Compliance Recall
Code: 919A

Over-the-Air (OTA) Software Update Available	
USA	YES
CANADA	YES

Subject

Vehicle Software

Document History

Date	Summary
03/07/2025	Updated claiming section Updated Required USB Drive instructions Added SVM code information Added check for Plug and Charge feature in Steps 3 and 7 Updated SVM Mapping Plan Appendix A
01/09/2025	Updated critical repair step in Section A Added important note to Section A and Step 3 of Section B
12/19/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2023	ID.4	79,953
CAN	2021	2023	ID.4	8,051

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 only valid campaign inquiry & verification source.

- ✓ *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

Due to a software issue, affected vehicles may experience center displays and instrument panel displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rearview camera image. As such, these vehicles fail to comply with regulatory requirements. Displays that do not show critical information, such as vehicle speed or the rearview camera image, increase the risk of a crash.

Corrective Action

Perform a vehicle software update. In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of the vehicle's other systems.

Dealers should update vehicles according to the repair instructions in this circular.

In January 2025, this software update was made available Over-the-Air (OTA) for certain customer-owned vehicles.

Code Visibility

On May 17, 2024, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification took place in December 2024. Owner letter examples are included in this bulletin for your reference.

Owner notification for the OTA availability took place via email beginning in December 2024.

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.vwhub.com.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	919A
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. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.

Overview of criteria:

01 (assigned to all VINs) – Claimed when the DEALER completes the 919A software update according to these repair instructions.

The OTA will be rolled out in waves. Vehicles may also have criteria 1A, 2A, …,*A and/or 1B. 2B, …,*B assigned, and indicate the vehicle is eligible for the over-the-air update. **DO NOT ENTER THESE CRITERIA ON THE CLAIM.**

Criteria I.D.	01		
	LABOR		
	Labor Op	**Time Units**	**Description**
	0150 00 10	See ELSA	GFF/Guided functions *(connect battery charger + setup)*
	9710 25 99	60	Update ICAS3 with USB
	2706 02 99	25 TU per bus sleep	Perform up to five bus sleep procedures
	NOTE: Three bus sleep procedures are required during the flash process. The reasoning for any additional bus sleep procedures must be documented in the claim comments.		
	0121 00 04	See ELSA	Test drive
	0150 00 60	Time stated on diagnostic protocol(s)	Perform software update SVM, software configuration SVM and complete all necessary GFF test plans
	NOTE: If the software update and related GFF work is performed on more than one diagnostic session, the multiple GFF logs can be added together. *Ensure the GFF logs are added together correctly. For example, two logs from the same diagnostic session are not allowed.* *The GFF paperless log IDs should be documented in the claim comments.* *Claims and GFF logs may be audited to ensure that the actual GFF log time is being claimed.*		

NOTE

If Safety Recall 97H3 is also open for the vehicle being worked on, the 919A repair will satisfy the 97H3. When the 919A claim is processed, 97H3 will automatically close.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 24V344

Subject: Compliance Recall 919A – Vehicle Software

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 2021-2023 model year Volkswagen vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard numbers 101, "Control and Displays" and 111, "Rear Visibility." Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Due to a software issue, affected vehicles may experience center displays and instrument panel displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rearview camera image. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 101, "Control and Displays" and 111, "Rear Visibility." Displays that do not show critical information, such as vehicle speed or the rearview camera image, increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will perform a vehicle software update. This work will take about four (4) hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of your vehicle's other systems.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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.
- 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.
- 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 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.

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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2024-275

Subject: Compliance Recall 919A – Vehicle Software

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Due to a software issue, affected vehicles may experience center displays and instrument panel displays that do not boot, or that sporadically reset. This can result in loss of speedometer information or loss of rearview camera image. As such, these vehicles fail to comply with the requirements of Technical Standards Document No. 101, “Controls, Tell-tales, Indicators and Sources of Illumination” and Canada Motor Vehicle Safety Standard (CMVSS) 111, “Mirrors and Rear Visibility Systems.” Displays that do not show critical information, such as vehicle speed or the rearview camera image, increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will perform a vehicle software update. This work will take about four (4) hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

In addition to the recall remedy, the updated vehicle software may contain enhancements/improvements to some of your vehicle’s other systems.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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.
- 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.

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.

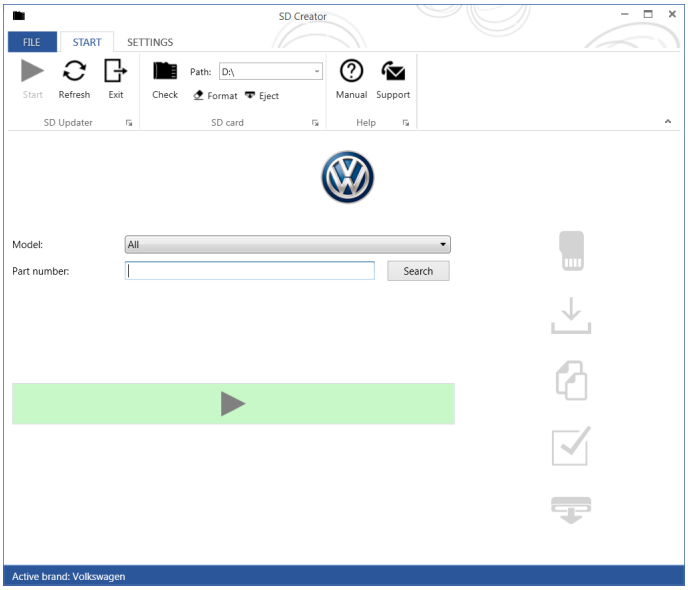
Sincerely,

Volkswagen Customer Protection

Required Tools

	Battery Tester/Charger capable of **minimum 70 Amp** continuous supply		Diagnostic Tester -VAS6150D- (or higher)
	Diagnostic Interface W-LAN -VAS6154A- (or higher)		USB Module -VAS6154/4A- (included with -VAS6154A-)

Required USB Drive



- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**
- **Use ONLY a 32 GB USB stick.**

NOTE

The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.

The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.

The USB drive can be used for future software updates.

NOTE

If the search for the software part number returns no result, check if the certificate is valid.

Go to Settings and select the current, valid certificate used in ODIS.

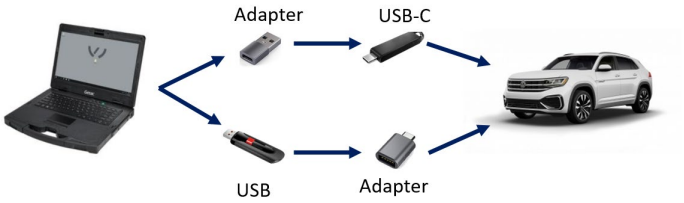
Software Part Number
3G8.919.360.BL

TIP

As a best practice, the USB drive should be recreated on a regular basis to avoid file corruption which can lead to USB update errors.

NOTE

Only use the SD card creator to make the USB drive. Do not use files saved locally to the PC. Loading files from a local source, such as files saved to the desktop, is not an acceptable method of creating the USB drive.



General information for creating the USB stick:

- The Infotainment system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.
- **Use ONLY a 32 GB USB stick.**
- USB type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.
- USB type A including type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.

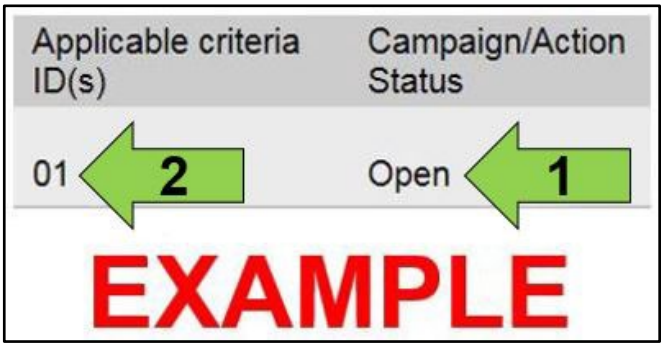
  Do not use a USB hub (USB distributor to use several USB devices on one USB port) to install the software update.

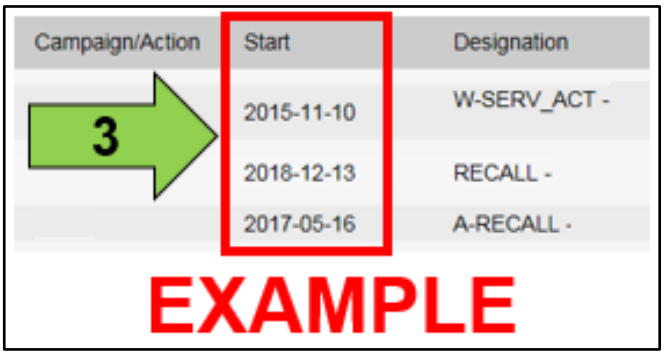
Repair Instruction

Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.





- 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

STOP! STOP!

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

IMPORTANT!

IF COMPLIANCE RECALL 91B3 IS OPEN IN ELSA, IT MUST BE COMPLETED BEFORE STARTING THE 919A. IF THE 91B3 IS NOT COMPLETED BEFORE STARTING THE 919A, THE 919A SOFTWARE UPDATE MAY FAIL.

NOTE

If Safety Recall 97H3 is also open for the vehicle being worked on, the 919A repair will satisfy the 97H3.

⚠ CRITICAL REPAIR STEPS

STOP! STOP!

- You must fully complete any previous software update actions before starting this campaign.
- If a vehicle arrives at the dealer and ELSA shows that an OTA update campaign is also open (ex: OUF7, OUH1, OUJ9), the 919A in-dealer flash can still be performed. Completion of the OTA campaign(s) is not a prerequisite for carrying out the 919A in-dealer repair.
- If Safety Recall 57J9 is also open, **DO NOT PERFORM THE 57J9 WHILE THE 919A SOFTWARE UPDATE IS RUNNING.** Doing so could result in failure of the 919A software update.

NOTE

If the vehicle is eligible for an over-the-air update (vehicles will also have criteria 1A, 2A, …,*A and/or 1B. 2B, …,*B assigned) and the customer reports the over-the-air update failed, note the following:

- If the car is immobilized and the ignition will not turn on, refer to Appendix B.
- If the car was NOT immobilized, carry out the work outlined in this circular.

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 "Current ODIS Service Version" circular found in Elsa2Go Service References.
- ✓ **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.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi 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 or WiFi.

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!

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.

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.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.

Before starting the software update, the following conditions must be met:

- ODIS Service version MUST be completely up to date.
- ODIS Feedback must be set up correctly:
  - See communication: Offboard Diagnostic Information System Service (ODIS Service), Number: **VOS-22-06** / Subject: Dedicated Email Server Configuration & Feedback Settings / Date: Feb. 1, 2022
- Dealership's internet firewall settings must meet the specified requirements.
  - See communication: Diagnostic Device Hardware & Windows®, Number: **VHW-22-15** / Subject: VAS Diagnostic Device Firewall Settings / Date: December 19, 2022
- ODIS user must have SFD access.
  - See communication: Offboard Diagnostic Information System Service (ODIS Service), Number: **VOS-21-08** / Subject: ODIS Login – SFD Functions / Date: Mar. 11, 2021
- Windows Power Options must be set according to the ODIS tester setup directions:
  - See communication: Diagnostic Device Hardware & Windows®, Number: **VHW-22-13** / Subject: Change Power Options in Windows® 10 / Date: Nov. 1, 2022
  - The "Device Power Management" sections from the VAS 6150X Diagnostic Laptop – Unpacking and Setup Instructions can also be referenced.
- Only one key can be in the vehicle when performing this software flash.
- The vehicle key's battery must be ok.
- Any additional keys must be a minimum of 20 meters away from the vehicle.
- The car MUST NOT be hooked up to a high-voltage charger.
- If the work steps have to be interrupted for any reason, the best stopping point is at one of the bus sleep steps.

CRITICAL REPAIR STEP

STOP!

Before starting programming, it is essential to perform the following actions for the -VAS5908- battery charger.

The battery charger's default setting will switch the charger off automatically after a period of time. To prevent this, the following must be carried out.

Switch it OFF and then ON again each time the charger is connected.

The battery charger's display must have switched off before it's restarted.

The charging time can be changed in the charger's settings menu (access code = 6161). Refer to the owner's manual for further information. DO NOT change any settings that will damage the charger or the vehicle.

- Connect battery charger -VAS5908-.
- When connecting the charger to the battery, connect the positive cable to the positive charging terminal for 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.

NOTE

If the customer is enrolled in Car-Net and they have the myVW app downloaded on their phone, they may receive several notifications during the update process.

CRITICAL REPAIR STEP

STOP!

- Check for pre-existing faults.
- If any of the modules being updated are offline, the communication issue must be addressed prior to starting this procedure. See Appendix A for software table.
- Any module, ***except DA 0019***, with a "Faulty Control Module" fault must be addressed prior to starting the flash. The flash may fail for the affected control module.
- Diagnosis and repair of pre-existing conditions are not covered under this action.

Step 1 – USB Flash of ICAS3

CRITICAL REPAIR STEP

STOP! STOP!

If Safety Recall 97ZZ or Service Actions 97HC or 97HB are also open for the vehicle being worked on, they must be completed prior to starting the 919A.

Requests for additional parts or time due to extra work needed because of software update actions being performed out of order will be denied.

- Ensure the battery charger is connected.
- Ensure there is nothing connected to the OBD diagnosis connection.

NOTE

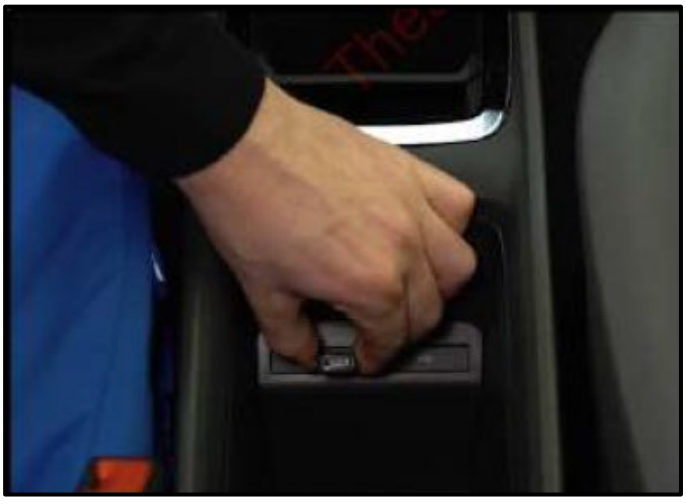
The ignition must remain on during the entire flashing process.

- **The hazards must remain on.**
- **The driver door must remain open.**
- **Buckle the seat belt into the driver seat belt buckle.**

NOTE

Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own. If this occurs, turn the ignition back on and the update should continue.

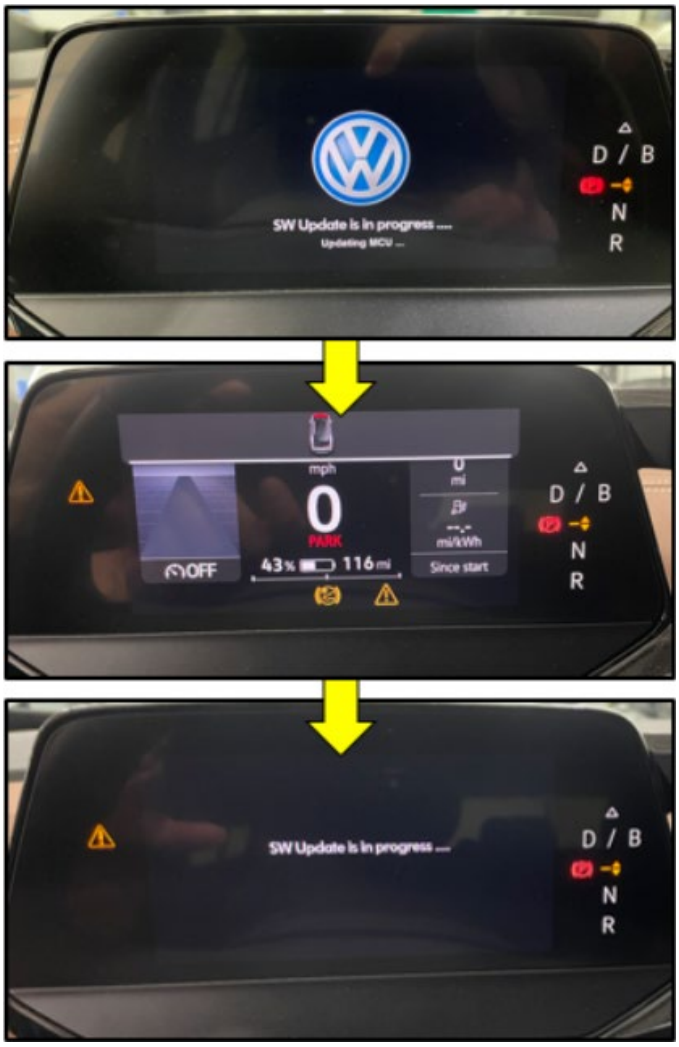
- Place the vehicle key over the reader coil in the center console cup holder.
- Any additional keys must be a minimum of 20 meters away from the vehicle.



- Insert the USB drive into one of the USB ports.
- Turn the ignition ON.

NOTE

The radio display may display “No playable content” when the ignition is turned on. This is normal. DO NOT remove the USB drive from the USB port.



- The update will start on its own after about two minutes.
- During the update, the instrument cluster display will change multiple times.

NOTE

Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own.

NOTE

If update does not start after five minutes, turn ignition off, remove USB and restart from the beginning.

CAUTION

Unless an error has occurred, the USB should never be removed from the USB port while the software update is in progress.

NOTE

If <u>"Updating CPU…"</u> message appears for longer than 40 minutes, or if any other error message occurs, restart the update:

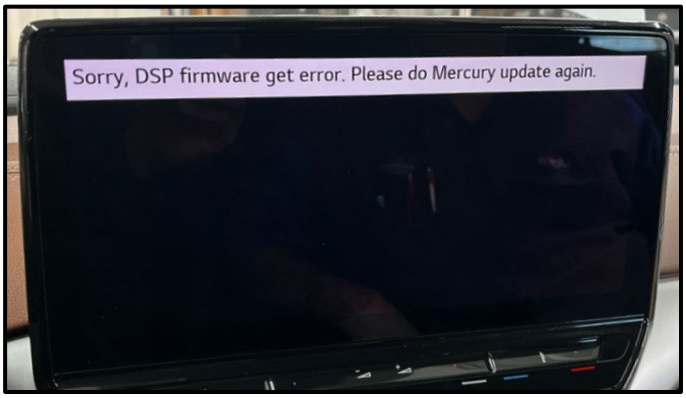
Turn off ignition

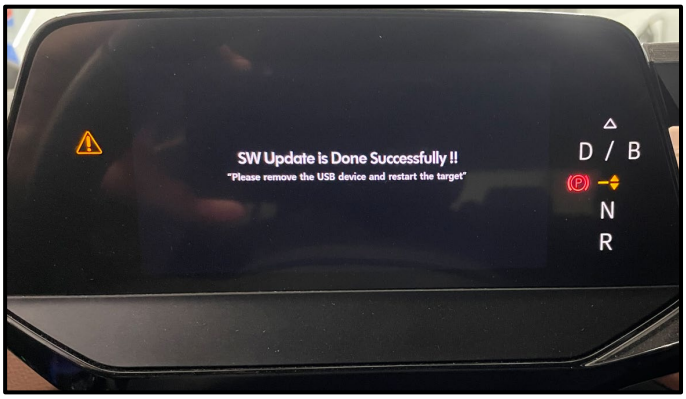
Remove USB

Reset ICAS3:

- Open driver door
- Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.





- The software update is complete when the message shown appears.
- Turn the ignition OFF.
- Once the update is complete, remove the USB drive from the USB port.

NOTE

The successful update message may remain, even if the ignition is switched OFF and back ON.

NOTE

The instrument cluster may remain off, even though the update is complete. If the cluster is off after 40 minutes, cycle the ignition off and back on. The successful message should now appear.

- Check SW version on infotainment display.

NOTE

If SW version did not update to 1751, or if the Device part number did not change to 10A035842N:

Turn off ignition

Remove USB

Reset ICAS3:

- Open driver door
- Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.

CRITICAL REPAIR STEP

STOP!

If a diagnostic session was started, address 005F and address 8125 must be re-identified before performing the software update in Step 3.

Failure to do so can result in error code ERP0215E when the SVM is attempted in Step 3.

Proceed to Step 2 for performing a bus sleep.

Step 2 – Perform Bus Sleep Procedure

- Carry out the following steps in the specified sequence to put the vehicle in a bus sleep.
- Switch off the ignition.
- Turn off the hazards.
- Remove diagnosis interface from the vehicle diagnosis connection.
- Remove battery charger from the 12V battery.
- Close front and rear lid as well as all doors.
- Lock vehicle.
- Move vehicle key (remote control) at least 20 meters away from the vehicle.
- Wait at least 15 minutes until the vehicle is in bus silence.
- Then unlock vehicle again.
- Connect and switch on battery charger.
- Insert diagnosis interface on vehicle diagnosis connection.
- Switch on the ignition.
- Place a vehicle key (remote control) in the center console on the reader coil.

Proceed to Step 3 for performing software update via SVM.

Step 3 – Perform Software Update SVM

IMPORTANT!

IF COMPLIANCE RECALL 91B3 IS OPEN IN ELSA, IT MUST BE COMPLETED BEFORE STARTING THE 919A. IF THE 91B3 IS NOT COMPLETED BEFORE STARTING THE 919A, THE 919A SOFTWARE UPDATE MAY FAIL.

CRITICAL REPAIR STEP

STOP!

DO NOT start the flash and leave the vehicle unattended overnight, or for long periods of time. Doing so can cause irreparable damage to control units or lead to inaccurate log times. Requests for additional GFF time and/or damage to control units caused by the flash running overnight will be denied.

NOTE

Flashing times will vary. The time it takes to complete the software updates is dependent on several factors, including the workshops internet download speed.

NOTE

Only one key can be in the vehicle when performing this software flash.

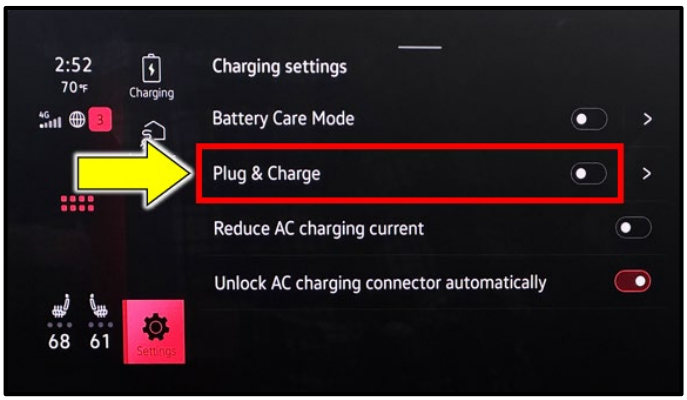
The vehicle key's battery must be ok.

Any additional keys must be a minimum of 20 meters away from the vehicle.

The car MUST NOT be hooked up to a high-voltage charger.

The seat belt must NOT be inserted into the buckle.

The driver door must be open.



- If equipped with the Plug and Charge feature, take note of the current setting <arrow>.
  - *Home screen > Charging menu > Settings > Plug & Charge.*

NOTE

As a best practice, document the customer settings prior to starting the SVM software updates. For example: Document the customer's max charge level setting as this may change after the software update.

NOTE

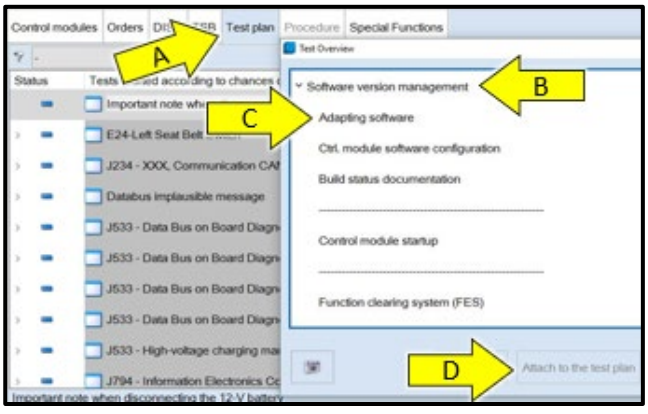
The battery charger may shut off automatically after several hours due to a default setting. Each time the battery charger is reconnected, it must be turned OFF and then back ON to reset the charging start time.

- Turn battery charger OFF, then back ON.
- Connect battery charger.
- **Cycle the ignition OFF, then back ON.**
- 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>.
- Turn the hazards on.

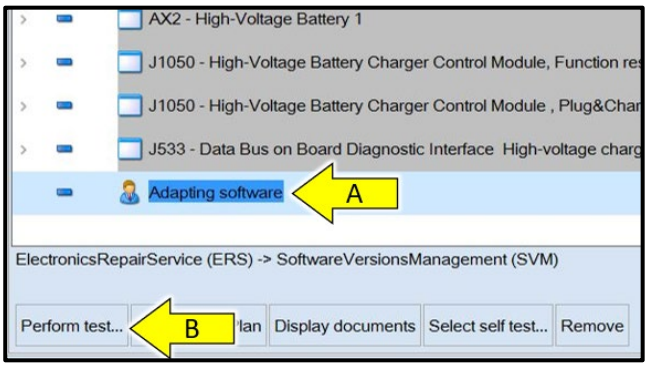
CRITICAL REPAIR STEP

STOP!

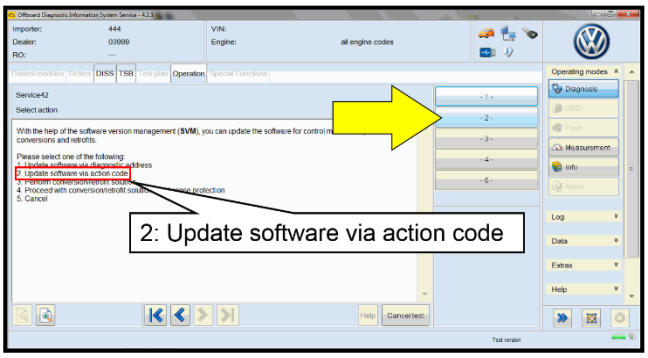
- Check for pre-existing faults.
- If any of the modules being updated are offline, the communication issue must be addressed prior to starting this procedure. See Appendix A for software table.
- Any module, ***except DA 0019***, with a "Faulty Control Module" fault must be addressed prior to starting the flash. The flash may fail for the affected control module.
- Diagnosis and repair of pre-existing conditions are not covered under this action.



- Once the GFF scan is complete, select "Test plan" <arrow A>, then "Software version management" <arrow B>, then "Adapting software" <arrow C>, then select "Attach to the test plan" <arrow D>.



- Select “Adapting software” <arrow A> from the test plan list.
- Select “Perform test” <arrow B>.



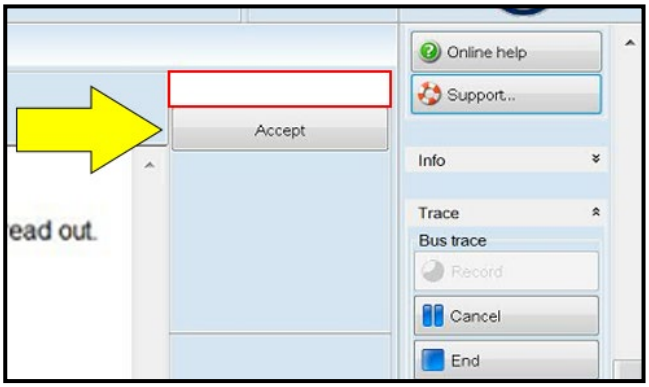
- Select the correct option to “Update software via action code”.

CRITICAL REPAIR STEP

STOP! STOP!

If Safety Recall 97ZZ or Service Actions 97HC or 97HB are also open for the vehicle being worked on, they must be completed prior to starting the 919A.

Requests for additional parts or time due to extra work needed because of software update actions being performed out of order will be denied.



NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

Damage caused to electronic components during the SVM flash process is not covered.

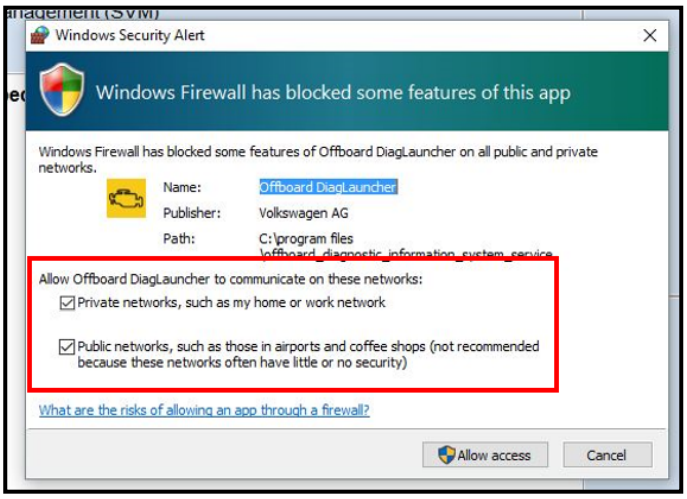
- Enter the corrective action code (SVM code) as listed below.

SVM code
F35X

- Select “Accept” <arrow> and follow the on screen prompts.

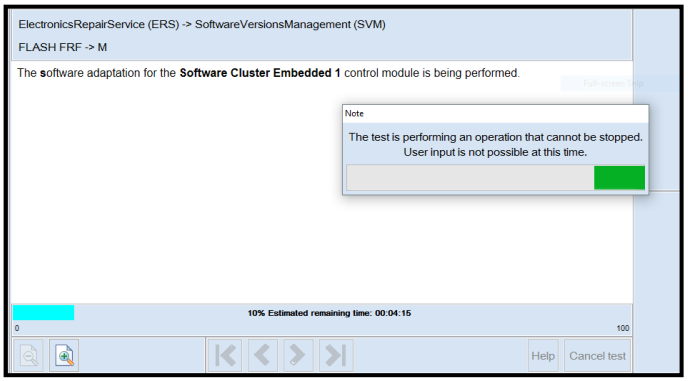
NOTE

Do not unplug the sound generator.



NOTE

If the Windows Firewall popup appears, ALL network options should be checked. Failure to do so could cause the update to fail.



CRITICAL REPAIR STEP

STOP!

The initial update may take several minutes to start.

Multiple control modules are updated during this procedure. Some modules will take a while to be updated. **DO NOT** cancel the update procedure, turn the ignition off, remove the battery charger, or interrupt the update procedure in any way. Doing so could cause irreparable damage to control units, which is NOT covered under this action.

NOTE

In-vehicle messages and warnings stating the HV battery state of charge is at 0% may occur during this software update process. This is normal.

NOTE

If the progress bar for the first update stops briefly at **6%** (it may also appear that the progress bar stops at 10% briefly, then quickly goes to the end), there may be a firewall issue.

NOTE

If error code ERP0215 occurs:

Cause:

On at least one control unit, the operating conditions for the measure are not fulfilled (for example, incorrect SW part number/HW part number/hardware/software):

Possible Corrections:

Manually identify the affected control module(s), or start a new GFF session and repeat SVM F35X.

Perform a bus sleep or reset the control module, then repeat SVM F35X.

NOTE

If error code ERP0225E occurs:

Cause:

The measure cannot be carried out because of missing control unit data. Often not all necessary control units are “identified” or “reachable”.

Possible Corrections:

If a module cannot be manually identified:

- Switch off ignition
- Send diagnostic protocol online
- Disconnect diagnostic interface from vehicle
- Restart ODIS
- Remove the fuse for the module that had the failure for 10 seconds
- Reinstall the fuse
- Perform a bus sleep
- Start a NEW GFF session
- Identify the module
- Repeat SVM F35X

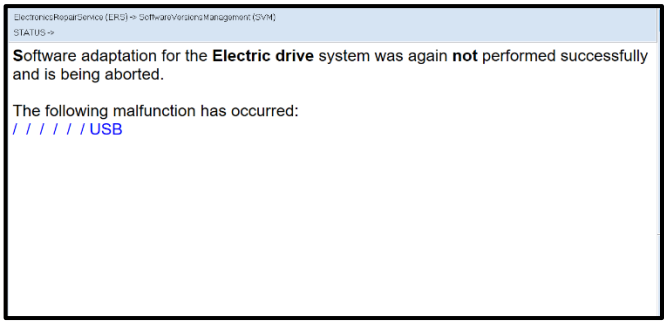
NOTE

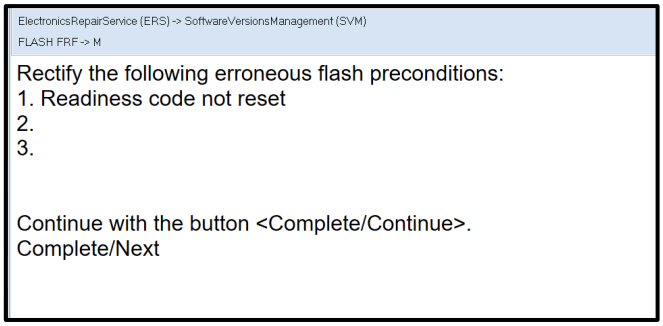
If a message appears stating that the communication path cannot be changed to DoIP:

- Send the diagnostic protocol online
- Cancel the test plan
- Turn the ignition OFF
- Disconnect the diagnostic head from the vehicle AND the diagnostic tester for a few minutes
- Restart ODIS
- Reconnect diagnostic head to vehicle and diagnostic tester
- Repeat SVM F35X

NOTE

If a message appears stating that there was a malfunction with the USB interface, the “readiness code not reset”, or similar message:





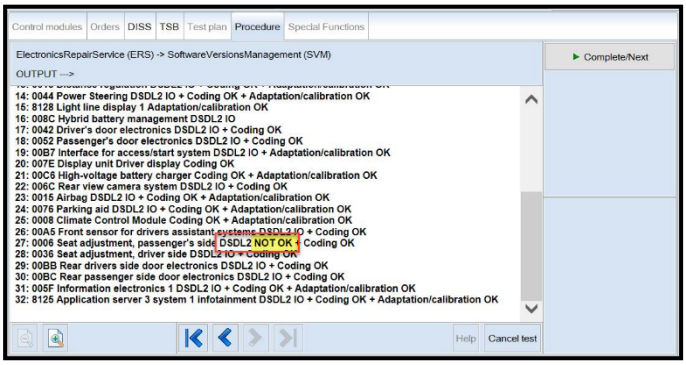
- Send the diagnostic protocol online
- Cancel the test plan
- Turn the ignition OFF
- Disconnect diagnostic interface from vehicle
- Restart ODIS
- Perform a bus sleep
- Reconnect diagnostic head to vehicle and diagnostic tester
- Start a NEW GFF session
- Repeat SVM F35X

IMPORTANT

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

NOTE

If errors occur and the information provided in these instructions does not resolve the concern, please create a TAC WEB ticket for further direction.



- Pay attention to the status report of the control module updates.
- Any module stating NOT OK will have to be updated again.
- Selecting “Complete/Next” will begin another attempt to update the control module.
- It may take more than one attempt to update every control module.

NOTE

If the flash ends with a generic error, or the status report states NOT OK for a module:

- Switch off ignition
- Send diagnostic protocol online
- Disconnect diagnostic interface from vehicle
- Restart ODIS
- Remove the fuse for the module that had the failure for 10 seconds
- Reinstall the fuse
  - Remove backup battery from the OCU in the case of a DA 0075 failure if the failure reoccurs
- Perform a bus sleep
- Start a NEW GFF session
- Identify the module
- Repeat SVM F35X

- Do not end the diagnostic session
- **DO NOT proceed to the next SVM update until SVM F35X has 100% completed successfully.**

Proceed to Step 4 for performing vehicle bus sleep.

Step 4 – Perform Bus Sleep Procedure

- Carry out the following steps in the specified sequence to put the vehicle in a bus sleep.
- Switch off the ignition.
- Turn off the hazards.
- Remove diagnosis interface from the vehicle diagnosis connection.
- Remove battery charger from the 12V battery.
- Close front and rear lid as well as all doors.
- Lock vehicle.
- Move vehicle key (remote control) at least 20 meters away from the vehicle.
- Wait at least 15 minutes until the vehicle is in bus silence.
- Then unlock vehicle again.
- Connect and switch on battery charger.
- Insert diagnosis interface on vehicle diagnosis connection.
- Switch on the ignition.
- Place a vehicle key (remote control) in the center console on the reader coil.

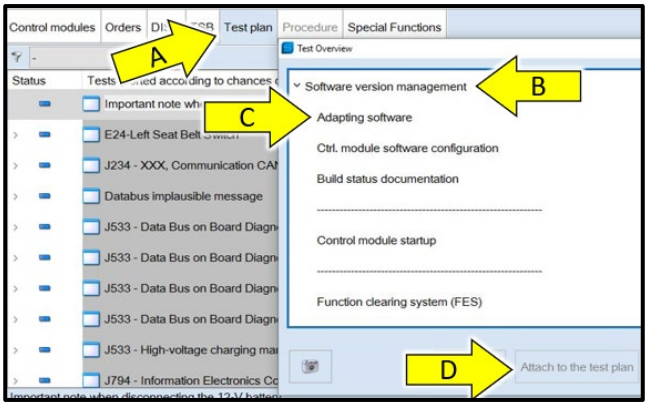
Proceed to Step 5 for performing software configuration via SVM.

Step 5 – Perform Software Configuration via SVM

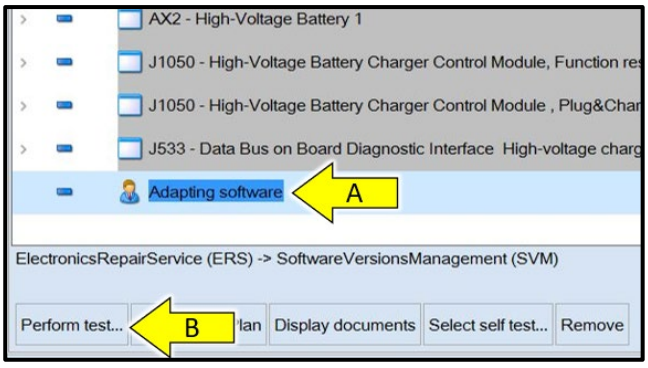
> **NOTE**
>
> The battery charger may shut off automatically after several hours due to a default setting. Each time the battery charger is reconnected, it must be turned OFF and then back ON to reset the charging start time.

- Turn battery charger OFF, then back ON.
- Connect battery charger.
- Turn the hazards on.

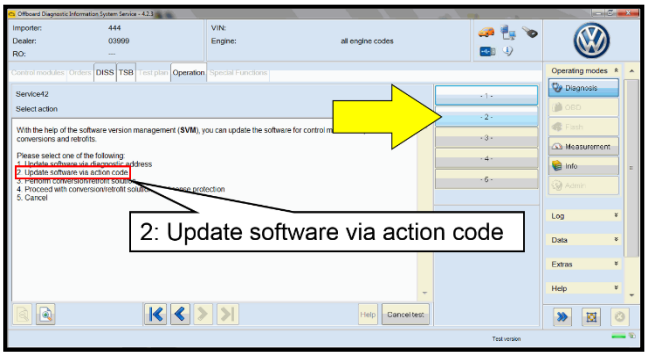
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
    - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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



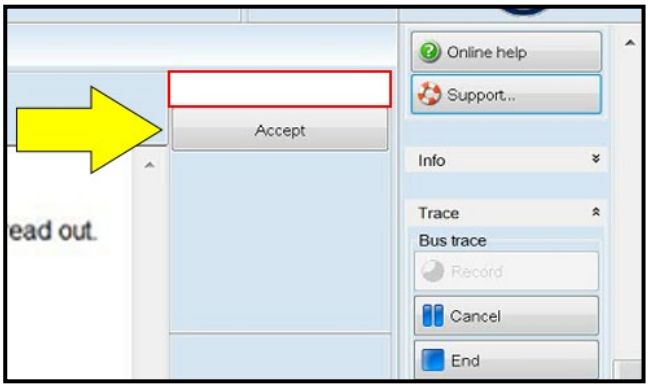
- Once the GFF scan is complete, select “Test plan” <arrow A>, then “Software version management” <arrow B>, then “Adapting software” <arrow C>, then select “Attach to the test plan” <arrow D>.



- Select “Adapting software” <arrow A> from the test plan list.
- Select “Perform test” <arrow B>.



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



NOTE

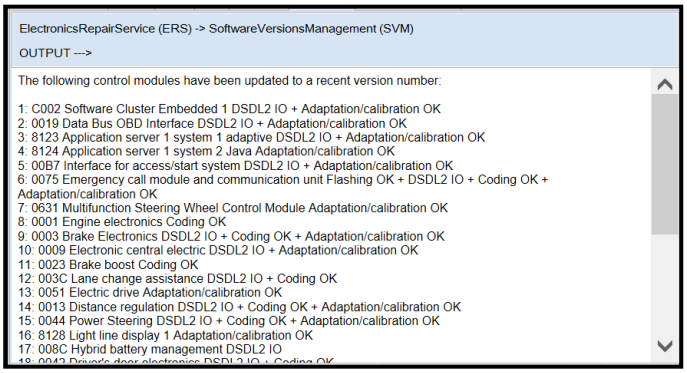
Using <u>Bluetooth or WiFi</u> for this action is <u>PROHIBITED</u>!

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
S35X

- Select “Accept” <arrow> and follow the on screen prompts.



- Pay attention to the status report of the control module updates.
- Any module stating NOT OK will have to be updated again.
- Selecting “Complete/Next” will begin another attempt to update the control module.
- Do not end the diagnostic session.

NOTE

If the flash ends with a generic error, or the status report states NOT OK for a module:

- Switch off ignition
- Send diagnostic protocol online
- Disconnect diagnostic interface from vehicle
- Restart ODIS
- Remove the fuse for the module that had the failure for 10 seconds
- Reinstall the fuse
    - Remove backup battery from the OCU in the case of a DA 0075 failure if the failure reoccurs
- Perform a bus sleep
- Start a NEW GFF session
- Identify the module
- Repeat SVM F35X

Proceed to Step 6 for performing Bus Sleep Procedure

Step 6 – Perform Bus Sleep Procedure

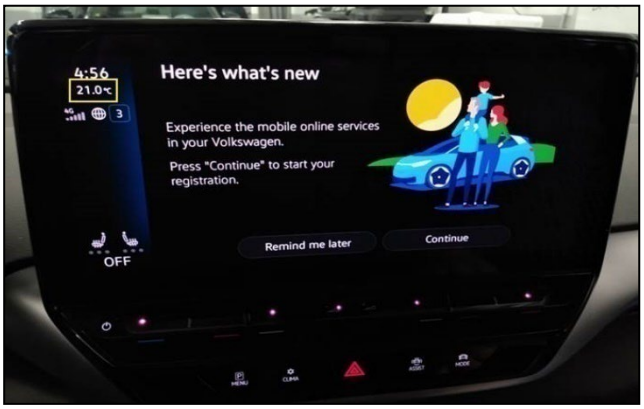
- Carry out the following steps in the specified sequence to put the vehicle in a bus sleep.
- Switch off the ignition.
- Turn off the hazards.
- Remove diagnosis interface from the vehicle diagnosis connection.
- Remove battery charger from the 12V battery.
- Close front and rear lid as well as all doors.
- Lock vehicle.
- Move vehicle key (remote control) at least 20 meters away from the vehicle.
- Wait at least 15 minutes until the vehicle is in bus silence.
- Then unlock vehicle again.
- Connect and switch on battery charger.
- Insert diagnosis interface on vehicle diagnosis connection.
- Switch on the ignition.
- Place a vehicle key (remote control) in the center console on the reader coil.

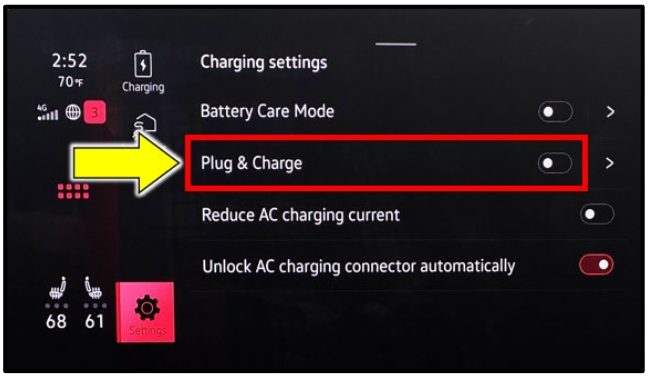
Proceed to Step 7 for performing manual basic settings

Step 7 – Perform Manual Basic Settings, Adjust Temperature Setting (if necessary), Reactivate Plug & Charge Feature (if equipped)

With the software update the basic settings of the steering angle sender -G85- and the end stops (soft stop) of the electric window lifter might be lost.

- Perform manual basic settings of steering angle sender -G85-:
  - Create drive readiness.
  - Turn steering wheel completely to the left and hold in the end position for 3 seconds.
  - Turn steering wheel completely to the right and hold in the end position for 3 seconds.
  - Return steering wheel to straight-ahead position.
  - Yellow steering light in cluster should go out.
- Adapt end stops (soft stop) of the electric window lifter for all windows:
  - Lower window completely. Release the switch. Hold window switch in the down position, at the second detent for 3 seconds.
  - Raise window completely. Release the switch. Hold window switch in the up position, at the second detent for 3 seconds.
- This software update may change the temperature units from Fahrenheit to Celsius. The setting can be changed in the infotainment display by going to *Settings* > *Unit Setting*s. This setting should be adjusted based on customer preference.





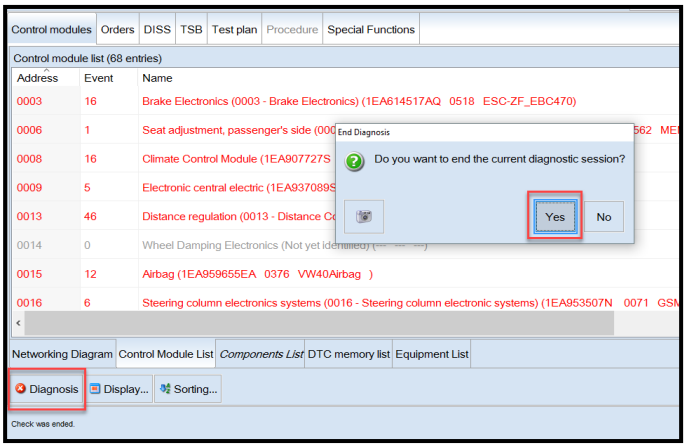
- If equipped with the Plug and Charge feature, restore the customer's settings <arrow> based on the notes taken prior to starting the software update.
  - *Home screen* > *Charging menu* > *Settings* > *Plug & Charge.*

NOTE

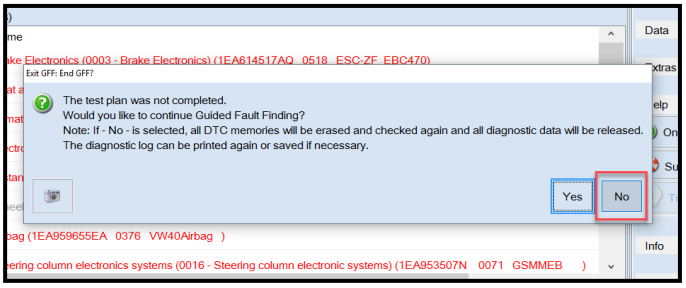
After completion of the software updates, restore any customer settings that have changed back to what was previously stored.

Proceed to Step 8 for performing GFF test plans for faults created by the flash process

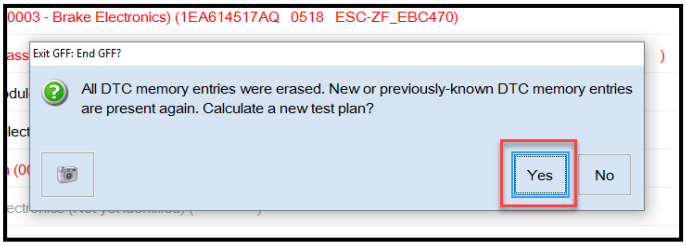
Step 8 – Perform GFF Test Plans For All Faults Created by the Flash Process



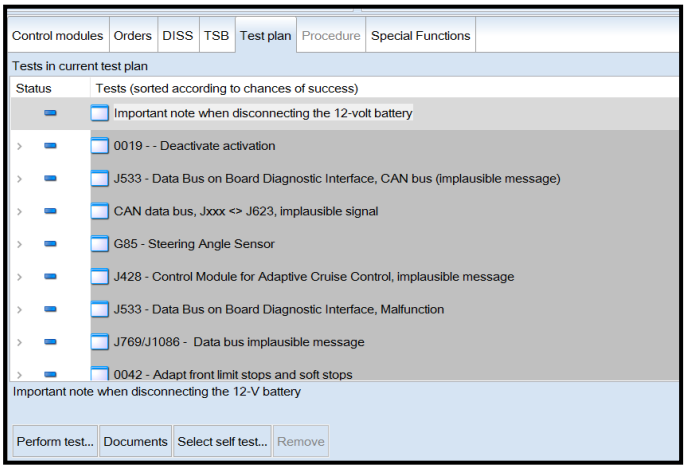
- Exit Diagnosis and select “Yes” to end the diagnostic session.



- When prompted to continue Guided Fault Finding, select “NO”.
- GFF will be exited and faults will be erased.



- Static faults created by the flash process will remain.
- When prompted, select “YES” to populate new test plans.



- Work through all test plans for faults created by the flash process.
- Reference any applicable TSBs that address “ghost” faults.
- Pay close attention to all steps outlined in the test plans and follow them exactly as described.
- Exit GFF and send diagnostic protocol online.

NOTE

Driver assist systems will not require re-calibration due to this software update.

CRITICAL REPAIR STEP

STOP!

Perform a test drive above 20 mph/35 kph 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.

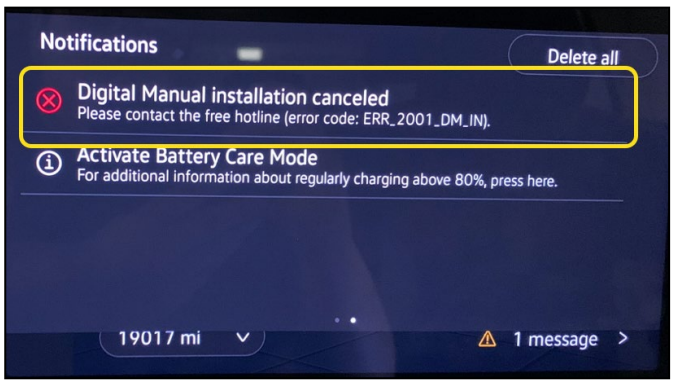
NOTE

Static faults may store in various control modules during the flash.

The ID Light may not operate as designed after the flash.

It may be necessary to perform the following in order to clear the faults and restore the ID Light operation:

- Drive the vehicle a short distance (around the parking lot, for example).
- Perform a bus sleep.



NOTE

A message may appear after the software update indicating the Digital Owner’s Manual installation was cancelled. This message should go away after a drive cycle.

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).

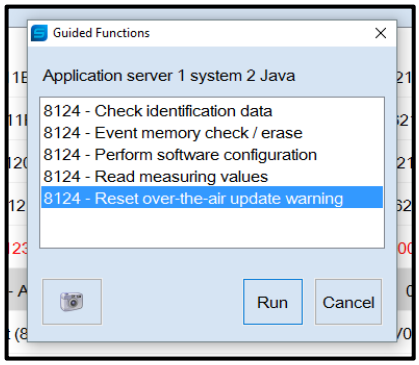
Appendix A – Software Table

Diagnostic Address	New Software Part Number	New Software Version
C002	V04007006SA	0329
0019	1EA937012AD	0329
0001	0EA906012EG	2927
	0EA906012DK	2603
0003	1EA614517BC	0526
0009	1EA937089AJ	0311
	1EA937089AK	0311
	1EA937084D	0311
	1EA937089AA	0311
	1EA937086J	0311
0023	1EA909059AN	0626
0051	1EA907121BC	6045
	1EA907121AH	6050
	1EA907121BE	6046
008C	0Z1915184J	1041
	0Z1915184G	1030
0042	1EA959593E	0551
0052	1EA959592E	0551
00C6	1EA915684GC	2022
	1EA915684GD	2022
	1EA915684GE	2022
	1EA915684GF	2022
	1EA915684GG	2022
0076	1EA919300A	0580
	1EA919294D	0421
005F	10A035842N	1751
8125	V04007008CD	1751
00BC	1EA959596E	0551
00BB	1EA959597E	0551
00CE	1EA907121AN	8022
	1ED907121AS	8353
0075	11A035285D	0686
006C	1EA980556J	0397
	1EA907556S	0314
00C0	11K035335F	0008
8116	11K035335G	0006

Appendix B – Restoring Terminal 15 in the Event of an OTA Immobilization

- Open the hood.
- Open the battery cover.
- Attach the battery charger to the 12V battery charging posts.
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.

- In diagnostic address 8124, select the test plan, “8124 – Reset over-the-air update warning.”
- Follow the test plan instructions to restore vehicle operation.
- Activate bus sleep:
    - Remove battery charger
    - Remove diagnostic interface from vehicle
    - Close all doors and hood
    - Lock vehicle with remote and leave vehicle locked for at least five minutes.



- Switch on ignition.
- Reconnect diagnostic interface.
- Continue to Section B to complete the 919A software update via USB + SVM.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

If the test plan fails to restore terminal 15 and/or vehicle’s rolling capability:

- Do not attempt any additional test plans or repairs.
- ODIS feedback must be sent.
- A TAC case must be opened.