

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Safety Recall

Code: 57F6

**Subject: 2015 MY Jetta
BCM Update to Correct Headlight Noncompliance**

December 16, 2014

Problem Description

Certain vehicles with halogen headlights contain software within the control module that will turn off the low beam headlights when the high beam headlights are activated. This is not in compliance with federal regulations that require the low beam headlights to stay illuminated (for integral headlights). This causes the light output from the headlights to be too low. Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the risk of overlooking obstacles in roadway, and could result in a crash.

Turning off the high beam headlights will immediately restore low beam headlights.

Corrective Action

Update the coding within the BCM so that the headlight system is compliant with federal regulations.

Affected Vehicles

U.S.A. and CANADA:

2015 Jetta

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair 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 campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December 16, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

No parts allocation is planned – the recall remedy is coding the BCM only and no parts are required.

Owner Notification Mailing

In January 2015 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vw.com.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Parts Information and Allocation

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 57F6

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **3ME**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01

Perform inspection/Updated coding present, no further work required

Repair operation: 0183 00 99 10 T.U.

-OR-

Perform inspection/Updated coding not present. Update BCM coding

Repair operation: 9794 25 99 40 T.U.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 57F6 – Control Module Update to Correct Headlight Noncompliance
2015 Model Year Volkswagen Jetta**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Jetta vehicles equipped with halogen headlights. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Certain vehicles with halogen headlights contain software within the control module that will turn off the low beam headlights when the high beam headlights are activated. This is not in compliance with federal regulations that require the low beam headlights to stay illuminated (for integral headlights). This causes the light output from the headlights to be too low. Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the risk of overlooking obstacles in roadway, and could result in a crash.

Turning off the high beam headlights will immediately restore low beam headlights.

What will we do? To help correct this defect, your authorized Volkswagen dealer will update the coding within the vehicle's body control module (BCM) so that the headlight system is compliant with federal regulations. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (57F6)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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 the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 57F6 – Control Module Update to Correct Headlight Noncompliance
2015 Model Year Volkswagen Jetta**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Jetta vehicles equipped with halogen headlights. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Certain vehicles with halogen headlights contain software within the control module that will turn off the low beam headlights when the high beam headlights are activated. This is not in compliance with federal regulations that require the low beam headlights to stay illuminated (for integral headlights). This causes the light output from the headlights to be too low. Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the risk of overlooking obstacles in roadway, and could result in a crash.

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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, please call or write to:

Volkswagen Canada
Attn: Customer Relations (57F6)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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. Thank you for driving a Volkswagen!


Sincerely,

Volkswagen Customer Protection



Required Tools:

	<ul style="list-style-type: none"> • VAS 6150C Scan Tool (or equivalent)
	<ul style="list-style-type: none"> • INC-940 Battery Charger (or equivalent)

Work Procedure

 **Tip:** If Campaign Completion label is present, no further work is required


Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- 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

- ⇐ Ensure that the Status is “Open” <arrow 2>
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B.



Section B – Test Headlamp Operation

- Inspect headlamp operation.
- ⇐ With the low beam headlamps turned on, ONLY the outboard light bulb should be illuminated <arrow 1>.
- ⇐ When the high beams are switched on, BOTH bulbs should be illuminated <arrows 1 and 2>.



Tip: Do not test the headlight operation using the “flash to pass” function. This is not an accurate validation that the coding in the BCM is correct.

If the headlamps function as described above, **Work Complete – Proceed to Section E.**

If the headlamps do not operate as described above, **Proceed to Section C.**

Section C – VAS Tester Setup



Note:

Prior to launching VAS Diagnostic Device application and starting control module coding process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure:

- Connect the tester using an Ethernet “hard line” cable between the tester and the on-line network. DO NOT USE WI-FI.
- Connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the coding procedure.
- **DISABLE BLUETOOTH and ensure that the tester is NOT communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. DO NOT USE BLUETOOTH for coding. Control module failures caused by coding via Bluetooth will not be covered.**

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the coding process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

The technician should verify the vehicle voltage prior to starting the coding process, and should monitor the voltage for the duration of the update.

Control modules damaged by insufficient voltage will not be covered.



VAS 6150 & VAS 6150A
(Front panel behind handle)

- Switch the ignition OFF.
- Switch off the headlights, radio, HVAC, and all other battery consumers.
- Open the hood.
- If necessary, open/remove the battery cover.
- Connect the battery charger to the vehicle.
- Connect the VAS tester to the online network using an Ethernet cable.
- Connect the VAS 5054A transmitter head to the VAS tester using the USB cable.
- Disable the Bluetooth by physically turning the switch to the “off” position.



WARNING:

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this coding. <See pictures>

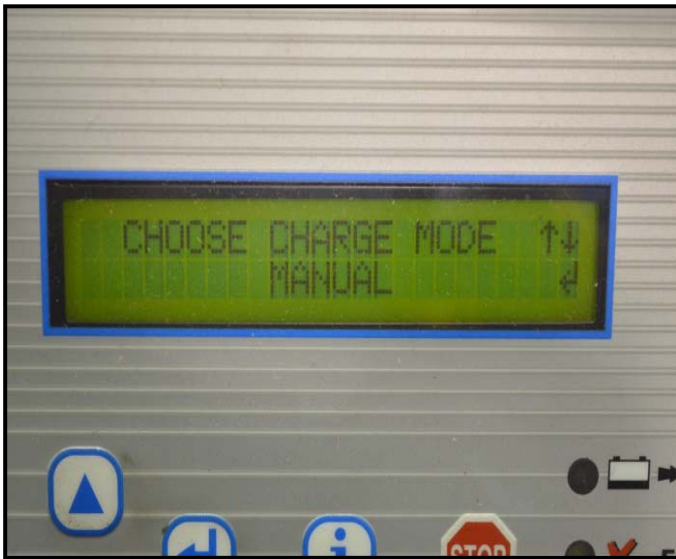


Prerequisites for Online Coding

1. Ensure the customer's vehicle condition matches the conditions stated in the Campaign Circular.
2. Ensure the user has a valid GeKo ID and password.
3. Only perform operations explicitly stated in the Campaign Circular.
4. Ensure that the following tester requirements are met:
 - Off-board Diagnostic Information System Service (ODIS) is installed and up to date.
 - VAS tester is plugged into a 120V AC power supply at all times.
 - The VAS tester is connected, via wired connection, to the internet.
 - The VAS tester is connected via USB cable to the VAS5054A Bluetooth head **PRIOR** to launching the ODIS program.



CAUTION: Prior to launching the ODIS application and starting the control module update process, confirm the tester screensaver and power settings are in accordance with Special Tools and Equipment - Service Information Document # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer and subsequent control module failure. When performing a coding procedure using a VAS tester in conjunction with a VAS 5054A wireless transmitter head, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the coding procedure and may damage control modules.



- ← Install the inCharge 940 battery tester onto the vehicle, switch the tester on, then select the “manual” option <as shown>.
- Follow the on screen prompts to charge the battery during the coding procedure.

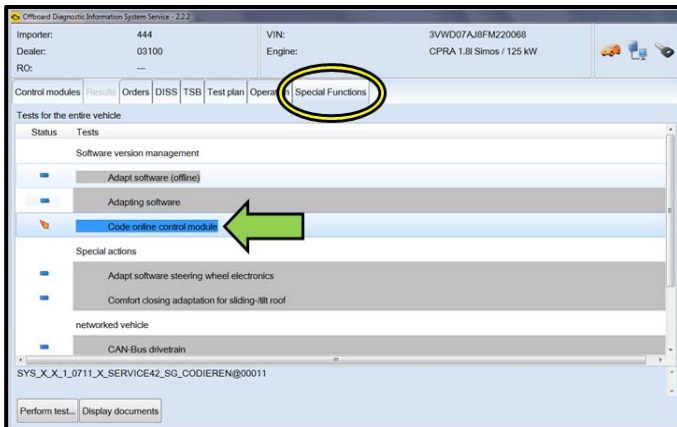
Proceed to Section D



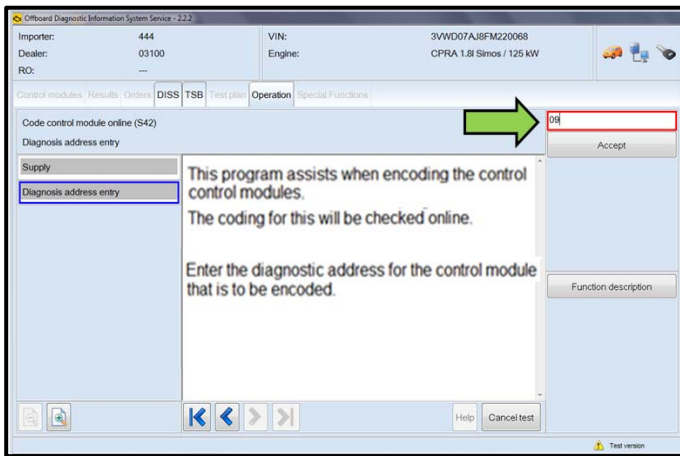
Section D – Update BCM Coding Online

- Switch the ignition on.
 - Apply the parking brake.
 - Switch the headlights off.
 - Attach an appropriate VAS tester to the vehicle.
 - Start the ODIS program.
- ⇐ Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.
- Allow ODIS to perform a GFF scan of the vehicle.

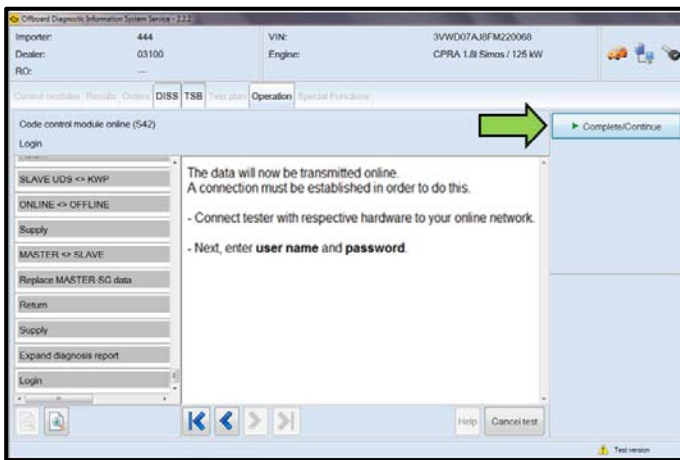
Note: If GFF does not interrogate all control modules, manually select and interrogate remaining modules before proceeding. Address or record all DTCs related to a customer concern before continuing. Sporadic communication DTCs will be created during the coding procedure and must be erased with all other sporadic DTCs by GFF after exiting the coding test plan.



- ⇐ Select the “Special Functions” tab <circle>.
- ⇐ Select “Code online control module” <arrow>.



← When prompted, enter diagnostic address “09” where shown <arrow>.

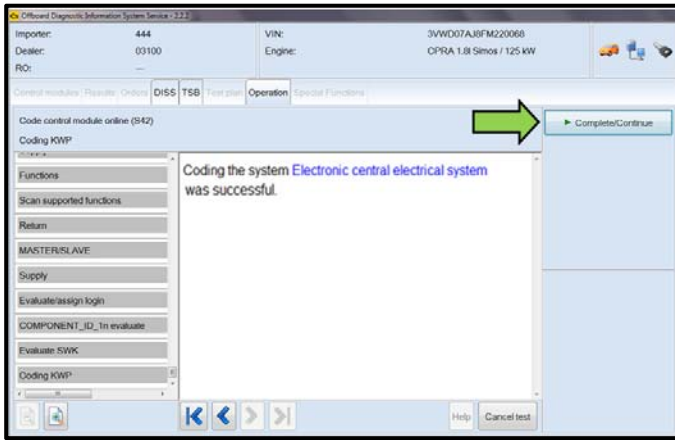


← Select “Complete/Continue” <arrow>.

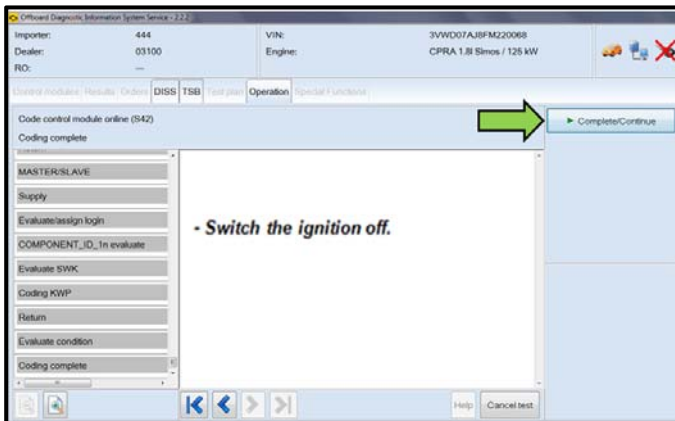


- Enter a valid Geko ID and password.

← Select “Apply” <arrow>.



⇐ Select "Complete/Continue" <arrow>.



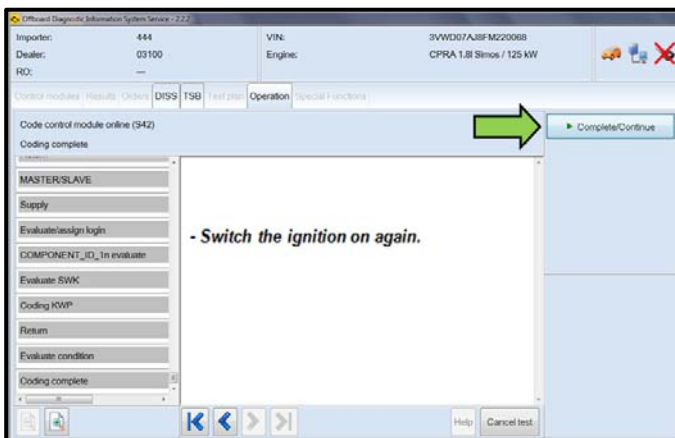
- When prompted, switch the ignition OFF.

⇐ Select "Complete/Continue" <arrow>.



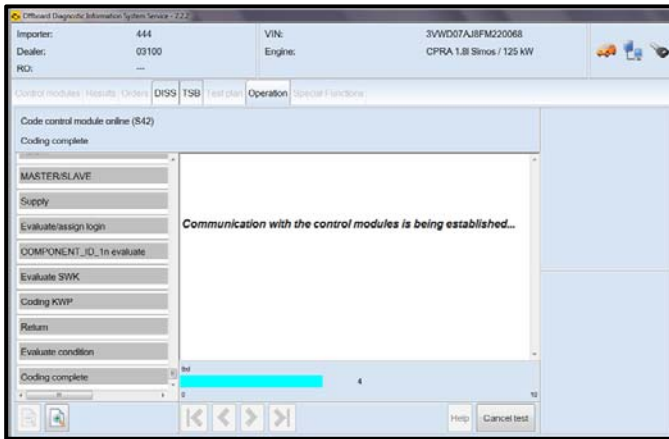
- Leave the ignition OFF.

⇐ Allow the timer to reach 30 seconds <as shown>.

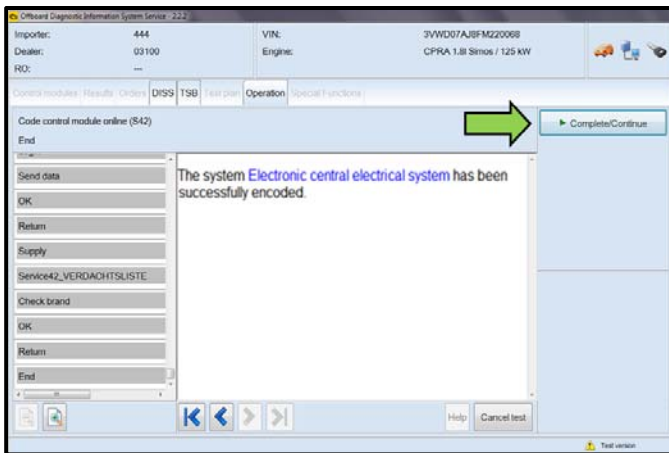


- When prompted, turn the ignition ON.

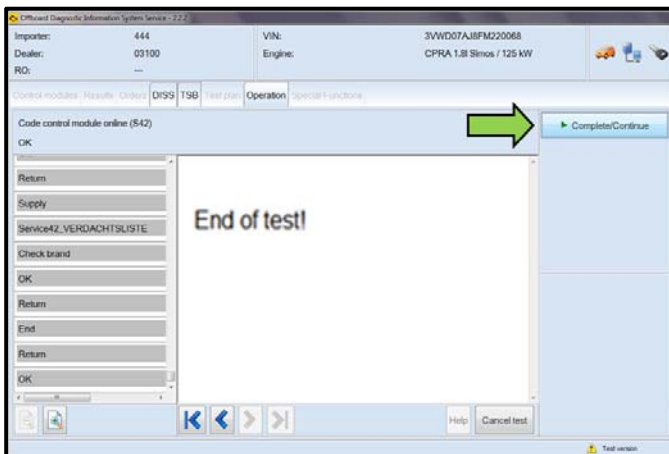
⇐ Select "Complete/Continue" <arrow>.



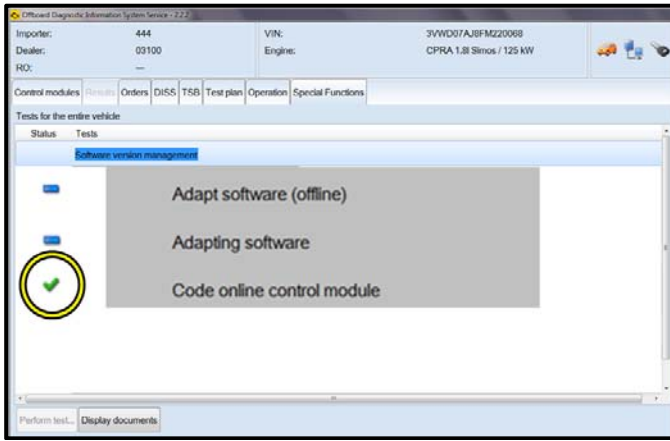
- Leave the ignition ON.
- ⇐ Allow the timer to reach 30 seconds <as shown>.



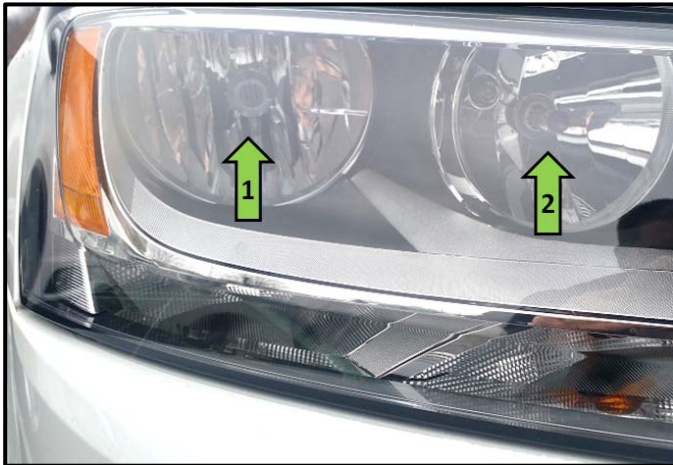
- ⇐ Select "Complete/Continue" <arrow>.



- ⇐ Select "Complete/Continue" <arrow>.



- ← The green check mark <circle> indicates the test plan is complete.
- ← Exit GFF and clear DTCs.



- ← Inspect headlight operation
- ← With the low beam headlamps turned on ONLY the outboard light bulb should be illuminated <arrow 1>.
- ← When the high beams are switched on BOTH bulbs should be illuminated <arrows 1 and 2>.



Tip: Do not test the headlight operation using the “flash to pass” function. This is not an accurate validation that the coding in the BCM is correct.

Work Complete – Proceed to Section E

Section E – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.

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)

- Close the hood.

ALL WORK IS COMPLETE