

UPDATE Technical Bulletin



24 12 05 September 05, 2012 2030702

UPDATE – 24X5 ECM Software (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: UPDATE - 24X5 ECM Software Update (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code	From	To
Touareg	2010	BHK_	All	WVG__A9_AD000001	WVG__A9_AD004439

REVISION HISTORY

Revision	Date	Purpose
1	September 05, 2012	Original publication

Technical Background

New engine control module software is being proactively released to improve catalyst monitoring. The software incorporates a widening of the enable conditions to ensure catalyst monitoring under specific driving conditions.

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.*

Update Programming Procedure



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.

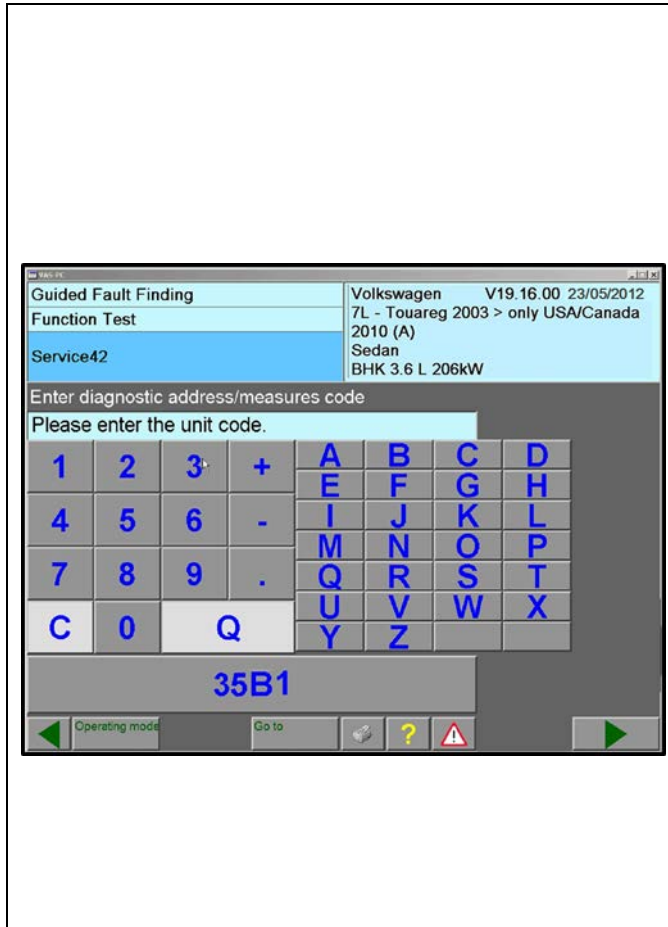


Note:

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.



 **Tip:** This UPDATE requires Volkswagen CD Brand Version V19.17.00 or newer to function correctly.

- Connect battery charger.
- Connect VAS device to vehicle and to the on-line network.
- Start Guided Fault Finding (GFF) and make necessary selections to identify the vehicle.
- Once control module interrogation is complete, select the “Go to” >> “Function/Component Selection”>> “Software Version Management”>> “Adapting Software”.
- Follow the Adapting Software test plan and when prompted to enter the unit code, enter “35B1”.
- Follow system prompts until the end of test and software is updated successfully according to the table below.
- Exit GFF and disconnect VAS device and battery charger from vehicle.

Old Software Part No.	Old Software Version	New Software Part No.	New Software Version Or Higher	SVM Action Code
03H906032GQ	7511 4898 3594 8966	03H906032GQ	9893	35B1

 **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!

UPDATE Technical Bulletin



Warranty

Claim Entry Procedure	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.
Claim Help	U.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. Canadian dealers - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	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.

UPDATE Technical Bulletin



SAGA Code 24X5 Claim Entry Procedure

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

Service No.: 24X5

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 ECM software, no updated needed. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check ECM software, installed new ECM software.

Repair operation: 2470 25 99 95 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



Required Parts and Tools

Tool Description	Tool No:
VAS Scan Tool	VAS-PC, 5051B, 5052A, 6150X
Volkswagen Brand CD	V19.17.00 or newer
Battery Charger	InCharge 940 (or equivalent)

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.

UPDATE Technical Bulletin



UPDATE FACT SHEET – UPDATE Code 24X5

Dear Volkswagen Customer,

Today we performed UPDATE code 24X5 on your vehicle. This UPDATE installs new engine control module software to improve your vehicles performance. We performed this UPDATE 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.

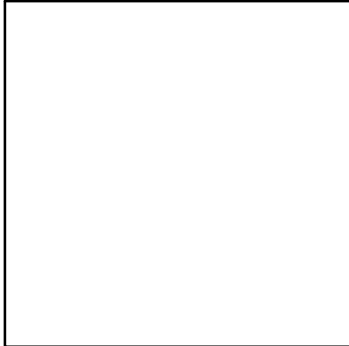
Thank you for driving a Volkswagen!



**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