



Compliance Recall

Code: 90A2

Subject	Instrument Cluster ABS-Brake Telltale			
Document History	Date	Summary		
	06/06/2025	Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle
	USA	2025	2025	ID. BUZZ
	CAN	2025	2025	ID. BUZZ
	<p>Vehicle Count</p> <p>5,637</p> <p>771</p>			
	<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 & verification source.</i></p> <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. 			
USA	<p>Government regulations require that either the common word "BRAKE" or other prescribed, specific icons are shown in text form for brake system malfunctions. It is possible that certain vehicles included in this recall do not have the correct data container to fulfill the regulatory requirement. Telltales that do not provide the prescribed warning according to regulations may cause driver confusion and, consequently lead to the driver ignoring the warning. If a brake warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash.</p>			
Problem Description	<p>FMVSS No. 135; Light vehicle brake systems & FMVSS No. 101; Controls and displays</p>			
CANADA	<p>Government regulations require that a red or red-orange-coloured tell-tale, represented by an exclamation mark inside of a circle surrounded by two smaller arcs on each side, illuminate in the event of a brake system malfunction. In the affected vehicles, this tell-tale is coloured amber instead of red or red-orange and does not comply with regulatory requirements.</p>			
Problem Description	<p>CMVSS No. 101 Controls, Tell-tales, Indicators and Sources of Illumination & CMVSS No. 135 Light Vehicle Brake Systems</p>			
	<p>In the event of a brake system malfunction, however, the driver will also receive a textual warning message advising them of a brake system malfunction, should one occur.</p>			
	<p>Owners are generally advised that telltales that do not provide the prescribed warning according to regulations may cause driver confusion and, consequently, lead to the driver ignoring the warning. If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash.</p>			
Corrective Action	<p>A data container update will be performed to correct this non-compliance, along with a vehicle software update.</p>			
Precautions	<p>If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash. As a reminder, the vehicle owner's manual contains important information regarding a vehicle's warning lights and messages. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they may see.</p>			
Code Visibility	<p>On April 11, 2025, the campaign code was applied to affected vehicles.</p>			
Owner Notification	<p>Owner notification will take place in June 2025. Owner letter examples are included in this bulletin for your reference.</p>			
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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</p>			

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2025 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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 the 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	90A2		
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.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0150 00 10	See ELSA	GFF/Guided functions (connect battery charger + setup) (main operation)*
	OR		
	2706 89 50	See ELSA	Battery charge (associated operation)*
	*Use the operation from the “main task” if only this service campaign is carried out during the workshop visit.		
	*Use the operation from the “associated task” if other work is also carried during the workshop visit.		
	9710 25 99	70	Update ICAS3 with USB
	2706 02 99	25 TU per bus sleep	Perform up to four bus sleep procedures
	NOTE: Two bus sleep procedures are required during the flash process. The reasoning for any additional bus sleep procedures must be documented in the claim comments.		
	2706 03 99	10 TU per procedure	Perform up to two terminal 30 reset procedures (if necessary)
	NOTE: Terminal 30 resets are not needed on every repair. However, up to two procedures may be needed in some instances. The reasoning for any terminal 30 reset procedure must be documented in the claim comments.		

Continued on next page

	Labor Op	Time Units	Description
	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
<p><i>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.</i></p> <p><i>Ensure the GFF logs are added together correctly. For example, two logs from the same diagnostic session are not allowed.</i></p> <p><i>The GFF paperless log IDs should be documented in the claim comments.</i></p> <p><i>Claims and GFF logs may be audited to ensure that the actual GFF log time is being claimed.</i></p>			

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: 25V233

Subject: Compliance Recall 90A2 - Instrument Cluster ABS-Brake Telltale

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 2025 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 135; *Light vehicle brake systems* and Federal Motor Vehicle Safety Standard (FMVSS) No. 101; *Controls and displays*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Government regulations require that either the common word "BRAKE" or other prescribed, specific icons are shown in text form for brake system malfunctions. It is possible that certain vehicles included in this recall do not have the correct data container to fulfill the regulatory requirement. Telltales that do not provide the prescribed warning according to regulations may cause driver confusion and, consequently lead to the driver ignoring the warning. If a brake warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will perform a data container update, along with a vehicle software update. This work will take about a day 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.

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.

Precautions you should take:

If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash. As a reminder, the vehicle owner's manual contains important information regarding a vehicle's warning lights and messages. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they may see.

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:1-888-275-9171); 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.

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

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2025 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

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: 2025-191

Subject: Compliance Recall 90A2 - Instrument Cluster ABS-Brake Telltale

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?

Government regulations require that a red or red-orange-coloured tell-tale, represented by an exclamation mark inside of a circle surrounded by two smaller arcs on each side, illuminate in the event of a brake system malfunction. In the affected vehicles, this tell-tale is coloured amber instead of red or red-orange and does not comply with regulatory requirements of Canada Motor Vehicle Safety Standard (CMVSS) No. 101 *Controls, Tell-tales, Indicators and Sources of Illumination* and Canada Motor Vehicle Safety Standard (CMVSS) No. 135 *Light Vehicle Brake Systems*.

In the event of a brake system malfunction, however, the driver will also receive a textual warning message advising them of a brake system malfunction, should one occur.

Owners are generally advised that telltales that do not provide the prescribed warning according to regulations may cause driver confusion and, consequently, lead to the driver ignoring the warning. If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will perform a data container update, along with a vehicle software update. This work will take about a day 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.

What should you do?

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

Precautions you should take:

If a warning is ignored and the vehicle continues to be driven, it can increase the risk of a crash. As a reminder, the vehicle owner's manual contains important information regarding a vehicle's warning lights and messages. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they may see.

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.

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 100
Amp** continuous supply



Diagnostic Tester
-VAS6150D-
(or higher)

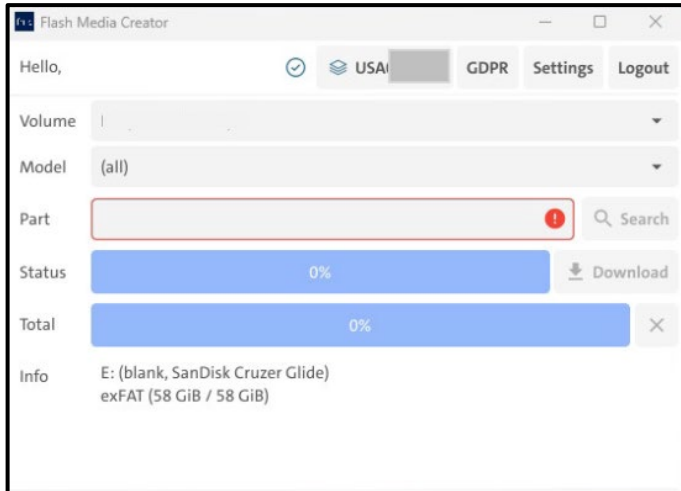
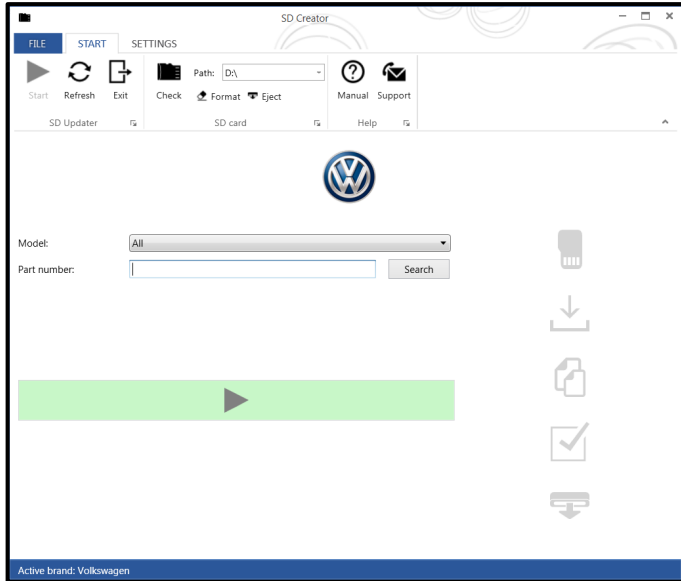


Diagnostic Interface
W-LAN
-VAS6154A-
(or higher)



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 Flash Media Creator (Edgebox) or the SD Creator program (mirror server).
- **Reference the latest version of VOS-25-26 for additional information about the Flash Media Creator and 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 Flash Media creator or 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.DC

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 Flash Media Creator or 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.

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

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **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

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.

CAUTION

The rear wiper may activate during the software update. Ensure that the rear window is free of any obstructions.

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:
 - Offboard Diagnostic Information System Service (ODIS Service) Number: **VOS-25-22** / Subject: New ODIS Support Feedback Procedure Date: Mar. 7, 2025
- Dealership's internet firewall settings must meet the specified requirements.
 - See communication: Diagnostic Device Hardware & Windows®, Number: **VHW-24-10** / Subject: VAS Diagnostic Device Firewall Settings / Date: December 20, 2024
- ODIS user must have GRP access.
 - See communication: Offboard Diagnostic Information System Service (ODIS Service), Number: **VOS-24-35** / ODIS log in Procedure for Group Retail Portal (GRP) Date: Mar. 27, 2024
- 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.
- Dealership's Edge Box must be installed and configured correctly:
 - See communication: D3 Edge Box server Installation and Troubleshooting Guide.
- 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 must be interrupted for any reason, the best stopping point is at one of the bus sleep steps.

⚠ CRITICAL REPAIR STEP



When flashing the ID.Buzz and future Volkswagen models, ensure that port 8080 on your diagnostic device is enabled for incoming TCP connections. Please contact your local IT administrator as needed. If there are any support-related queries, please contact ODIS service support. The relevant firewall settings can be found in the table below.

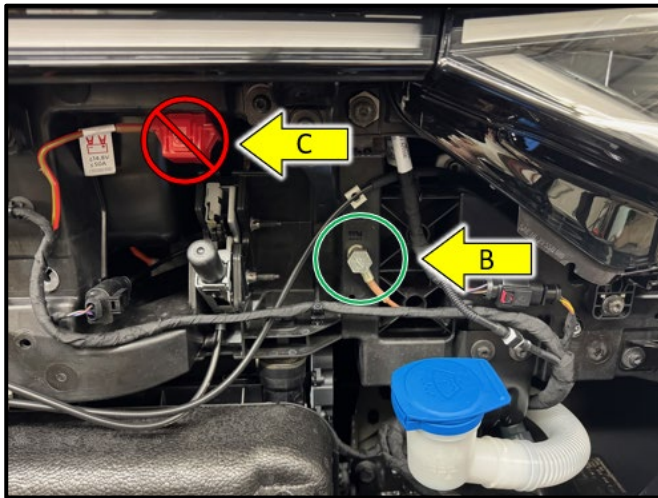
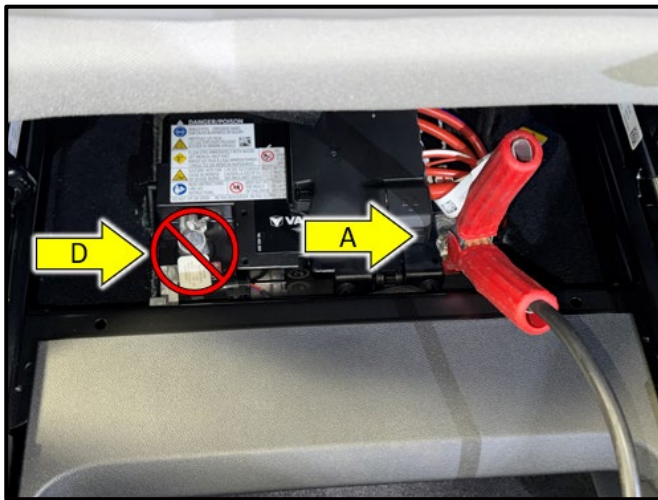
See communication: Diagnostic Device Hardware & Windows®, Number: VHW-24-10 / Subject: VAS Diagnostic Device Firewall Settings / Date: December 20, 2024

Configuration:	Communication between ODIS service and TCP port 8080
Direction:	Inbound
Firewall profile:	Private network
Program path to be released:	All programs
Protocols & ports:	TCP/Local port/8080
Local IP address:	Any IP address
Remote IP address:	192.168.13.69, 192.168.13.100-192.168.13.254

⚠ CRITICAL REPAIR STEP



- Check for pre-existing faults.
- Any module 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.



⚠ CRITICAL REPAIR STEP

STOP! 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, connect the positive cable directly to the 12V battery positive terminal <arrow A> under the driver front seat and connect the negative cable to the grounding lug <arrow B> under the front access panel.
- **DO NOT** connect the positive cable to the connection point <arrow C> under the front access panel.
- **DO NOT** connect ground cable directly to negative terminal of the battery <arrow D>.

i TIP

Moving the driver front seat all the way forward and to its highest position allows for easier access to the 12V battery.

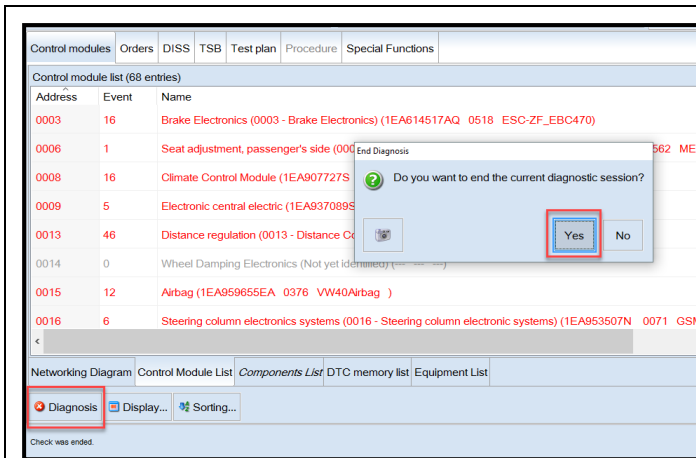
! NOTE

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.

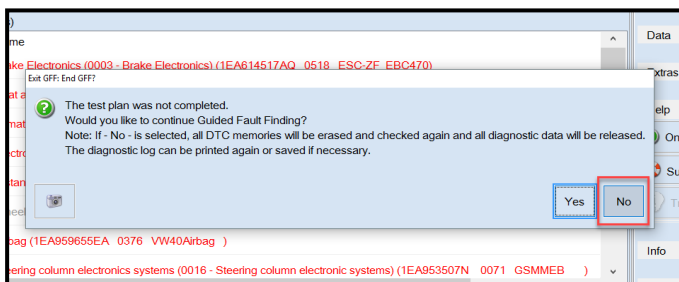
Step 1 – Perform Initial GFF Scan and Clear Fault Memory



- Connect the diagnostic head to the vehicle.
- 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>.



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



- When prompted to continue Guided Fault Finding, select “NO”.
- The GFF exit process will begin.
- When prompted, select “NO” to populate new test plans.
- The diagnostic session will be ended and the fault memory will be cleared.

Proceed to Step 2 for performing the USB update

Step 2 – USB Flash of ICAS3

- Ensure the battery charger is connected.
- Ensure there is nothing connected to the OBD diagnosis connection.
- Ensure that no other USB drives are connected.

! NOTE

The ignition must remain on during the entire flashing process.

- **The driver door must remain open.**
- **Insert the seat belt into the driver seat belt buckle.**

! NOTE

Observe the ignition status often. Even with the door open and seat belt buckled, 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 cup holder area as shown.
- 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 may display “Sorry, no playable files are available” when the ignition is turned on. This is normal. DO NOT remove the USB drive from the USB port.



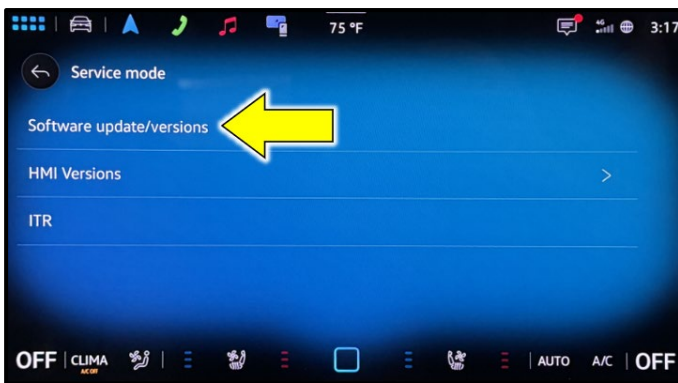
- Press and hold the home key.
- During the update, the instrument cluster display will change multiple times.

NOTE

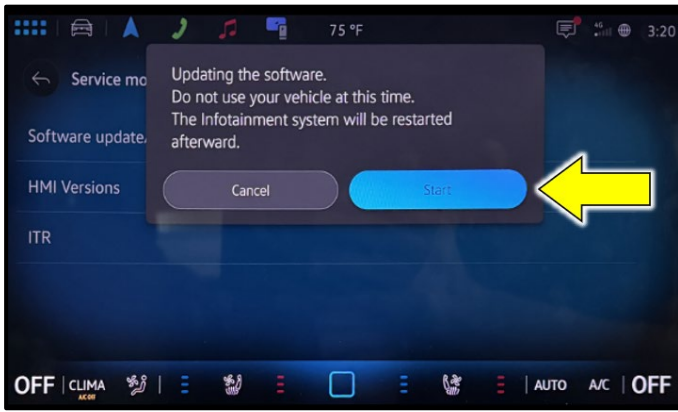
Observe the ignition status often. Even with the door open and the seat belt buckled, it may be possible that the ignition turns off on its own.

CAUTION

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

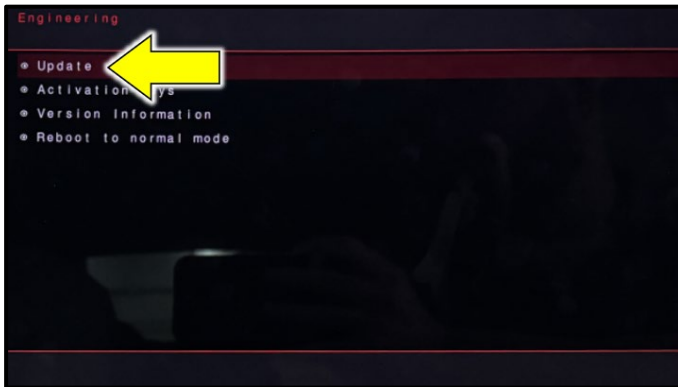


- Select “Software update/versions”.

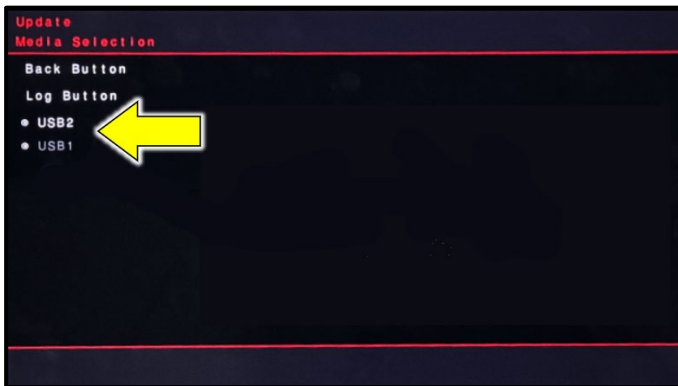


- Select “Start” when prompted.

NOTE
 After selecting the “Start” option, the infotainment screen will go blank and the red engineering menu (REM) will populate after a few moments.



- Select “Update”.



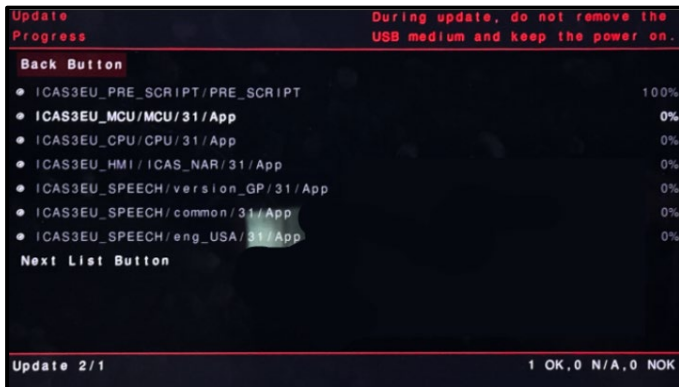
- Select the applicable USB port.



- Select “Start update”.

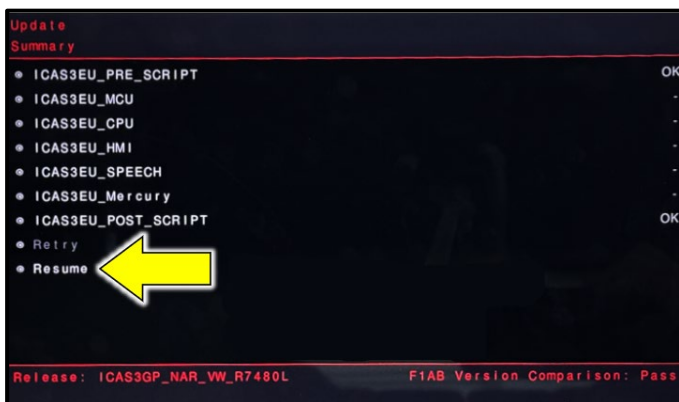


- Select “Start update”.

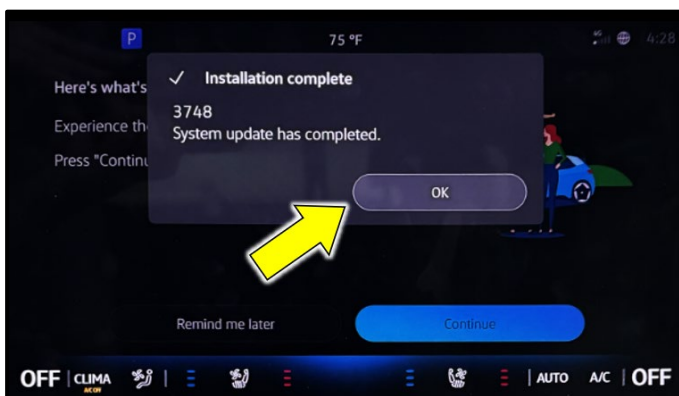


NOTE

The infotainment display will show the software update progress.



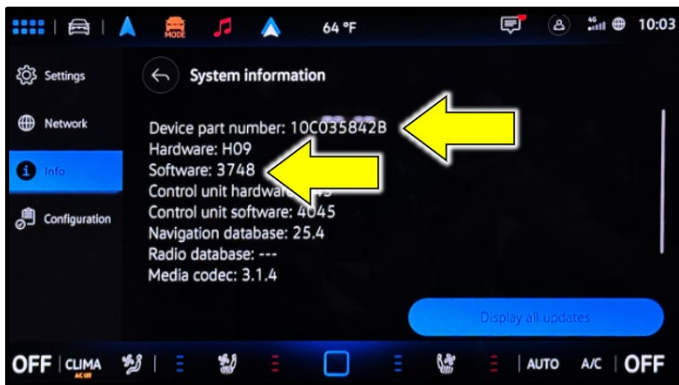
- Once the software update has successfully completed, select “Resume”.



NOTE

After the update has been completed and the system is back on the home screen, after a few moments a message confirming the installation was completed will populate.

- Select the option for “OK”.
- Remove the USB drive.



- Check software version on infotainment display.

NOTE

If software version did not update to 3748, if there were any update failures while in the REM, or if the Device part number did not change to 10C035842B:

Turn off ignition

Remove USB if still installed

Reset ICAS3:

- Open driver door
- Remove fuse for the J794/ICAS3 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

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

CRITICAL REPAIR STEP

STOP! STOP!

If a diagnostic session was started, address 005F and address 8125 must be re-identified before performing the software update in Step 4.

Failure to do so can result in error code ODS5003E or ERP0215E when the SVM is attempted in Step 4.

Proceed to Step 3 for performing a bus sleep.

Step 3 – 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.
- 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 cup holder area on the reader coil.

Proceed to Step 4 for performing software update via SVM.

Step 4 – Perform Software Update SVM

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.

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 be inserted into the buckle.

The driver door must be open.

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.**



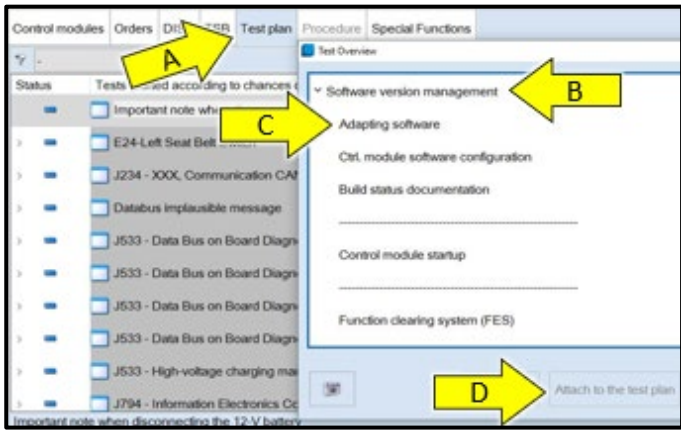


- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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

⚠ CRITICAL REPAIR STEP

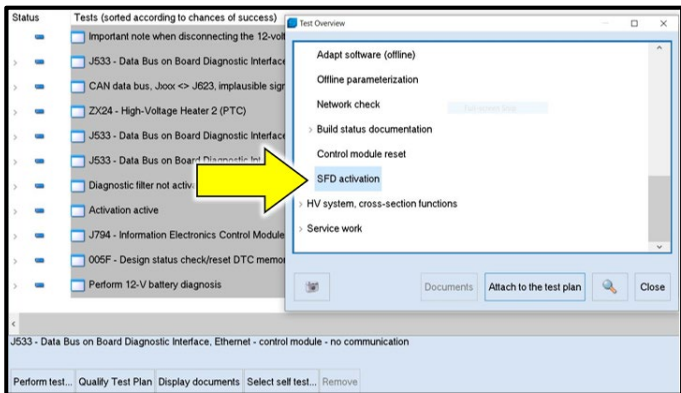
STOP STOP! STOP

- 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.
- Any module 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.



All vehicles:

- 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>.

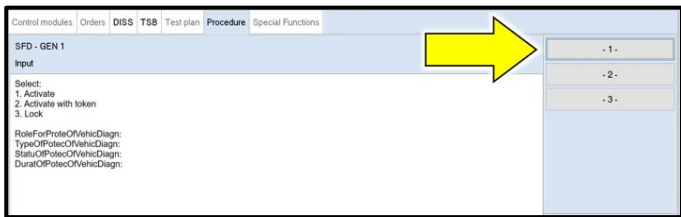


Only for vehicles equipped with heads-up display (DA 0082):

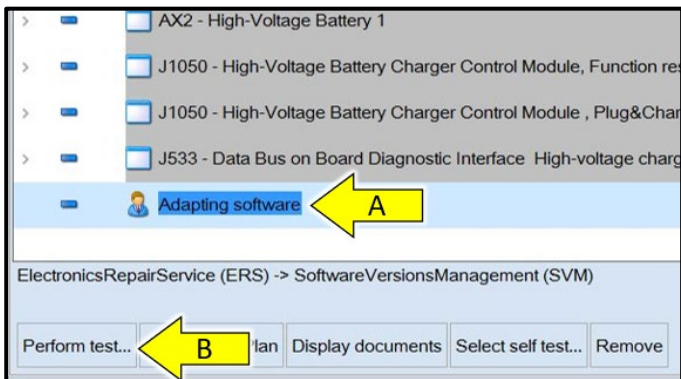
- Select “SFD activation” and attach it to the test plan.
- Perform the test plan.

NOTE

If the SFD activation is not performed for the heads-up display (DA 0082), the flash may fail, and error code 8113 may occur.

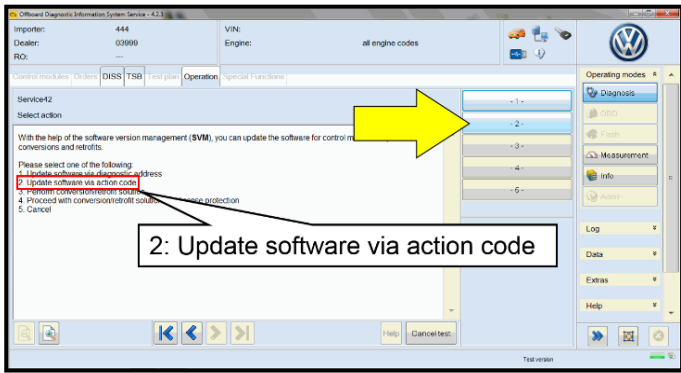


- Select option “1” for “Activate”.
- When prompted by the test plan, enter 0082 for the diagnostic address.
- Follow the on-screen prompts.



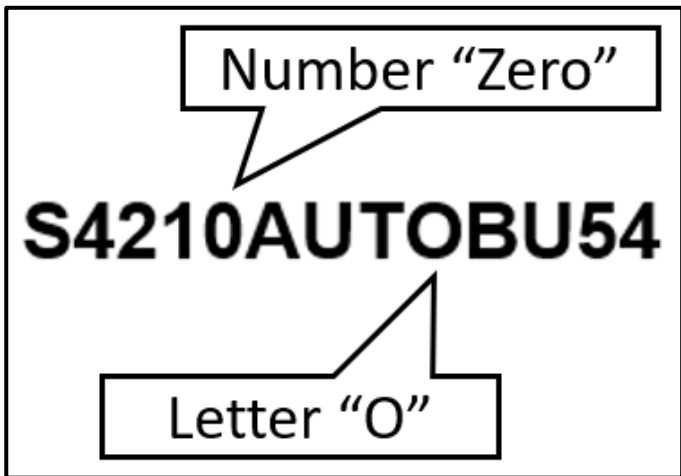
Continuation for all vehicles:

- 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
 If any errors occur, see Appendix A for information and possible solutions. If the information provided in Appendix A does not resolve the concern, please create a TAC WEB ticket for further direction before performing any more flash attempts.



CRITICAL REPAIR STEP

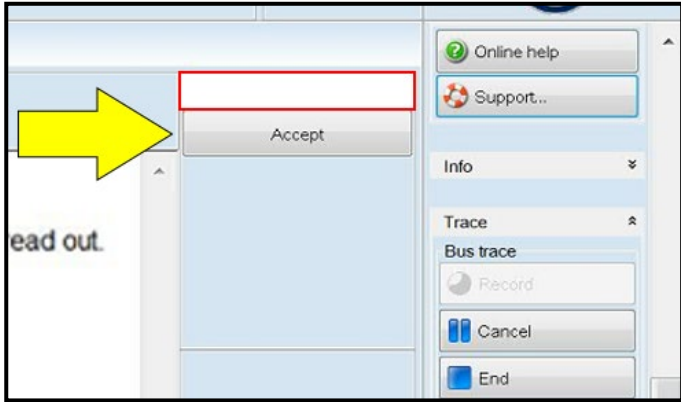


The SVM code contains the letter “O” and the number “Zero”. See the image to the left for the position of each of these characters.

NOTE

*Using Bluetooth or WiFi for this action is **PROHIBITED!***

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



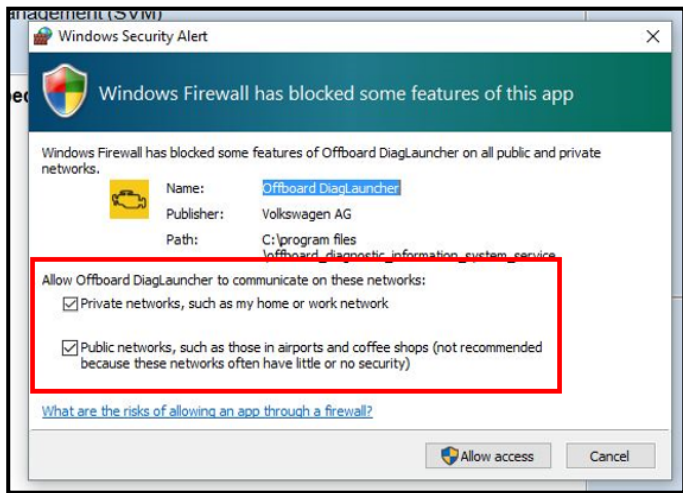
- Cycle the ignition switch off and back on prior to starting the update.
- Enter the corrective action code (SVM code) as listed below.

SVM code
S4210AUTOBU54

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

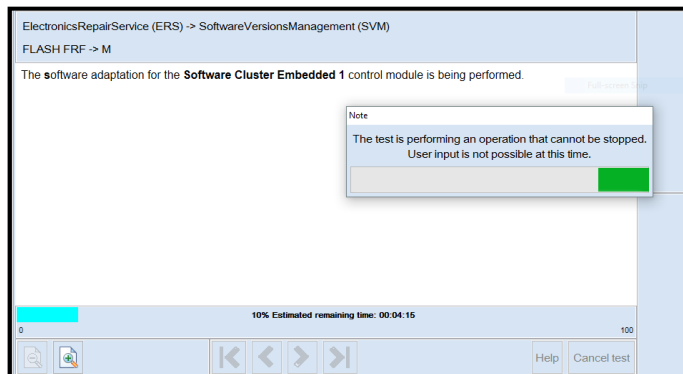
NOTE

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 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

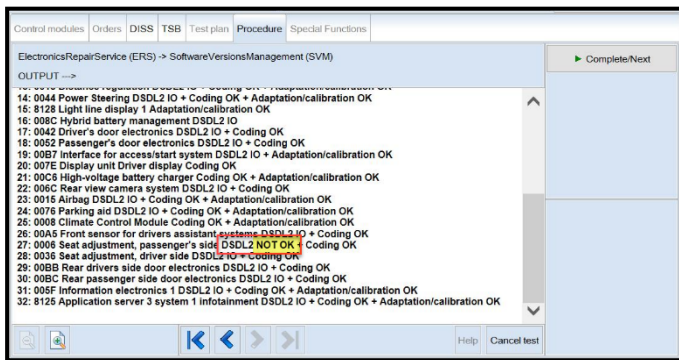
In-vehicle messages and warnings stating the HV battery state of charge is at 0% may occur during this software update process. This is normal.

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.

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.



- Pay attention to the status report of the control module updates.
- Any module stating NOT OK will have to be updated again.
- It may take more than one attempt to update every control module.

- Do not end the diagnostic session
- **DO NOT proceed to the next SVM update until SVM S4210AUTOBU54 has 100% completed successfully.**

Proceed to Step 5 for performing vehicle bus sleep.

Step 5 – 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.
- 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 cup holder area on the reader coil.

Proceed to Step 6 for performing software update via SVM.

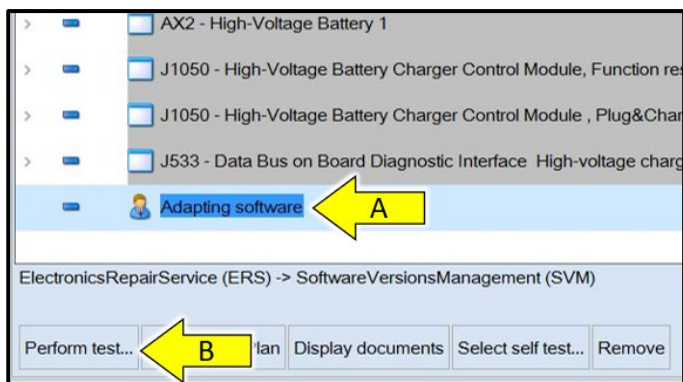
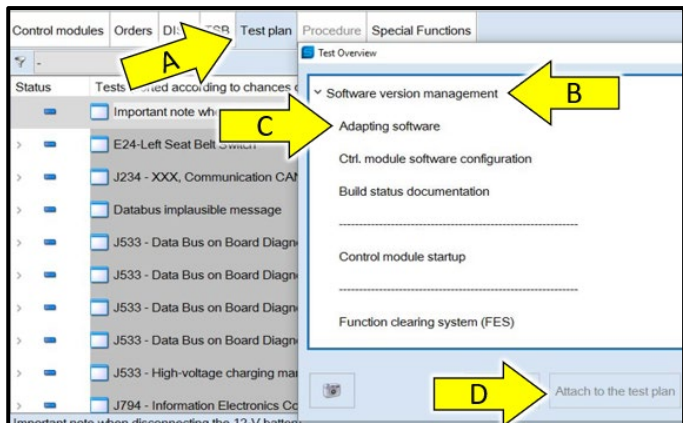
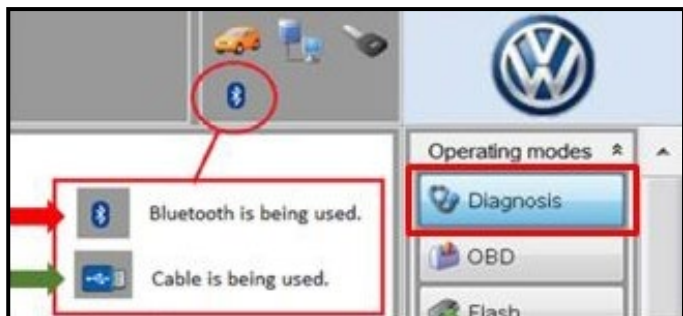
Step 6 – Perform Software Update SVM



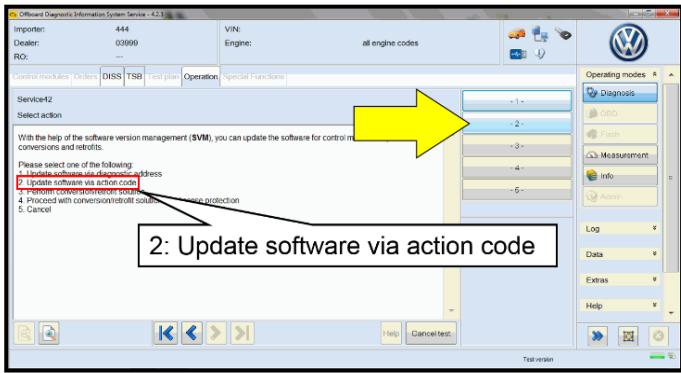
NOTE

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.
- Cycle the ignition off and 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>.



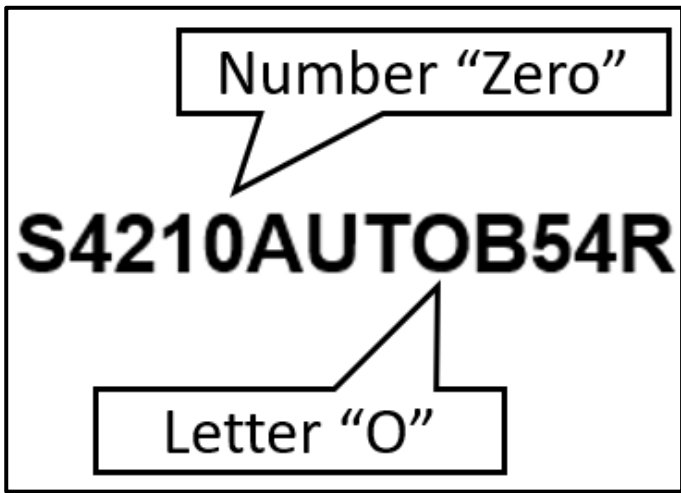
- Select “Adapting software” <arrow A> from the test plan list.
- Select “Perform test” <arrow B>.



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

NOTE

If any errors occur, see Appendix A for information and possible solutions. If the information provided in Appendix A does not resolve the concern, please create a TAC WEB ticket for further direction before performing any more flash attempts.



CRITICAL REPAIR STEP

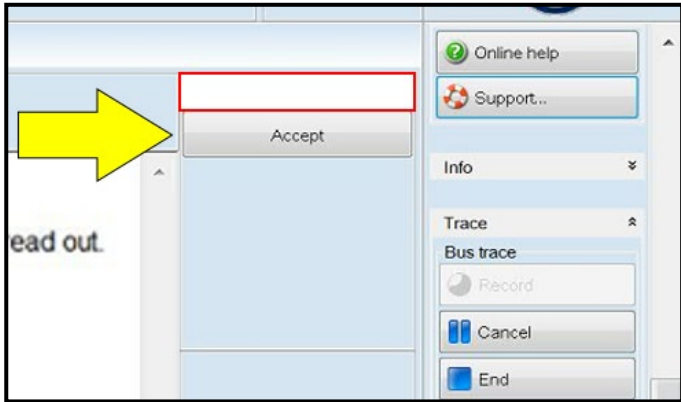
STOP! STOP!

The SVM code contains the letter “O” and the number “Zero”. See the image to the left for the position of each of these digits.

NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

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

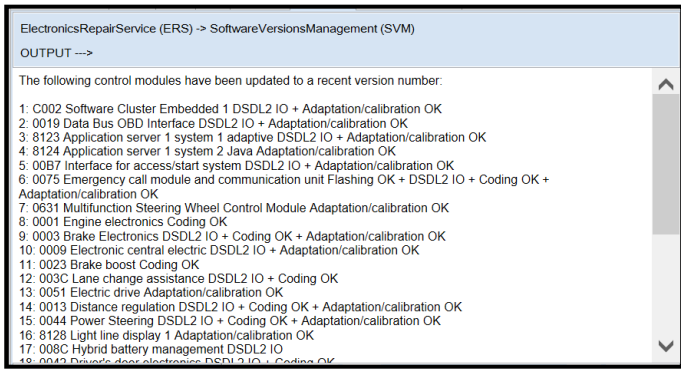


- Enter the corrective action code (SVM code) as listed below.

SVM code

S4210AUTOB54R

- 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.

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.

Proceed to Step 7 for performing manual basic settings

Step 7 – Perform Manual Basic Settings (if necessary)

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

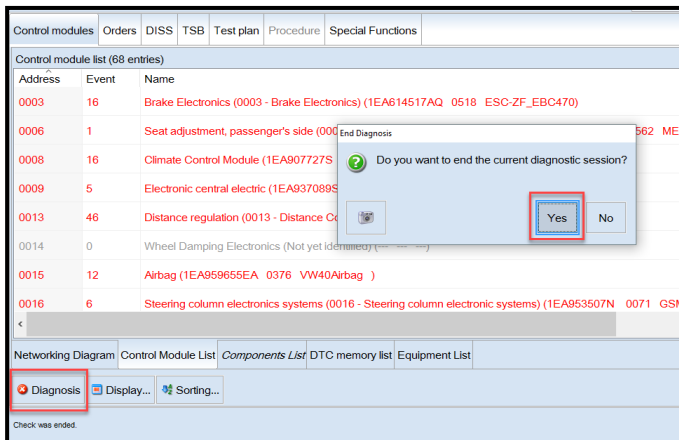
- Perform manual basic settings of steering angle sender -G85-:
 - Create drive readiness.
 - Turn steering wheel completely to the left and hold in the end position for 3 seconds.
 - Turn steering wheel completely to the right and hold in the end position for 3 seconds.
 - Return steering wheel to straight-ahead 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.
- Perform manual basic setting of the sliding doors:
 - Open the sliding doors from the exterior handles.
 - Close the doors with the exterior door handles.
 - If needed, run through the basic settings using the ODIS test plan.

NOTE

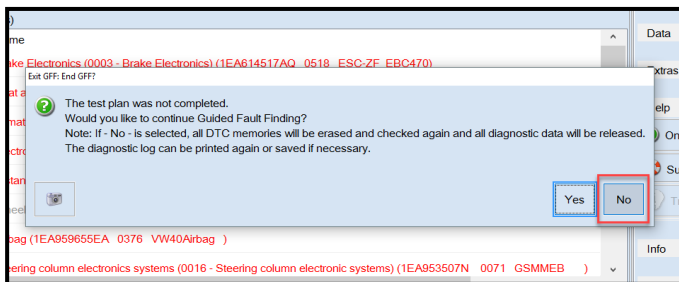
After completion of the software updates, restore any customer settings that have changed back to what was previously stored.

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

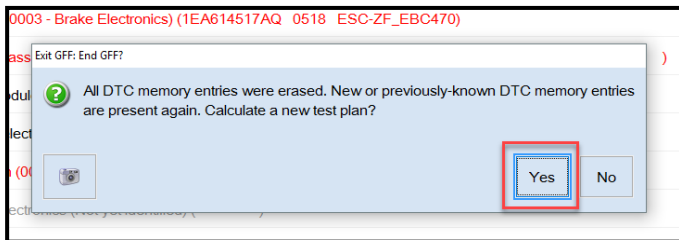
Step 8 – Perform GFF Test Plans for All Faults Created by the Flash Process



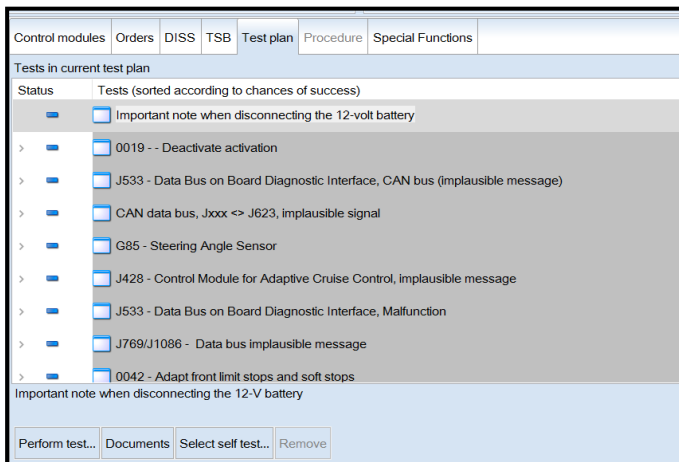
- Exit Diagnosis and select “Yes” to end the diagnostic session.



- 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



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.

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 – Flash Errors and Possible Solutions

! IMPORTANT

If the information provided in this section does not resolve the concern, please create a TAC WEB ticket for further direction before performing any more flash attempts.

! NOTE

Requests for additional parts and/or labor to resolve IT issues or problems in relation to dealer tools will not be covered under the campaign.

! FLASH ERROR INFORMATION

Error	Cause	Possible correction
ERP8118 or ERP8075 or ERP0225E	The measure cannot be carried out because of missing control unit data. Often not all necessary control units are “identified” or “reachable”.	<p>If a module cannot be manually identified:</p> <ul style="list-style-type: none"> • 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 the appropriate SVM <p>If this does not correct the issue:</p> <ul style="list-style-type: none"> • Perform a terminal 30 reset (capacitive discharge). <ul style="list-style-type: none"> ○ See Tech Tip 27-21-02TT for information pertaining on how to perform a terminal 30 reset on this vehicle. ○ The Tech Tip states to leave the 12V battery disconnected for 15min. In this scenario, this amount of time is not required. Once the HV contactors open after pressing the brake pedal and 12V power is fully disconnected (see Tech Tip), the 12V battery only needs to be left disconnected for 1-2min. • Identify the affected module. • Repeat the appropriate SVM
ERP8113	The measure cannot be carried out because of SFD security access/activation.	<ul style="list-style-type: none"> • Perform SFD activation test plan for the following modules: <ul style="list-style-type: none"> ○ 0009, 0019, 8123, 8124, C002, and 0082 (if equipped) • Repeat the appropriate SVM

Continued on next page

Error	Cause	Possible correction
ERP9024 or ERP9999	There are connection issues to the D3 Edge Box that need to be resolved.	<ul style="list-style-type: none"> • Contact IT support in order to check the URL configuration and software version of your D³ infrastructure • Ensure that the scan tool firewall and port settings are configured per VHW-24-10 • Repeat the appropriate SVM after the IT issue has been resolved
"No vehicle connected" message	There is a poor connection between the vehicle and the scan tool or Terminal 15 did not switch back on.	<ul style="list-style-type: none"> • Cycle the ignition back on • Check the USB connections at the diagnostic head and the scan tool • Check the USB cable for damage • Check for pin fit issues at the DLC • Repeat the appropriate SVM after the connection issue has been resolved
ODS5003E or ERP0215E	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)	<ul style="list-style-type: none"> • Manually identify the affected control module(s) or start a new GFF session and repeat the appropriate SVM. • Perform a bus sleep or reset the control module, then repeat the appropriate SVM.