



Compliance Recall

Code: 90L8

Subject	Brake System Software – Instrument Cluster Warning Noncompliance
Release Date	March 07, 2019
Affected Vehicles	U.S.A. & CANADA: Certain 2019 MY Volkswagen Beetle & Beetle Convertible <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> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ 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.
Problem Description	When the ESP or ABS control unit detects a failure in the brake system regarding the brake force distribution EBV, no visual warning is displayed in the instrument cluster. Because the driver will not see a warning in the instrument cluster when the malfunction occurs, there is a risk of losing control of the car during emergency braking. This may lead to a crash without warning.
Corrective Action	Criteria 01 vehicles: Update instrument cluster software. Criteria 02 vehicles: Replace instrument cluster (USA: 12 vehicles / Canada: 3 (three) vehicles)
Parts Information	Criteria 01 vehicles: Software update only; no parts required. Criteria 02 vehicles: Replace instrument cluster. Due to the small number of affected vehicles, parts will not be allocated prior to launch. If you need parts to support this recall repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with the VIN to order.
Code Visibility	On or about March 07, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about March 07, 2019, this campaign code will show open on affected vehicles in Elsa. On or about March 07, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in March 2019. 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 <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before</u> delivery to consumers. Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vw.com.</i>

Claim Entry Instructions

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.

Service Number	90L8						
Damage Code	0099						
Parts Vendor Code	WWO						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark labor as causal						
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 mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.						
Criteria I.D.	01						
	Update instrument cluster software. Labor operation: 9025 25 99 50 T.U.						
Criteria I.D.	02						
	Replace and program new instrument cluster Labor operation: 9025 55 99 70 T.U.						
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>5C5920976M</td> <td>Instrument Cluster</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	5C5920976M	Instrument Cluster
Quantity	Part Number	Description					
1.00	5C5920976M	Instrument Cluster					

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V094

Subject: Compliance Recall 90L8 - Brake System Software – Instrument Cluster Warning Noncompliance Certain 2019 Model Year Volkswagen Beetle & Beetle Convertible

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 Beetle and Beetle Convertible vehicles fail to conform to 49 CFR 571.135 - Standard No. 135; *Light vehicle brake systems* and 49 CFR 571.101 - Standard No. 101; *Controls and displays*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? When the ESP or ABS control unit detects a failure in the brake system regarding the brake force distribution EBV, no visual warning is displayed in the instrument cluster. Because the driver will not see a warning in the instrument cluster when the malfunction occurs, there is a risk of losing control of the car during emergency braking. This may lead to a crash without warning.

What will we do? This recall repair will be performed for you free of charge.
To correct this noncompliance, your authorized Volkswagen dealer will update the instrument cluster software, which will take about an hour to complete.
A very small number of vehicles will also receive a new instrument cluster. If this is needed for your vehicle, the work will take about an hour to complete.

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.
Please make sure to bring all sets of vehicle keys to your repair appointment.

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 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 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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 90L8 - Brake System Software – Instrument Cluster Warning Noncompliance
Certain 2019 Model Year Volkswagen Beetle & Beetle Convertible**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that certain 2019 model year Volkswagen Beetle and Beetle Convertible vehicle fail to conform to CMVSS 101 - *Controls, Tell-tales, Indicators and Sources of Illumination* and CMVSS 135 - *Light Vehicle Brake Systems*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? When the ESP or ABS control unit detects a failure in the brake system regarding the brake force distribution EBV, no visual warning is displayed in the instrument cluster. Because the driver will not see a warning in the instrument cluster when the malfunction occurs, there is a risk of losing control of the car during emergency braking. This may lead to a crash without warning.

What will we do? This recall repair will be performed for you free of charge.
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Please make sure to bring all sets of vehicle keys to your repair appointment.

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.

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 ← 2	Open ← 1

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.

For Criteria 01: Proceed to Section B.

For Criteria 02: Proceed to Section C.

Section B – Criteria 01, Update Instrument Cluster Software

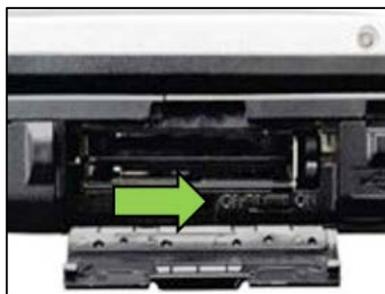
NOTE

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

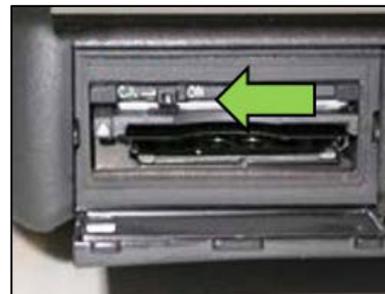
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 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.

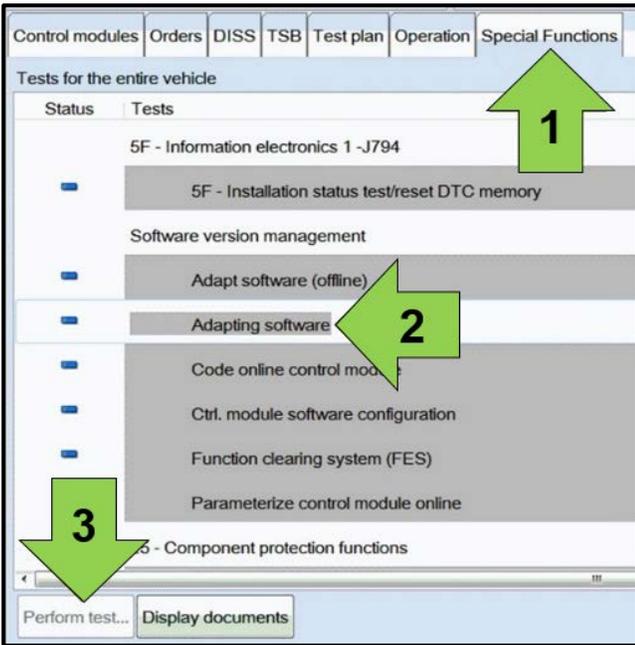
- Turn the hazards on.

⚠ CAUTION

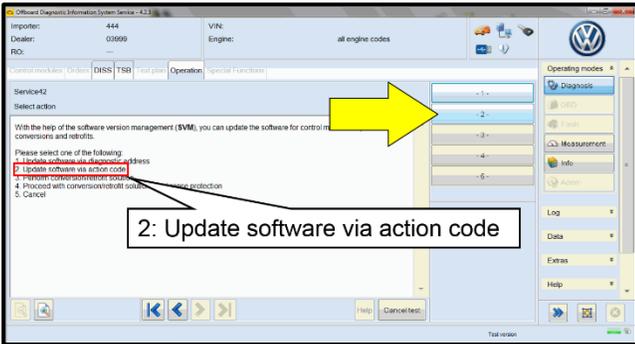
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



- 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

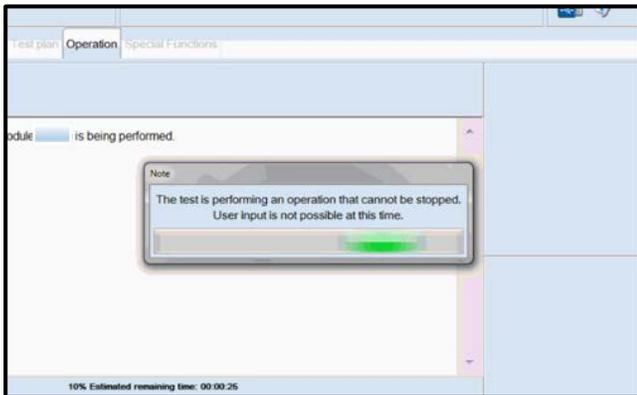
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

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

SVM code
42C2

- Select “Accept” <arrow> and follow the on screen prompts.
- During the flash, this screen appears when each of the following operations are performed:
 - Flashing



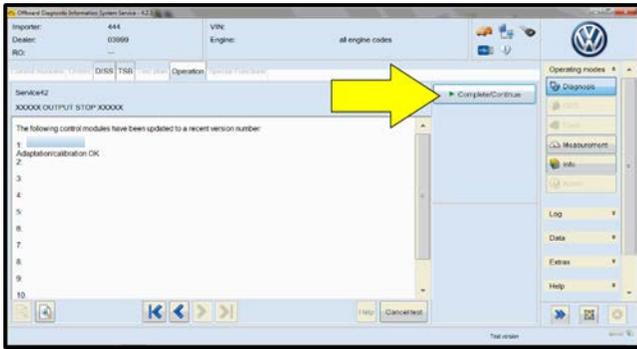
TIP

If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.

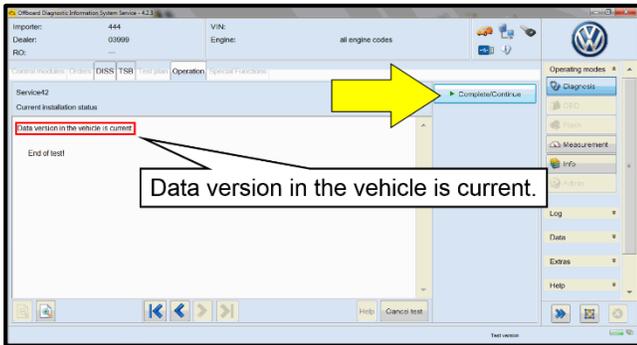


TIP

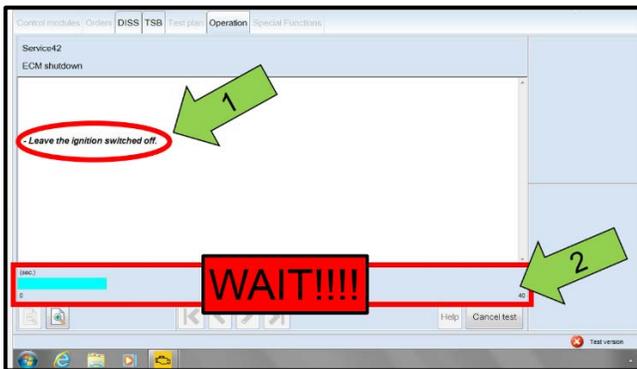
During the flash, the instrument cluster may go blank, or illuminate just the convertible top icon (even on non-convertibles). This is normal. Do not cycle the ignition unless prompted by the test plan.



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

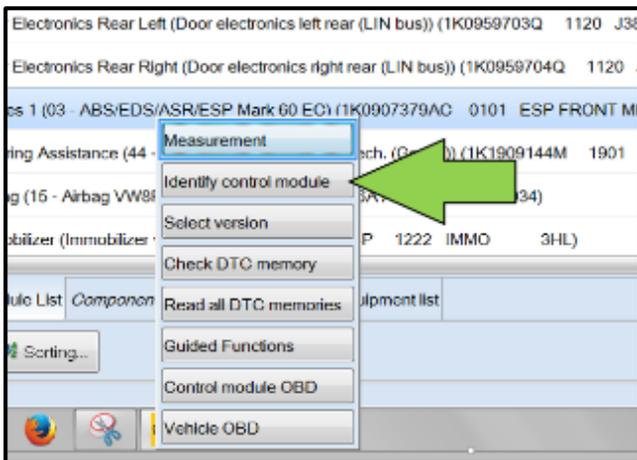


- When the SVM update is complete a confirmation message may be displayed <as shown>.
- Select "Complete/Continue" <arrow>.

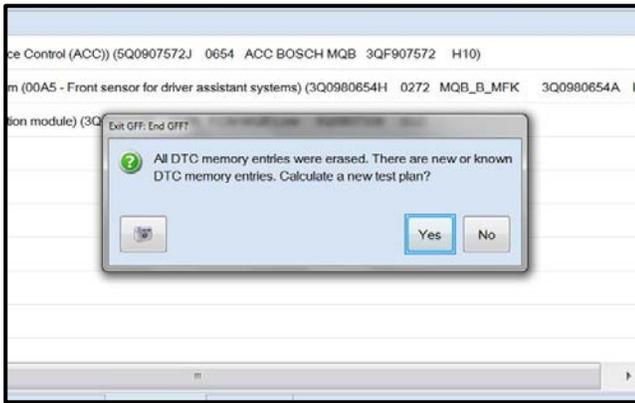


NOTE

- 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 software 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 flash. 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 VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.

Proceed to Section D.

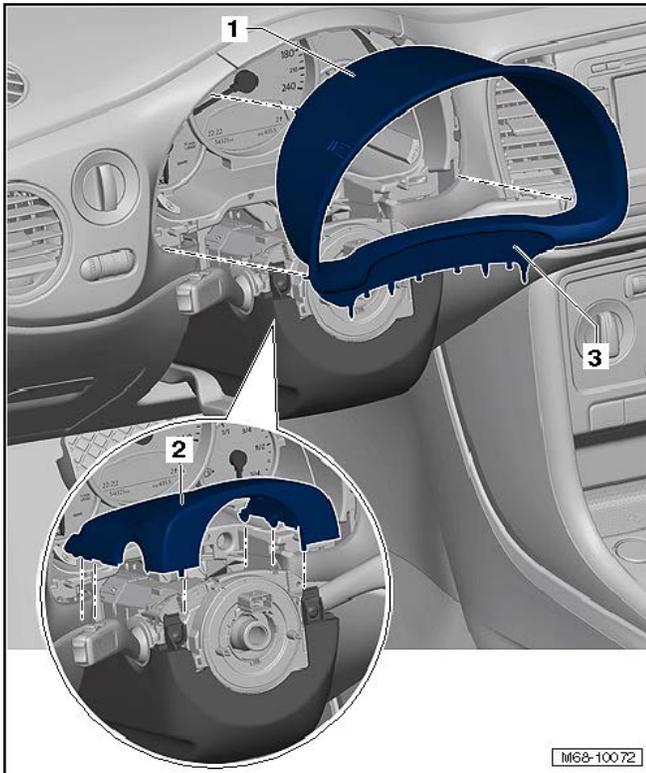
Section C – Criteria 02: Replace Instrument Cluster



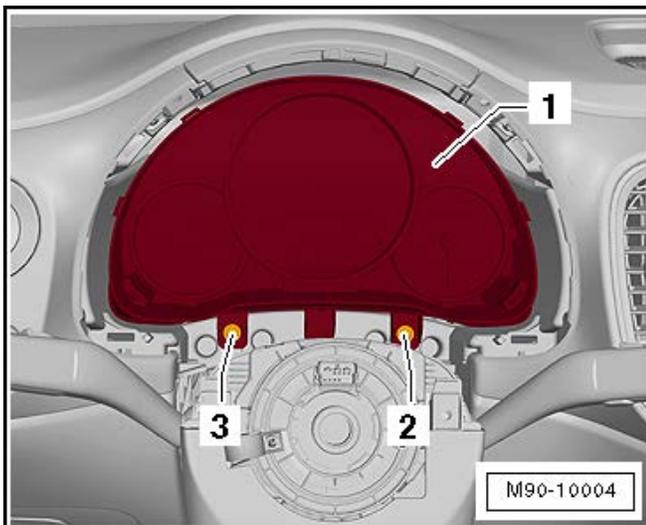
NOTE

- The instrument cluster is part of the immobilizer system. Be certain that **ALL** of the currently programmed vehicle keys are present before continuing with this procedure.
- Failure to have all keys present during the procedure may result in the immobilizer system not recognizing a key, which would result in a failure to start the vehicle with the un-programmed key.

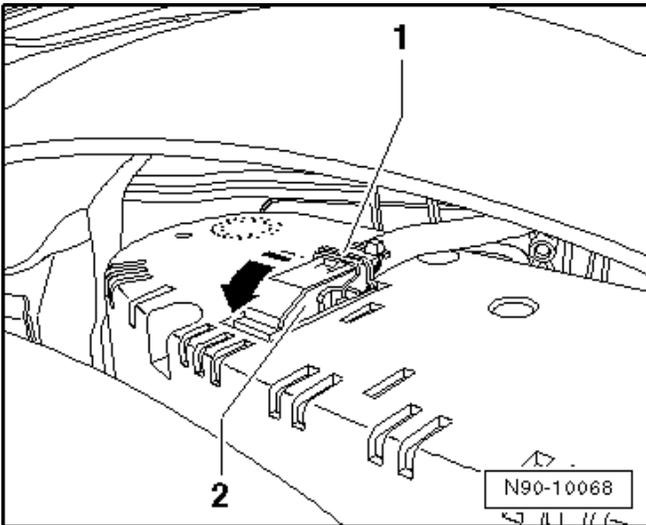
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Select the “Replacing” function for the instrument cluster control module in Guided Fault Finding. Refer to Vehicle Diagnostic Tester and follow the on-screen prompts.
- When instructed to do so, proceed to the next step and remove the old control module.



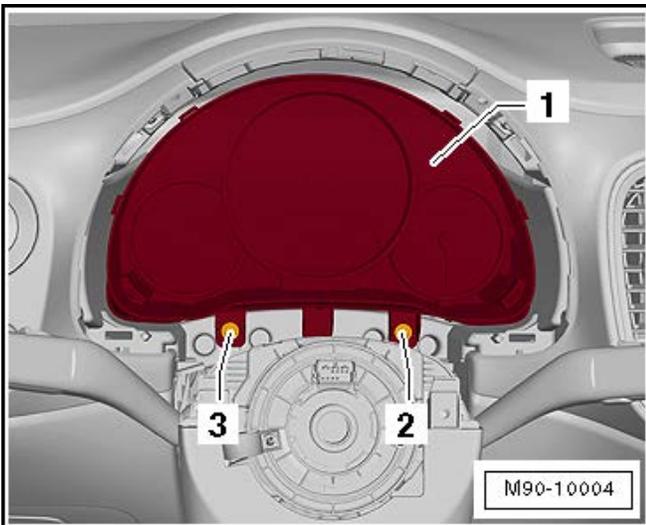
- Turn off the ignition and all electrical equipment and remove the ignition key.
- Move the steering wheel to the lowest position.
- Adjust the steering wheel depth (reach) so it is in the fully extended position.
- Loosen the gap cover <3> from the mounts on the upper steering column trim panel <2> using the Trim Removal Wedge -3409-. It is not necessary to remove the complete steering column trim.
- Remove the instrument cluster trim panel <1> from the instrument panel.



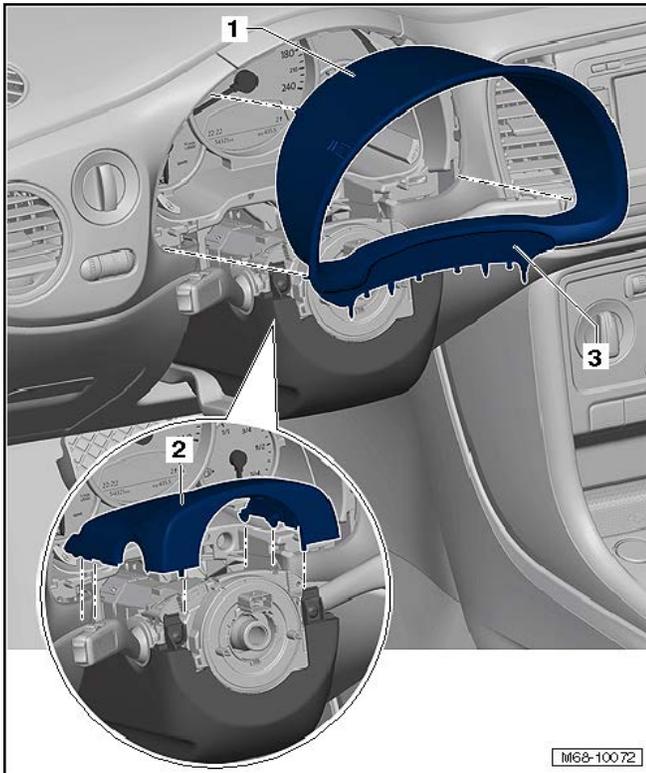
- Remove the bolts <2 and 3>.
- Pull the instrument cluster <1> back out of the instrument panel while being careful of the connected wires.



- Move the securing bracket <1> in the direction of the <arrow> and remove the connector <2>.
- Remove the instrument cluster from the vehicle.
- Connect the new instrument cluster to the connector <2> and close the securing bracket <1>.



- Install the new instrument cluster in reverse order of removal and tighten the bolts <2 and 3> to 2 Nm.



- Reinstall the instrument cluster and steering column trim in reverse order of removal.



- Turn on the ignition and continue with the ODIS Test Plan for replacing the instrument cluster control module.
- Follow the on-screen prompts.
- Once the test plan has completed, validate the vehicle mileage and that all instruments and indicators are operating as designed.
- Send the GFF Log online.
- Reset the clock, one-touch window operation, and any other affected customer convenience features.

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

Proceed to Section D.

Section D – 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 E.

Section E - 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.