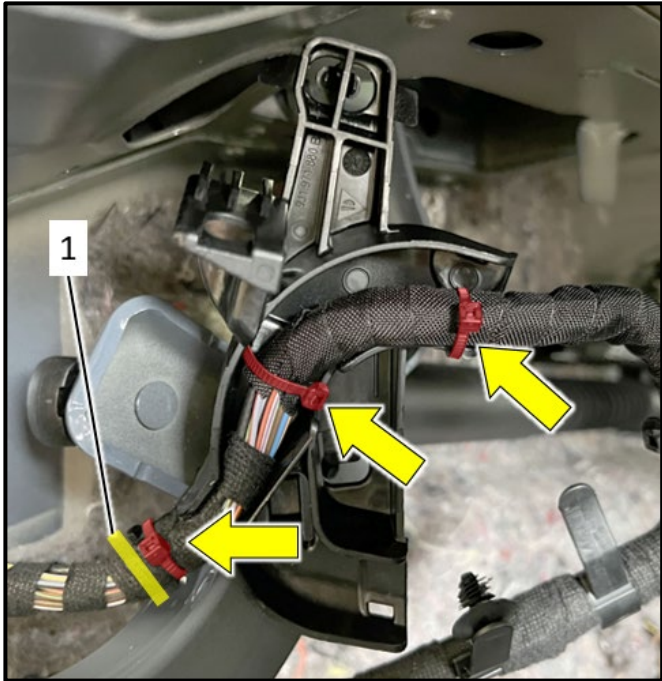
- Release retaining clips <1> and remove them from the harness.
- Cut and remove the cable tie <2>.

NOTE

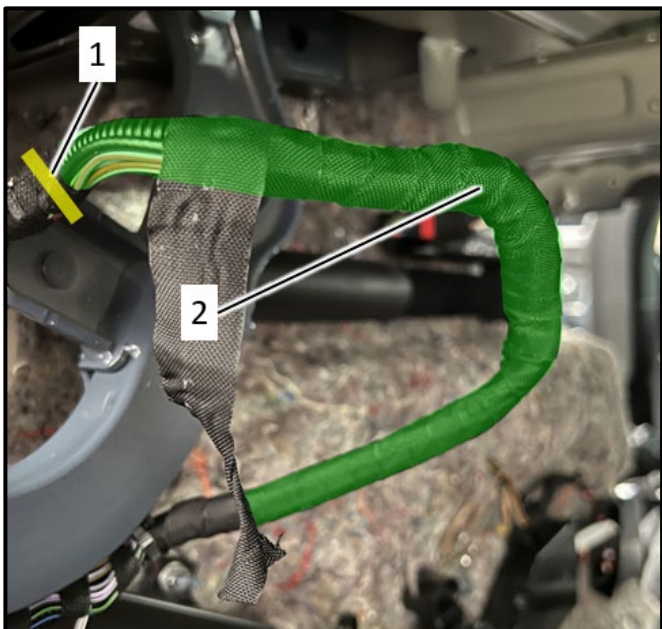
The retaining clips <1> can be discarded as they will not be reused.



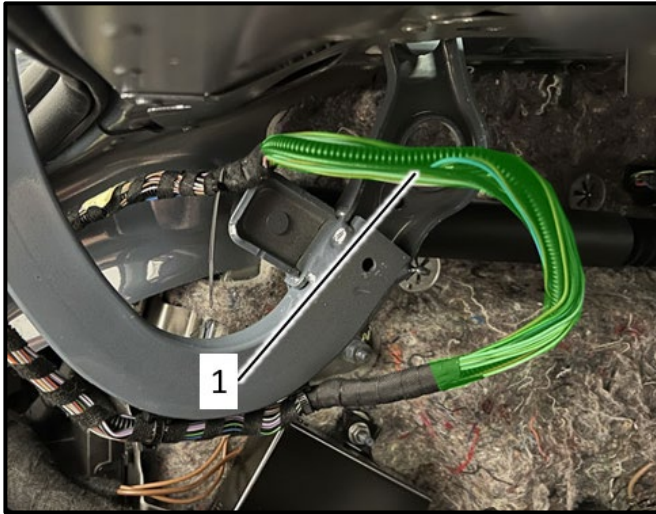
- Using a pair of needle nose pliers, release the cable holder retaining tabs <arrows>.
- Disengage the cable holder <1> from the body.

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- Mark the harness at the area indicated <1>.
- Remove the cable ties <arrows>.



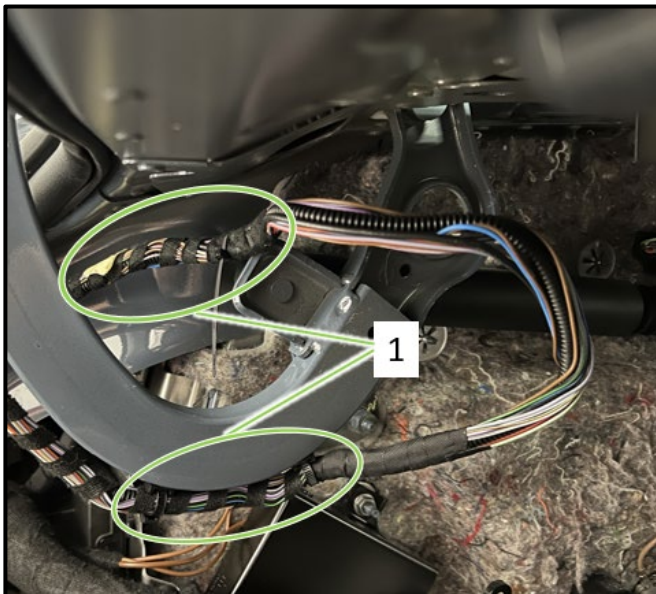
- Starting at the marked area of the harness <1>, unwrap the highlighted section of the harness <2>.

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- Inspect the harness <1> in the highlighted area for any damaged wires and/or cables.
- If any damage is found, repair the wires and/or cables according to the ELSA repair manual:
 - For wiring repairs: *Repair manual > Electrical system > General information – Electrical Equipment > 97 Wiring > Wiring > Wiring Harnesses, Repairing.*
 - For Coaxial cable repairs: *Repair manual > Electrical system > General information – Electrical Equipment > 97 Wiring > Wiring > Antenna wires, Repairing.*

NOTE

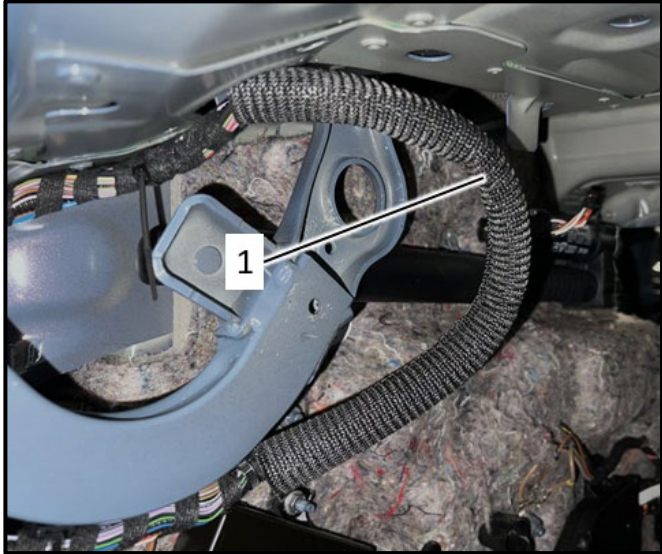
Document the length of wire and the number of connectors used in the repair order comments.

**CAUTION****Risk of repeat repair!**

- If any wire and/or cable repairs are needed, the repairs should be made in areas of the harness that do not move <1>.
- Highly flexible wires should be used for the repair.

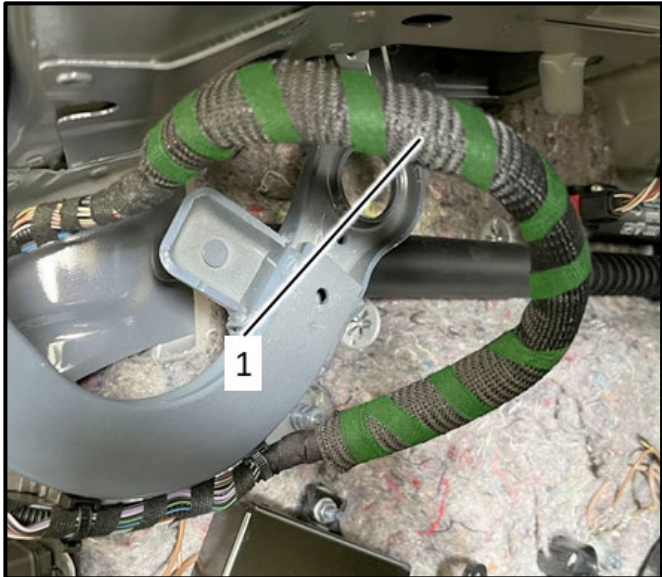
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- Install the protective sleeve <1> over the harness.

Part Number	Part Description
4J3-971-889	Protective sleeve

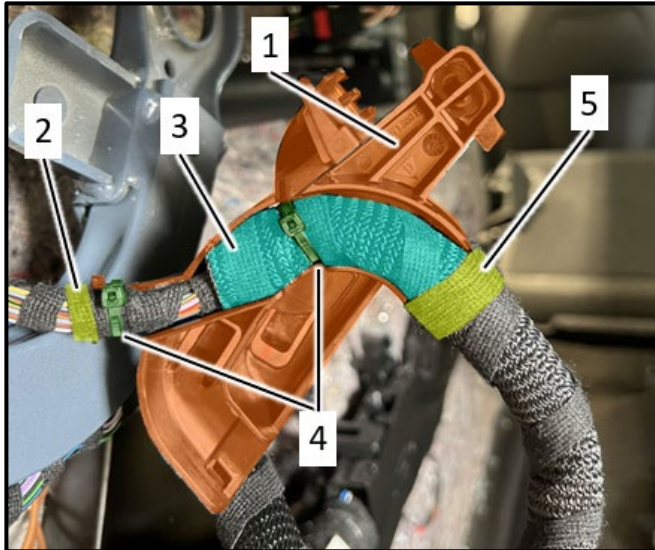


- Wrap the entire length of protective sleeve <1> with adhesive tape in a spiral pattern.

Part Number	Part Description
N -105-436-02	Adhesive tape

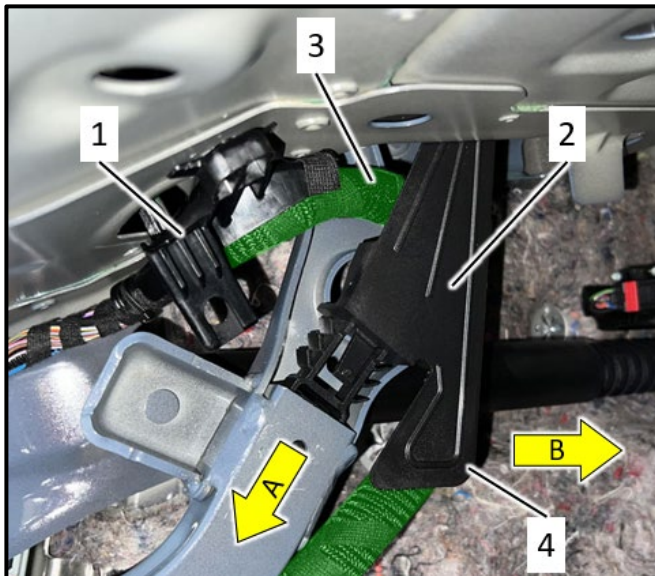
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- Refit the cable holder <1> so that the inlet is positioned at the previously made mark <2> on the harness.
- Position the protective sleeve <3> in the cable holder as shown.
- Install new cable ties <4>.
- Wrap the outlet of the cable holder <5> with three layers of adhesive tape.

Part Number	Part Description
N -106-232-01	Cable tie
N -105-436-02	Adhesive tape



- Reinstall the cable holder <1>.
- Install the cable guide <2> into the rear lid hinge in the direction indicated <arrow A>, being sure that the harness <3> is positioned inside the guide.

! NOTE

The tab <4> on the cable guide <2> should face the direction of travel <arrow B>.


Part Number	Part Description
4J3-971-848	Harness guide (Right side)
4J3-971-849	Harness guide (Left side)

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- Secure the harness with a new cable tie <1>.

Part Number	Part Description
N -909-377-01	Cable tie


- Reassemble in the reverse order of removal while noting the following:
 - Torque rear luggage compartment tie down bolts to 20 Nm.
 - Torque luggage compartment floor tie down bolts to 20 Nm
 - Torque the side cushion cover bolts to 10 Nm.

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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 <u>open on the day of repair</u> 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 the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure. 			
Service Number	97HJ		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark HOLDER* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
Inspect and rework rear lid hinge harnesses			
LABOR			
	Labor Op	Time Units	Description
	9767 19 99	60	Remove and install luggage compartment trim panels
	9767 50 99	70	Rework left and right wiring harness/retrofit cable holder
PARTS			
	Quantity	Part Number	Description
	1.00	4J3971848	HOLDER*
	1.00	4J3971849	HOLDER
	2.00	4J3971889	TUBE
	0.10	N 10543602	ADHESIVE TAPE
	4.00	N 10623201	TIE WRAP
	2.00	N 90937701	TIE WRAP

Continued on next page

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AND (Only if necessary)	Repair wiring harness		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	9709 41 XX (Select the appropriate labor operation based on the number of wires repaired)	SEE ELSA	Central wiring harness repair
	PARTS		
	Quantity	Part Number	Description
	As required	000098653	ANTENNA CONNECTING CABLE
	As required	000979911A	1 SET AERIAL MALE CONNECTORS FOR AREIAL
	As required	000979940	BUTT CONNECTOR, WATER TIGHT, CAN BE WELD
	As required	000979942	BUTT CONNECTOR, WATER TIGHT, CAN BE WELD
	As required	000979981B	ELECTRIC CABLE IN 10M BAG (0.5 mm)
	As required	000979983B	ELECTRIC CABLE IN 10M BAG (1.5 mm)
	As required	6Q0035575K	CONNECTOR HOUSING FOR ANTENN-STUD-PLUG
	As required	9J1971880B	HOLDER
	As required	9J1971880C	HOLDER


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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 Audi 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

Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	4J3-971-848	HOLDER	Free Order
	1	4J3-971-849	HOLDER	
	2	4J3-971-889	TUBE	
	2 m	N -105-436-02	ADHES.TAPE	UOL
	4	N -106-232-01	TIE WRAP	Free Order
	2	N -909-377-01	TIE WRAP	

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

	<p>Omega Clip Tool -T40280- (or equivalent)</p>		<p>Wiring Harness Repair Set -VAS1978B- (or equivalent)</p>
	<p>Scraper Set -VAS6845- (or equivalent)</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.