

# UPDATE Technical Bulletin



November 06, 2012

## UPDATE 23i1 – TDI ECM Software Update (FED\_EMS)

### NOTE:

- Perform this UPDATE on all applicable vehicles within **FEDERAL EMISSIONS WARRANTY**
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

### NOTE:

**Required DMS Wording/Programming Text (SAGA claim comments):** UPDATE - 23i1 TDI ECM Software Update (FED\_EMS)

Model(s)	Year	Engine Code	Trans. Code	From	To
Touareg	2009	CATA	ALL	WVG_M_7L_9D014809	WVG_M_7L_9D039593
Touareg	2010	CATA	ALL	WVG_K_A9_AD000017	WVG_K_A9_AD004385

### REVISION HISTORY

Revision	Date	Purpose
1	June 21, 2011	Original publication
2	June 21, 2011	SVM Code Updated
3	November 06, 2012	Warranty Parameters updated

## Condition

This update has been proactively released to address customer satisfaction issues.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 23i1 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.



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## Technical Background

ECM Software update to address customer satisfaction issues.

## Production Solution

Not applicable

## Service

### **NOTE:**

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an ElsaWeb printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

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

**EXAMPLE**

Two green arrows point to the '01' and 'Open' cells. Arrow 1 points to '01' and arrow 2 points to 'Open'.

## Step 1:

- Enter the VIN in ElsaWeb and proceed to the "Campaign/Action" screen



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

← Ensure that the Status is "Open"

<arrow 2>

- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

## Step 2:

- According to the table below, check and if necessary, update software via Guided Fault Finding (GFF)=> Function/component selection=> Software Version Management=> Adapting Software test plan



### Tip:

To Update-Programming using SVM, **review and follow** instructions in **Technical Bulletin Instance 2014603** "Software Version Management".

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:

Prior to launching VAS-PC application and starting control module update process, confirm tester screen saver and power settings in accordance with ServiceNet=> Workshop Equipment=> VAS Tester=> Service Information=> 2012=> Circular # VVT-12-02. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

**When using a VAS 6150/5051B or VAS 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.**

**VAS tools must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.**

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Update the Engine Control Module using the SVM Unit code as listed in the table below:

Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
CATA	7L0907401K	Y752, 0010 - 0050	7L0907401K	70	331E
CATA	7L0907401T	0010 - 0050	7L0907401T	60	331E

The procedure can be found in GFF under Functions/ Component Selection, Software Version Management, Adapting Software.



## 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!

## Required Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
VAS Diagnostic Tool	VAS 5051B, 5052/A, 6150 (Base CD V15.00 and Brand CD V15.96 or higher)

## Warranty

<b>Claim Entry Procedure</b>	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
<b>Claim Help</b>	<b>U.S. dealers</b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry. <b>Canadian dealers</b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
<b>Required Customer Notification</b>	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.



## SAGA Code 23i1 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

**Service No.:** 23i1

**Damage Code:** 0099

**Parts Manufacturer/Vendor Code:** WWO

### Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

**Criteria I.D. 01 Check software level; no update required.**

**Repair operation: 0183 00 99 10 TU**

**-OR-**

**Criteria I.D. 01 Check software level; perform software update.**

**Repair operation: 2360 25 99 80 TU**

***There is NO reimbursement for wash or loaner vehicle!***

**If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR if customer refused repairs.**

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

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## UPDATE FACT SHEET – UPDATE Code 2311

Dear Volkswagen Customer,

Today we performed UPDATE code 2311 on your vehicle. This UPDATE is a ECM software update for your TDI engine, and was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!

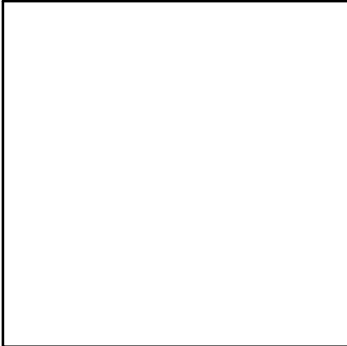
**ADD TUNING FORM!**



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING\*  
ACKNOWLEDGEMENT AND AUTHORIZATION FOR  
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

\*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

Date: \_\_\_\_\_  
Dealer Number: \_\_\_\_\_  
Vehicle Identification Number: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_



Dealer stamp

I \_\_\_\_\_, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

\_\_\_\_\_  
\_\_\_\_\_  
TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):  
\_\_\_\_\_

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

\_\_\_\_\_  
Signature of Customer