



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 2012

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Emissions Service Action 24V3 (Was UPDATE 24V3)

2011 MY Volkswagen Routan – PCM Programming

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Emissions Service Action 24V3 (Was UPDATE 24V3) PCM Programming

Effective immediately, UPDATE 24V3 for 2011 Routan PCM programming has become Emissions Service Action 24V3 as follows:

Problem Description: In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

Corrective Action: Dealers will reprogram the PCM with updated software. On vehicles where the MIL is already illuminated due to this issue (two or more of the following DTCs active/stored as a pair for circuit high: P0032, P0038, P0052, P0058 **OR** two or more of the following DTCs active/stored as a pair for circuit low: P0031, P0037, P0051, P0057), dealers will replace the PCM. This work will be done for customers free of charge.

What should dealers do?

Affected inventory vehicles will appear on dealer VIM reports with the code **24V3**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this action, and ensure that the work is completed prior to the sale or lease of the vehicle. Additionally, when scheduling customers, please ensure they are reminded to bring all vehicle keys with them to their service appointment.

Requirements for Emissions Campaigns Having Customer Notification (California ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost *can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.*

Parts Allocation: Because the anticipated replacement rate for the PCM is extremely low (less than 1%), there will be no parts allocation for this action.

Customer Mailing: Customer notification will take place on or about February 7, 2012.

Code Visibility Date: Because this action was previously an UPDATE, the 24V3 code is already visible on affected vehicles. In ElsaWeb, dealers will see the description change from UPDATE to SERV_ACT. This change will take place on or about February 7, 2012. A new circular with the repair procedure will be available in both ElsaWeb and in ServiceNet on that date as well.

Allocation List Release Date: Allocation lists will be available under My Dealership Reports on the VW Hub prior to customer notification.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Product Compliance



Frequently Asked Questions (FAQ) Emissions Service Action 24V3

SUMMARY

- **Campaign Code:** 24V3
- **Launch Date:** February 7, 2012
- **Code Visibility Date:** Currently visible
- **Customer Notification Date:** February 7, 2012
- **Circular Release Date:** February 7, 2012
- **Allocation List Release Date:** February 7, 2012

■ **Affected Vehicles:**

United States: 2011 MY Volkswagen Routan
Canada: 2011 MY Volkswagen Routan

Number of Vehicles Affected:

USA: approximately 8,000

Canada : approximately 500

Problem Description: In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

Corrective Action: Dealers will reprogram the PCM with updated software. On vehicles where the MIL is already illuminated due to this issue (two or more of the following DTCs active/stored as a pair for circuit high: P0032, P0038, P0052, P0058 **OR** two or more of the following DTCs active/stored as a pair for circuit low: P0031, P0037, P0051, P0057), dealers will replace the PCM. This work will be done for customers free of charge.

How is this action similar to vehicle UPDATE 24V3?

This action is identical to vehicle UPDATE 24V3. The UPDATE has been changed into an emissions service action. Vehicles repaired under UPDATE 24V3 do not require any additional work.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. As always, if the Malfunction Indicator Light comes on, customers should contact an authorized Volkswagen dealer to have the vehicle inspected/repaired.

Is a loaner vehicle being covered under this action?

No. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

Is towing being covered under this action?

No. Dealers with customers needing a vehicle towed should contact their FOM for approval if the vehicle is outside the Roadside coverage parameters.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

What is the customer notification plan?

Customer notification is anticipated to take place in February 2012. Additionally, when scheduling customers, please ensure they are reminded to bring all vehicle keys with them to their service appointment

When will the repair instructions become available?

On or about February 7, 2012 the repair instructions will appear as an emissions service action in ElsaWeb and ServiceNet.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their VIM report to identify any affected vehicles that may be in their inventory. Dealers should ensure that this action has been performed on inventory vehicles prior to their sale or lease.

If a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

Requirements for emissions campaigns having customer notification (CALIFORNIA ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost *can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.*

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Emissions Service Action

Code: 24V3

Subject: 2011 Model Year Routan PCM Programming

February 7, 2012

Effective immediately, UPDATE 24V3 for 2011 Routan PCM programming has become Service Action 24V3.

Problem Description

In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

Corrective Action

Dealers will reprogram the PCM with updated software. On vehicles where the MIL is already illuminated due to this issue (two or more of the following DTCs active/stored as a pair for circuit high: P0032, P0038, P0052, P0058 **OR** two or more of the following DTCs active/stored as a pair for circuit low: P0031, P0037, P0051, P0057), dealers will replace the PCM.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair 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 campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

2011 Routan

2V4RW_DG_BR621789 - 2V4RW_DG_BR806335
Production date: February 23, 2011 – July 07, 2011

Canada

2011 Routan

2V4RW_DG_BR621665 - 2V4RW_DG_BR786669
Production date: January 27, 2011 – June 28, 2011

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles

- Affected inventory vehicles will appear on dealer VIM reports with the code **24V3**. Dealers should check their VIM report to see if they have any in-stock vehicles affected by this action and ensure that the work is completed prior to the sale or lease of the vehicle.
- Allocation lists of customer vehicles will be available under My Dealership Reports on the VW Hub on or about February 7, 2012, prior to customer notification.

Parts Information and Allocation

Because the anticipated replacement rate for the PCM is extremely low, there will be no parts allocation for this action.

Owner Notification Mailing

Customer notification is anticipated to take place on or about February 7, 2012.

Requirements for Emissions Campaigns Having Customer Notification (California ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

NOTE: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order. **See Claiming Instructions on next page.**

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: 24V3
Damage Code: 0099
HST Number: CWM2027508

An HST number is required for Routan actions.

Parts Manufacturer

Removed part: Use vendor code **USM**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Check software level; perform software update

Repair operation: 2470 25 99 40 T.U.

-OR-

Criteria 01 – Replace PCM; perform software update

Repair operation: 2470 19 99 70 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	7B0 906 032 EX RMN	Powertrain Control Module (PCM)

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S.) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (United States – EXCEPT CALIFORNIA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24V3/2B
Powertrain Control Module (PCM) Programming
2011 Model Year Volkswagen Routan**

Dear Volkswagen Owner:

Some customers with 2011 model year Volkswagen Routan vehicles have reported that the Malfunction Indicator Light (MIL) in their vehicle has illuminated. After researching the issue, we found this to be caused by a software issue with the powertrain control module (PCM). Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What Is The Problem?

In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

What Will Volkswagen Do?

Dealers will reprogram the PCM with updated software. On vehicles where the MIL is already illuminated due to this issue (two or more of the following DTCs active/stored as a pair for circuit high: P0032, P0038, P0052, P0058 **OR** two or more of the following DTCs active/stored as a pair for circuit low: P0031, P0037, P0051, P0057), dealers will replace the PCM. This work will be done for customers free of charge.

IMPORTANT!

Please note that if the PCM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the PCM to original factory specifications is NOT covered under this action.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Please ensure that you bring all keys for your vehicle with you to your service appointment.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

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.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center (24V3/2B)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

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. ©2012 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (CALIFORNIA ONLY)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24V3/2B
Powertrain Control Module (PCM) Programming
2011 Model Year Volkswagen Routan**

Dear Volkswagen Owner:

Some customers with 2011 model year Volkswagen Routan vehicles have reported that the Malfunction Indicator Light (MIL) in their vehicle has illuminated. After researching the issue, we found this to be caused by a software issue with the powertrain control module (PCM). Our records show that your vehicle was built within the production date range of vehicles that may experience this issue.

What Is The Problem?

In some vehicles, the software within the powertrain control module (PCM) can, over time, cause the oxygen sensor heater sense resistor circuit to fail. If this happens, the Malfunction Indicator Light (MIL) will come on. This issue does not cause any vehicle drivability concerns.

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Please note that if the PCM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the PCM to original factory specifications is NOT covered under this action.

IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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*Volkswagen of America, Inc.
Attn: Customer CARE Center (24V3/2B)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24V3/2B
Powertrain Control Module (PCM) Programming
2011 Model Year Volkswagen Routan**

Dear Volkswagen Owner:

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Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer CARE Center (24V3/2B)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-893-5298

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance(C)”

IMPORTANT!

Please note that if the PCM in an affected vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, repairs needed to repair, replace, or return the PCM to original factory specifications are NOT covered under this action.

Required Parts:

Quantity	Part Number	Part Description
1 (If needed)	7B0 906 032 EX RMN	Powertrain Control Module (PCM)

Special Tools:



← Star Mobile Diagnostic Tool



Tip: Make sure StarMobile diagnostic device has a minimum software level of 10.04.08.

Work Procedure:



Section A – Check for Previous Repair

- 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

Section B – Checking DTCs

 Note: This campaign is designed to be performed on a normally operating vehicle system or a system containing specified DTCs. If DTCs outside of the ones specified in this campaign exist, record and address those DTCs prior to beginning this campaign. This campaign does not cover diagnosis or repair of DTCs or other issues outside of those outlined in this campaign.

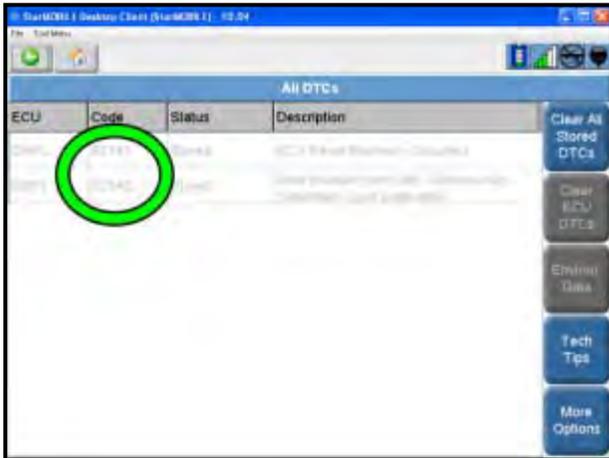
 Tip: Make sure StarMobile diagnostic device has a minimum software level of 10.04.08.



- Connect the StarMobile diagnostic device to the vehicle
- ← With the StarMobile diagnostic application, Select “System View” <arrow>



- ← Select “All DTCs” <arrow>



⇐ Check and record DTCs <circle>

- P0032 – O2 Sensor 1/1 Heater Circuit High
- P0038 – O2 Sensor 1/2 Heater Circuit High
- P0052 – O2 Sensor 2/1 Heater Circuit High
- P0058 – O2 Sensor 2/2 Heater Circuit High

-OR-

- P0031 – O2 Sensor 1/1 Heater Circuit Low
- P0037 – O2 Sensor 1/2 Heater Circuit Low
- P0051 – O2 Sensor 2/1 Heater Circuit Low
- P0057 – O2 Sensor 2/2 Heater Circuit Low

⇐ Compare active/stored DTCs from vehicle with list <left>

⇐ If **2 or more Circuit High** DTCs from the list <left> appear as active or stored as a pair, **go to Section C** to replace the PCM

-OR-

⇐ If **2 or more Circuit Low** DTCs from the list <left> appear as active or stored as a pair, **go to Section C** to replace the PCM

-OR-

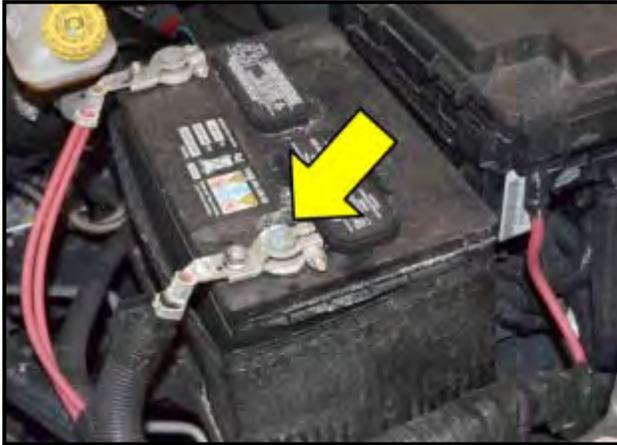
⇐ If DTCs as stated above do not meet the requirements for PCM replacement, **go to Section D** to Reprogram the PCM

Section C – (If Necessary) Replacing the PCM

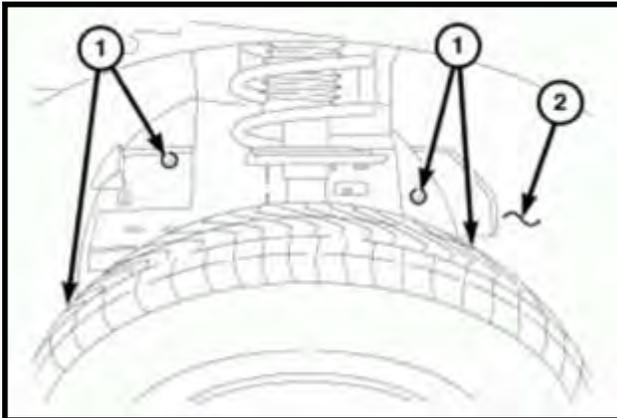
⚠ Note: Follow the steps in Section B for stored DTCs to determine if the PCM needs to be replaced

⚠ Note: Ensure that all of the customer's keys are present prior to replacing the PCM

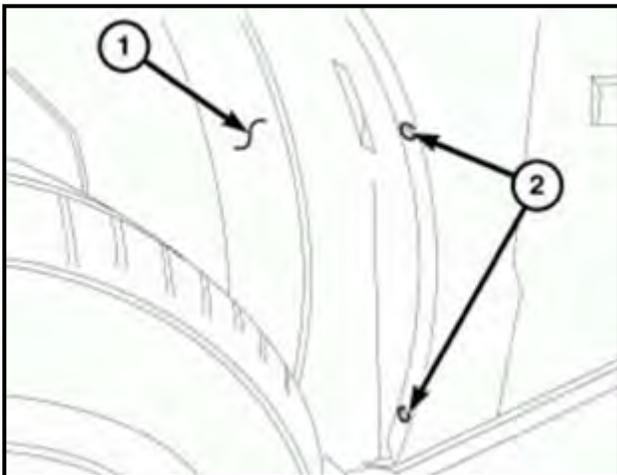
- Open hood



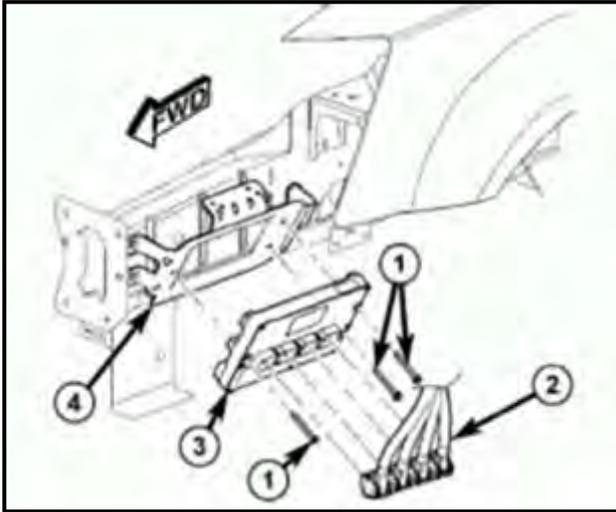
⇐ Disconnect the negative battery cable <arrow> and isolate from the battery negative post



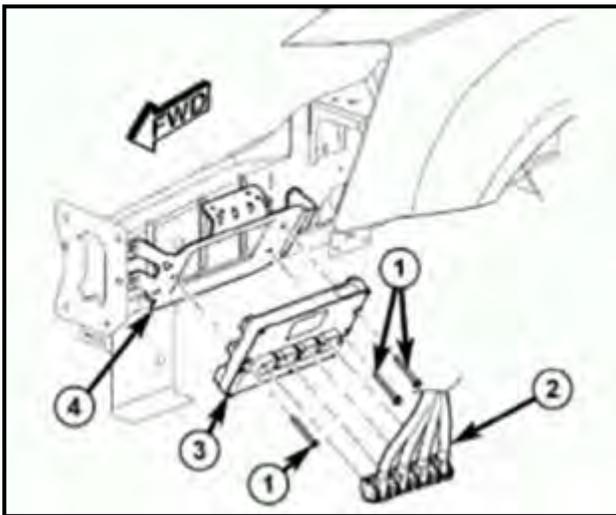
- Raise and suitably support the vehicle
- ⇐ Remove the push pin retainers <1> securing the liner <2> to the body



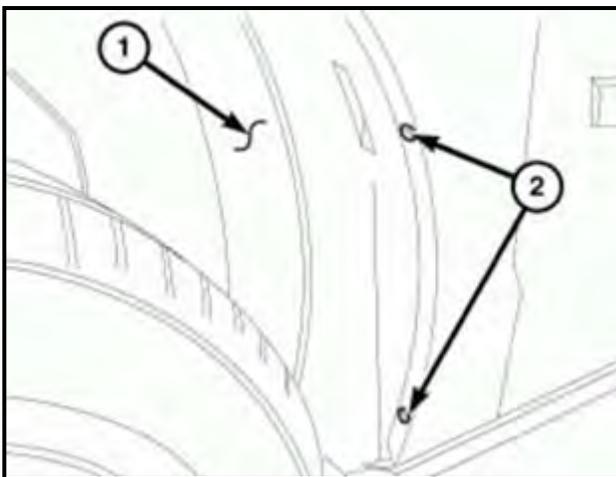
- ⇐ Remove the screws <2> securing the liner <1> to the fender
- ⇐ Remove the wheelhouse liner <1> from the vehicle



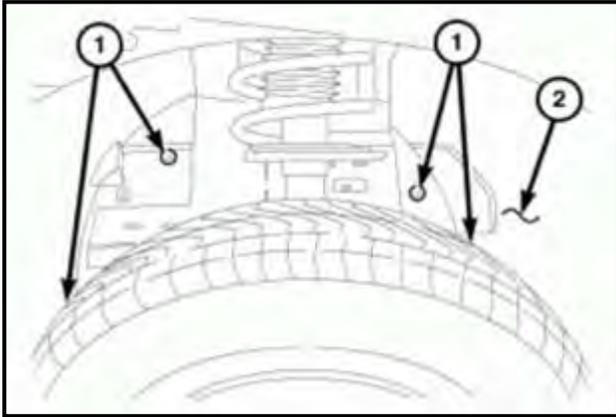
- ⇐ Disconnect the wiring harness electrical connectors <2> from the Powertrain Control Module (PCM) <3>
- ⇐ Remove the PCM bolts <1> and PCM <3> from the bracket <4>



- ⇐ Install the new PCM <3> part number **7B0 906 032 EX RMN**
- ⇐ Reinstall bolts <1> to the bracket <4> and torque bolts to 4.5Nm
- ⇐ Reconnect the electrical connectors <2> to the PCM <3>



- ⇐ Place the wheelhouse liner <1> into position on the vehicle
- ⇐ Install the screws <2> securing the wheelhouse liner <1> to the fender



⇐ Reinstall the push pin retainers <1> securing the liner <2> to the body

- Lower the vehicle



⇐ Reconnect the negative battery cable <arrow> and torque to 5Nm

Continue to Section D

Section D – Programming the PCM

⚠ Note: If PCM was replaced, additional steps in Section E are necessary after PCM programming.

- Open hood
- Install battery charger and verify that the charging rate provides a continuous charge of 13.2 – 13.5 volts
- Connect the StarMobile to the vehicle and turn the key to the “RUN” position
- Power on the StarMobile and launch the StarMobile Desktop Client and connect to the appropriate StarMobile device



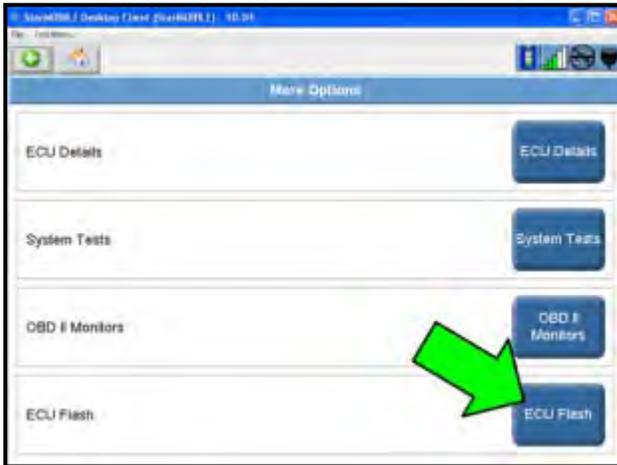
⇐ From the tool's Home screen, Select "ECU View" <arrow>



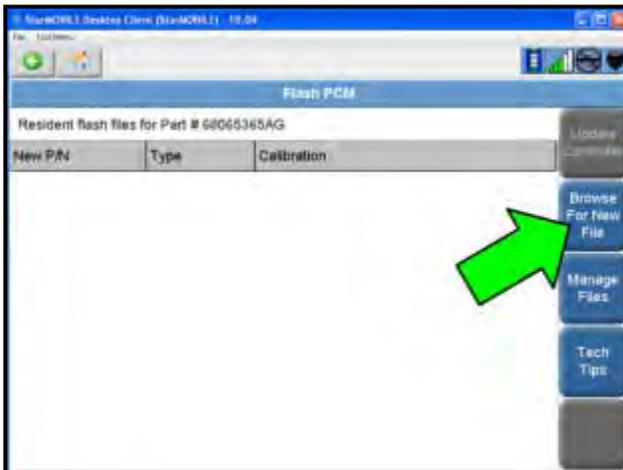
⇐ Select "PCM" <arrow>



⇐ Select "More Options"

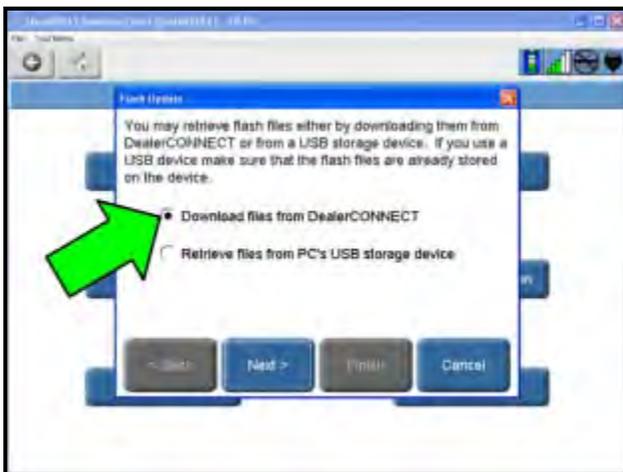


⇐ Select “ECU Flash” <arrow>

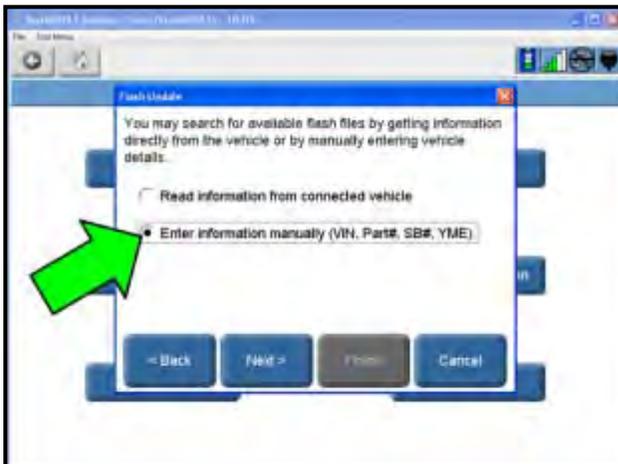


⇐ Select “Browse for New File” <arrow>

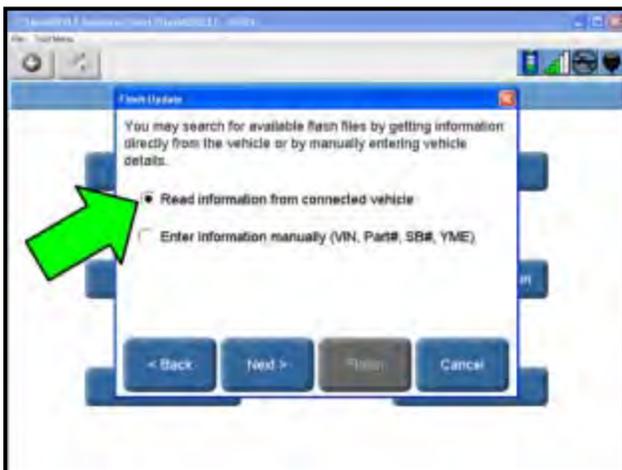
 Tip: If correct resident flash file appears and matches part number **68065365AG**, “Update Controller” may be selected at this time.



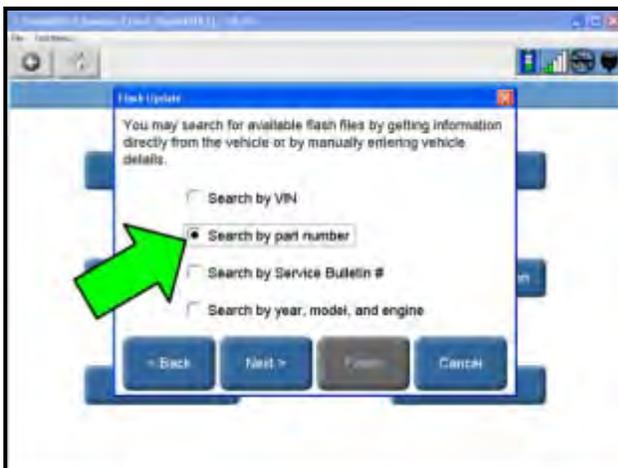
⇐ If files are not stored locally, select the appropriate radio button <arrow> to “Download files from DealerCONNECT”, then login when prompted



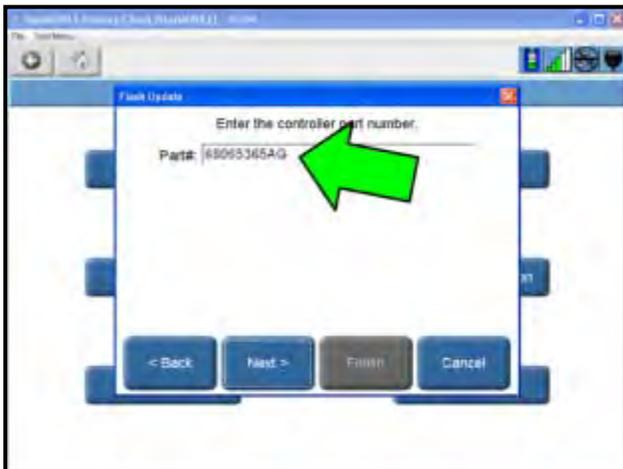
⇐ If PCM was replaced, select the appropriate radio button <arrow> to "Enter information manually..."



⇐ If PCM was not replaced, select the appropriate radio button <arrow> to "Read information from connected vehicle"



⇐ Select the appropriate radio button <arrow> to "Search by part number"

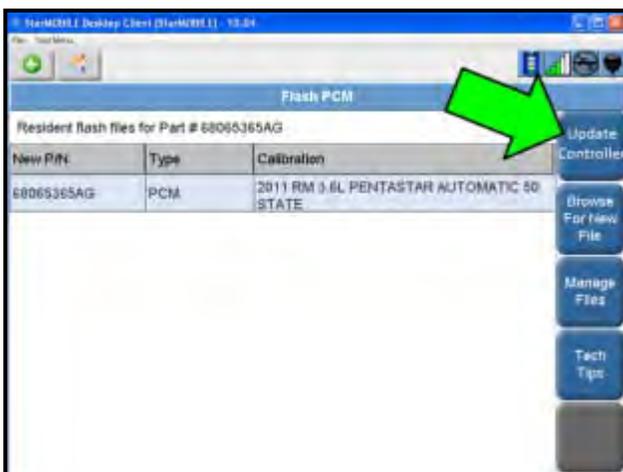


⇐ Enter part number “**68065365AG**” <arrow>, then select “Next>”



⇐ Press “Finish” <arrow>

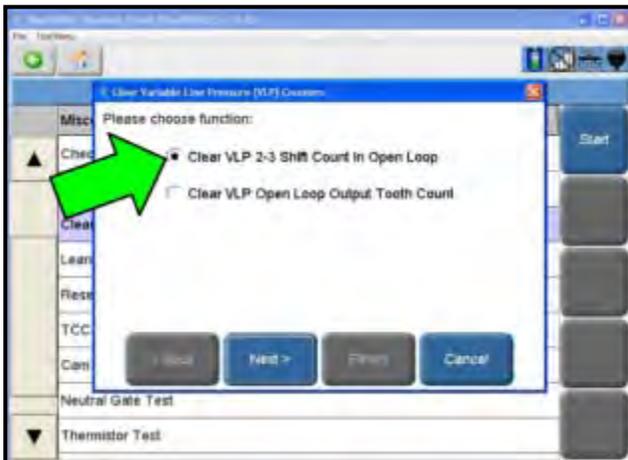
- Highlight the available flash, then select “Download to Client”
- Once the download is complete, select “Close” and then “Back”



⇐ Highlight the software, then select “Update Controller” <arrow> and follow on-screen instructions

- When the PCM update is complete, select “OK”
- Verify that the part number at the top of the Flash PCM screen has updated to the new part number

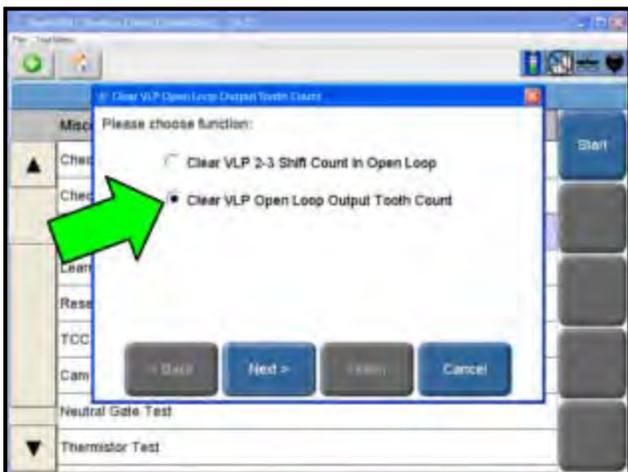
⚠ Note: If the flash process is interrupted or aborted, the flash should be restarted



- Clear any DTCs that may have been set in other modules due to PCM programming

- Go to Misc. Function menu for the PCM/ECU

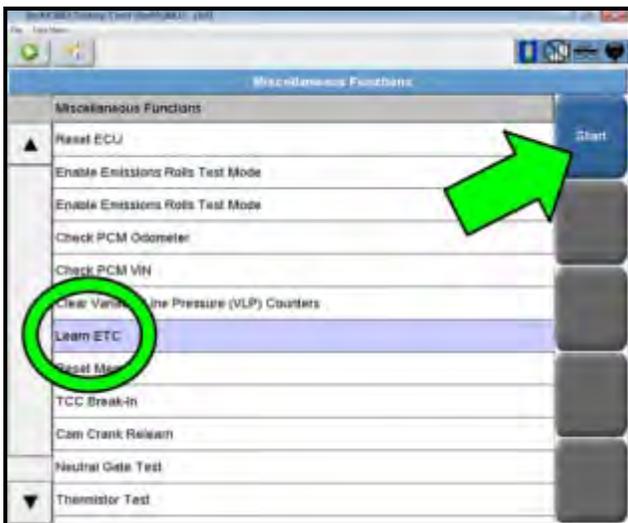
⇐ Make the selection <arrow> to “Clear the VLP 2-3 Shift Count in Open Loop”, then select “Next>”



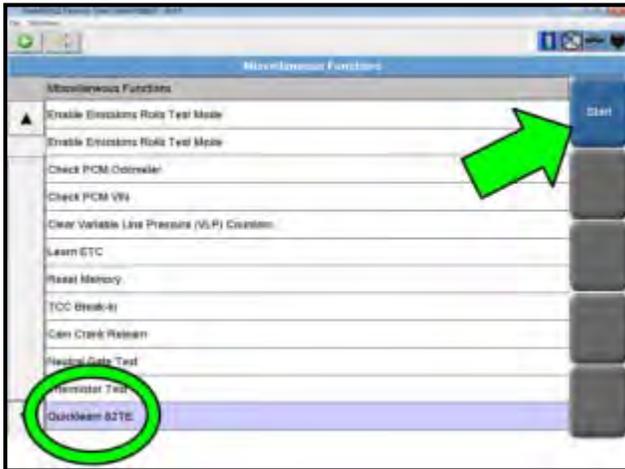
⇐ Make the selection <arrow> to “Clear VLP Open Loop Output Tooth Count”, then select “Next>”

- **If PCM was replaced, go to Section E**

- **If PCM was not replaced, continue work procedure**



⇐ From the Miscellaneous Function screen, Highlight “Learn ETC” <circle>, then select “Start” <arrow> and follow on-screen instructions



← From the Miscellaneous Functions screen, Highlight “Quicklearn 62TE” <circle>, then select “Start” <arrow> and follow on-screen instructions

Note: If after completing the Quicklearn function the screen still shows “Please Wait...” and the Finish button is not greyed out, the Quicklearn function is complete. Please click Finish to complete the function process.

- Remove tester and battery charger from vehicle

Continue to Section F

Section E – PCM Replacement Continued

Perform the following additional Step-By-Step Instructions only if PCM was replaced:

Step 1 – Check PCM Odometer

- From the “Home” screen, select “ECU View”
- Select “PCM”
- Select “Misc. Functions”
- Select “Check PCM odometer” and follow the on-screen instructions
- When complete, select “Finish”

Step 2 – PCM Replaced

Note: The vehicle PIN will be required to complete this routine. Obtain the information from the original selling invoice, owner’s manual, or login to DealerCONNECT > Parts > Key Codes.

- From the “Home” screen, select “ECU View”
- Select “WCM”
- Select “Misc. Functions”
- Select “PCM Replaced” and follow the on-screen instructions
- When complete, select “Finish”

Step 3 – Check PCM VIN

- From the “Home” screen, select “ECU View”
- Select “PCM”
- Select “Misc. Functions”
- Select “Check PCM VIN” and follow the on-screen instructions
- When complete, select “Finish”

Step 4 – Learn ETC

- From the “Home” screen, select “ECU View”
- Select “PCM”
- Select “Misc. Functions”
- Select “Learn ETC” and follow the on-screen instructions
- When complete, select “Finish”

Step 5 – Quicklearn

- From the “Home” screen, select “ECU View”
- Select “PCM”
- Select “Misc. Functions”
- Select “Quicklearn” and follow the on-screen instructions
- When complete, select “Finish”



Note: If after completing the Quicklearn function the screen still shows “Please Wait...” and the Finish button is not greyed out, the Quicklearn function is complete. Please click Finish to complete the function process.

- Remove tester and battery charger from vehicle

Continue to Section F

Section F – Campaign Completion Label and Parts Return/Disposal

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

Install 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)

- Close hood
- **California only – Continue to Section G**

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

Section G – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.



Tip: Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

ALL WORK IS COMPLETE



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

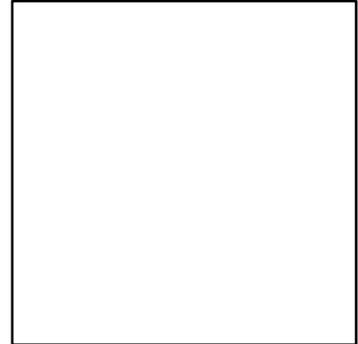
*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen of America, Inc..

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 Volkswagen of America, Inc. 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 Volkswagen of America, Inc., will not be liable in any way for the loss of tuning data.

Signature of Customer