



# Compliance Recalls

## Codes: 90L3/90L4

**REVISION**

<b>Subject</b>	Instrument Cluster Coding														
<b>Release Date</b>	February 26, 2019														
<b>Revision Summary</b>	<b>Criteria 02 added to 90L4 claiming instructions.</b>														
<b>Affected Vehicles</b>	<p><b><u>Compliance Recall 90L3</u></b></p> <table border="1"> <thead> <tr> <th>Country</th> <th>Model Years</th> <th>Models</th> </tr> </thead> <tbody> <tr> <td>USA &amp; CANADA</td> <td>2018-2019</td> <td>Atlas (without keyless entry)</td> </tr> </tbody> </table> <p><b><u>Compliance Recall 90L4</u></b></p> <table border="1"> <thead> <tr> <th>Country</th> <th>Model Years</th> <th>Models</th> </tr> </thead> <tbody> <tr> <td rowspan="2">USA &amp; CANADA</td> <td>2018-2019</td> <td>Tiguan (without keyless entry)</td> </tr> <tr> <td>2019</td> <td>Jetta (without keyless entry)</td> </tr> </tbody> </table> <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 &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>	Country	Model Years	Models	USA & CANADA	2018-2019	Atlas (without keyless entry)	Country	Model Years	Models	USA & CANADA	2018-2019	Tiguan (without keyless entry)	2019	Jetta (without keyless entry)
Country	Model Years	Models													
USA & CANADA	2018-2019	Atlas (without keyless entry)													
Country	Model Years	Models													
USA & CANADA	2018-2019	Tiguan (without keyless entry)													
	2019	Jetta (without keyless entry)													
<b>Problem Description</b>	<p>Certain vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) &amp; Canadian Motor Vehicle Safety Standard (CMVSS) No.114. <i>Theft Protection and Rollaway Prevention.</i></p> <p>Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder. If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.</p>														
<b>Corrective Action</b>	The instrument cluster in the affected vehicles will be coded correctly with a new data container.														
<b>Precautions</b>	Customers are advised to always make sure to remove the ignition key from the vehicle and take it with them when exiting the vehicle. Customers are also urged to share this important information with anyone who drives the vehicle.														
<b>Parts Information</b>	No parts needed; repair is instrument cluster coding only.														
<b>Code Visibility</b>	<p>On or about December 05, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> &amp; OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about December 05, 2018, this campaign code showed open on affected vehicles in Elsa.</p> <p>On or about December 05, 2018, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>														
<b>Owner Notification</b>	Owner notification took place in December 2018. Owner letter examples are included in this bulletin for your reference.														

**Additional Information**

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory:** It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

**Pre-Owned Vehicles in Dealer Inventory:** Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.vwvhub.com](http://www.vwvhub.com).

## Claim Entry Instructions – 90L3

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	90L3
<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
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	Connect battery charger and update instrument cluster coding Labor operation: 9025 25 99                      40 T.U.

## Claim Entry Instructions – 90L4

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	90L4
<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
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01 or 02
	Connect battery charger and update instrument cluster coding Labor operation: 9025 25 99                      40 T.U.

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 18V824

**Subject: Compliance Recall 90L3 – No Audible Key in Ignition Warning  
Certain 2018-2019 Model Year Volkswagen Atlas (Without Keyless Entry)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2018-2019 model year Volkswagen Atlas vehicles without keyless entry fail to conform to Federal Motor Vehicle Safety Standard No. 114 *Theft Protection and Rollaway Prevention*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder. If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.

**What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will correctly code the instrument cluster with a new data container. This work will take less than 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. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** Always make sure to remove the ignition key from the vehicle and take it with you when exiting the vehicle. You are also urged to share this important information with anyone who drives the vehicle.

**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.

**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, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**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 [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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.

Sincerely,

Volkswagen Customer Protection

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 18V824

**Subject: Compliance Recall 90L4 – No Audible Key in Ignition Warning  
Certain 2019 Model Year Volkswagen Jetta & 2018-2019 Model Year Volkswagen Tiguan Vehicles  
Without Keyless Entry**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2019 model year Volkswagen Jetta and 2018-2019 model year Volkswagen Tiguan vehicles without keyless entry fail to conform to Federal Motor Vehicle Safety Standard No. 114 *Theft Protection and Rollaway Prevention*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder. If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.

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**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** Always make sure to remove the ignition key from the vehicle and take it with you when exiting the vehicle. You are also urged to share this important information with anyone who drives the vehicle.

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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.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA) 90L3

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Compliance Recall 90L3 – No Audible Key in Ignition Warning  
Certain 2018-2019 Model Year Volkswagen Atlas (Without Keyless Entry)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the Motor Vehicle Safety Act. Volkswagen has decided that certain 2018-2019 model year Volkswagen Atlas vehicles without keyless entry fail to conform to Canadian Motor Vehicle Safety Standard No. 114 *Theft Protection and Rollaway Prevention*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to an incorrectly coded data container, affected vehicles may fail to provide an audible warning in the instrument cluster when the driver opens the door after turning off the ignition and leaving the key in the ignition cylinder. If there is no audible warning to alert the driver to a key left in the ignition, there is an increased risk of vehicle theft.

**What will we do?** To correct this noncompliance, your authorized Volkswagen dealer will correctly code the instrument cluster with a new data container. This work will take less than 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.

**Precautions you should take** Always make sure to remove the ignition key from the vehicle and take it with you when exiting the vehicle. You are also urged to share this important information with anyone who drives the vehicle.

**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.

**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 contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://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.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA) 90L4

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 90L4 – No Audible Key in Ignition Warning  
Certain 2019 Model Year Volkswagen Jetta & 2018-2019 Model Year Volkswagen Tiguan Vehicles  
Without Keyless Entry**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the Motor Vehicle Safety Act. Volkswagen has decided that certain 2019 model year Volkswagen Jetta and 2018-2019 model year Volkswagen Tiguan vehicles without keyless entry fail to conform to Canadian Motor Vehicle Safety Standard No. 114 *Theft Protection and Rollaway Prevention*. Our records show that you are the owner of a vehicle affected by this action.

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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.

Sincerely,

Volkswagen Customer Protection

**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.

**Required Tools**



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160-  
(or equivalent)

**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 ← <b>2</b>	Open ← <b>1</b>

**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.

**Proceed to Section B.**



## Section B – Repair Procedure

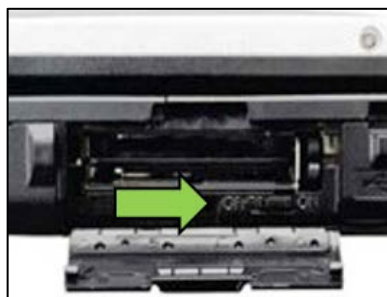
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

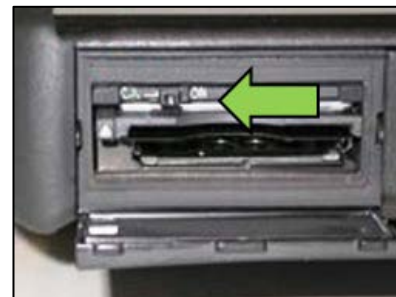
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



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



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C/D**  
(Left side behind SC/EX door)

**⚠ WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

**i TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

**! NOTE**

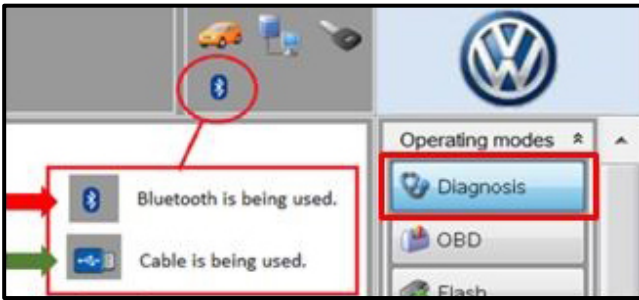
**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

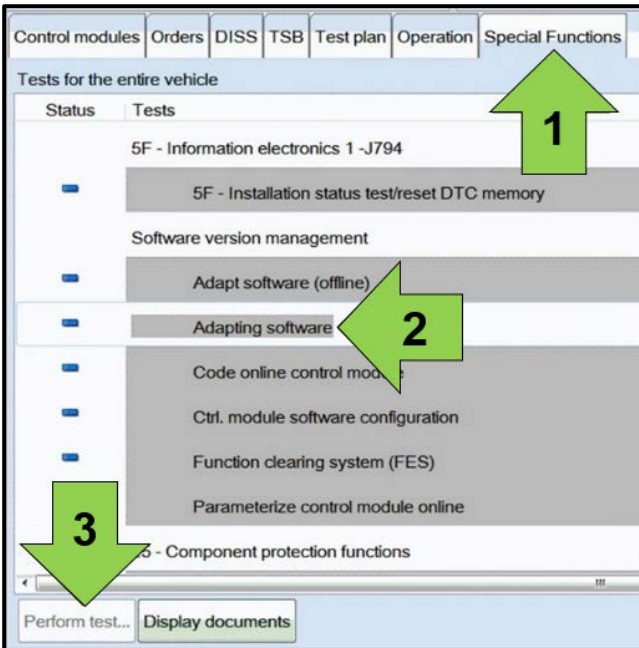
- Turn the hazards on.
- Open the driver's door.

**⚠ CAUTION**

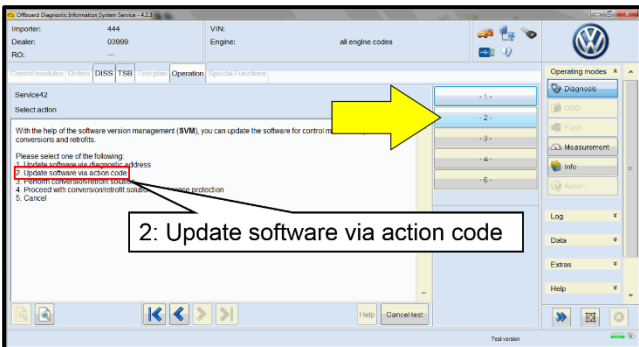
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



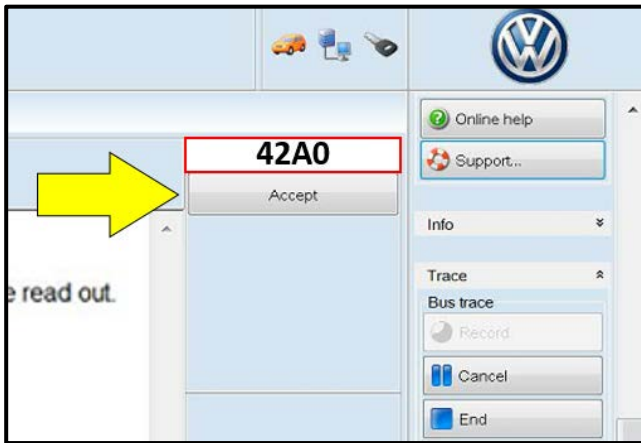
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.



- Once the GFF scan is complete, select “Special functions” <arrow 1>, then “Adapting software” <arrow 2>, then select “Perform test” <arrow 3>.



- Select option 2 to “Update software via action code”.



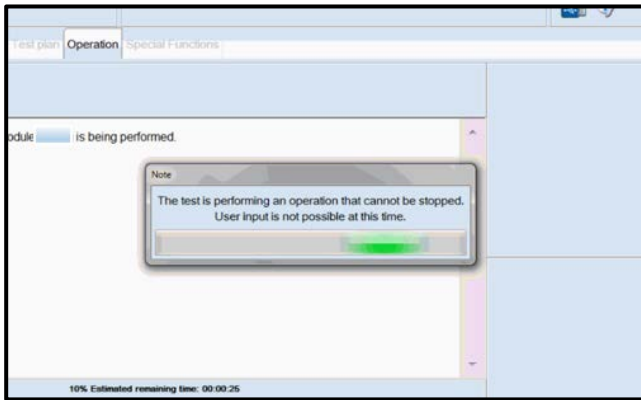
**NOTE**

**Using Bluetooth for this action is PROHIBITED!**  
 Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM Update process is not covered.

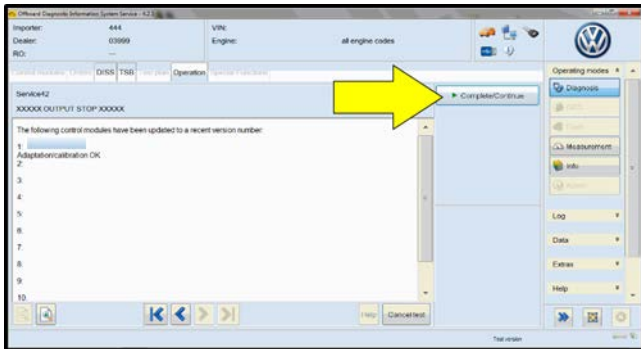
- Enter the corrective action code (SVM code) as listed below.

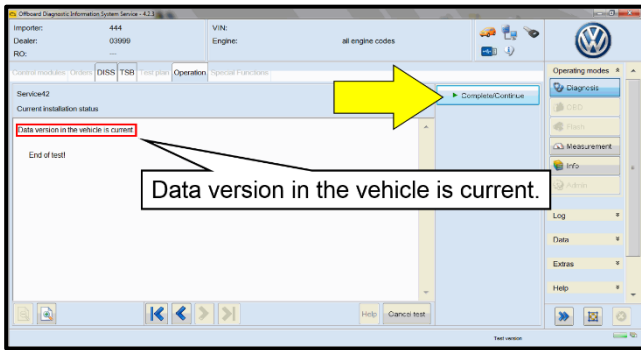
<b>SVM code</b>
<b>42A0</b>

- Select “Accept” <arrow> and follow the on screen prompts.
- During the flash, this screen appears when the following operation is performed:
  - Coding

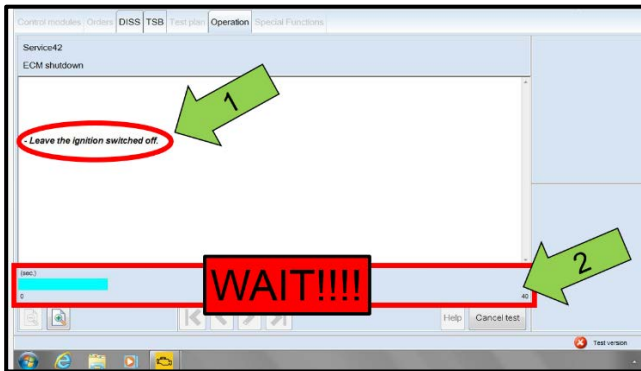


- Select Complete/Continue <arrow> after each operation is completed.



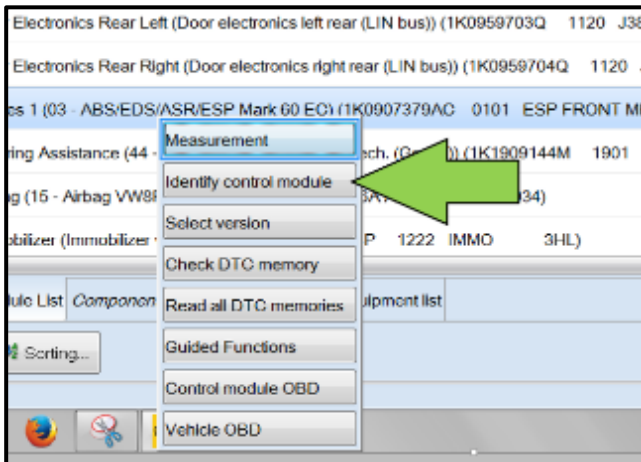


- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select “Complete/Continue” <arrow>.

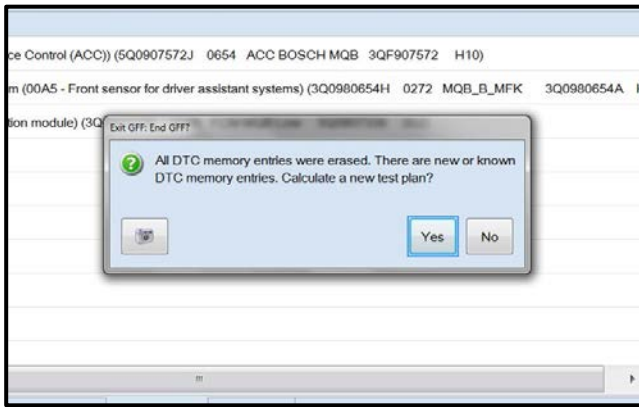


**NOTE**

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off **MAY** damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.



- After the update is completed and before sending the GFF Log Online:
  - Select the “Control Module” tab.
  - Scroll down and right click on the module that was updated (0017).
  - Select “Identify Control Module” <arrow>.



- Exit GFF and send diagnostic protocol online when prompted.

#### **NOTE**

Static communication faults may store in various control modules during the update. These faults can only be cleared by following one of these steps:

- Drive the vehicle a short distance (around the parking lot, for example).
- After selecting “Yes”, turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
- Clear faults using OBD (an additional key cycle may also be required).

- Release the parking brake.
- Disconnect the tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Cycle the ignition.

**Proceed to Section C.**

## **Section C – 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).