

UPDATE Technical Bulletin



24 12 07 September 05, 2012 2030699

UPDATE – 24Y2 PCM Software (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within DEALER INVENTORY ONLY.
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- This UPDATE is not applicable to sold vehicles.

NOTE:

Required DMS Wording//Text: (line item, customer concern description on repair order)

UPDATE - 24Y2 PCM Software (NVLW)

Model(s)	Year	Engine Code	Trans. Code	From	To
Routan	2012	CJRA (3.6L)	All	2C4RV_AG_CR12018 9	2C4RV_BG_CR309332

REVISION HISTORY

Revision	Date	Purpose
1	September 05, 2012	Original publication

Condition

This update has been proactively released to improve shifting and address various concerns when using E85 gasoline such as the following:

1. Harsh 1-3 upshift while operating in Economy (ECO) mode.
2. Harsh 2-3 upshift while operating in normal mode.
3. MIL illumination and/or long engine cranking times while using E85.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24Y2 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- Vehicle must not be sold and must be contained within dealer inventory.
- 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.



Technical Background

 **Note:**

There will be two software packages to choose from. Both software updates will fix all symptoms/conditions listed. One will contain an enhanced accelerator pedal operation and one will not. Refer to the “Symptoms/Conditions” for a detailed description of the changes. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

 **Note:**

For unsold vehicles make sure that the Enhanced Pedal software is applied. DO NOT apply the Standard Pedal software to the unsold vehicles.

Customer may comment on one or more of the following symptoms:

Transmission:

Harsh 1-3 Upshift while operating in Economy (ECO) mode.

Harsh 2-3 upshift while operating in normal mode.

There is another software choice available, in addition to addressing all the symptom/conditions listed. This new version of software called **Enhanced Pedal** has an update to the accelerator pedal operation. This change when applied will make the vehicle more responsive with less pedal input and also take less effort to maintain a constant cruising speed. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

Drivability:

Long crank times after an overnight soak when temperatures are between 14° F and 41° F (-10° C to 5° C). This condition is noticeable when E85 fuel is being used. Tugging or a fish bite sensation while driving down the road under a very light throttle at a steady state. This is most noticeable when temperatures are between 32° F and 86° F (0° C and 30° C).

UPDATE Technical Bulletin



MIL Illumination:

Upon further investigation the Technician may find that any of the following Diagnostic Trouble Codes (DTC's) have been set:

DTC	Description
P0441	EVAP Purge System Performance
P06DE	Engine Oil Pressure Control Circuit Stuck On
P06DA	Engine Oil Pressure Control Circuit
P0420	Catalyst Efficiency (Bank 1) Sets Temperature of 85° F (29°C) or higher
P0430	Catalyst Efficiency (Bank 2) Sets Temperature of 85° F (29°C) or higher
P0133	O2 Sensor 1/1 Slow Response
P0153	O2 Sensor 1/1 Slow Response
P0300	Multiple Cylinder Misfire
P0301	Cylinder 1 Misfire
P0302	Cylinder 2 Misfire
P0303	Cylinder 3 Misfire
P0304	Cylinder 4 Misfire
P0305	Cylinder 5 Misfire
P0306	Cylinder 6 Misfire
P113D	O2 Sensor 1/1 Slow Response (High Frequency)
P113E	O2 Sensor 2/1 Slow Response (High Frequency)



Tip:

This bulletin applies to vehicles built before March 15, 2012.

- StarMOBILE™ UPDATE PROGRAMMING FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.
- StarMOBILE SOFTWARE LEVEL MUST BE AT RELEASE 10.04 OR HIGHER FOR THIS BULLETIN.
- StarMOBILE STANDALONE MODE OR StarMOBILE DESKTOP CLIENT MAY ALSO BE USED TO PERFORM THIS PROCEDURE.



Production Solution

Improved PCM software introduced March 15, 2012.

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); 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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Repair Procedure



Note:

Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the programming process.

If this reprogramming process is interrupted / aborted, the reprogramming should be restarted.

- Reprogram the Powertrain Control Module using the StarMOBILE with the latest software.
- **After PCM reprogramming**, Clear any DTC's that may have been set in other modules due to reprogramming.
- Clear the Variable Line Pressure (VLP) Counters, found in the Misc Function menu for the PCM ECU.
- Perform the Quick Learn function, found in the Misc Function menu for the PCM ECU.



 **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!

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>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - 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.



SAGA Code 24Y2 Claim Entry Procedure

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

Service No.: 24Y2

Damage Code: 0099

Parts Manufacturer/Vendor Code: USM

HST Number – CWM2030699

An HST number is required for Routan TBs. For additional information, please refer to Warranty Circular VWC-08-04

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Reprogram PCM with new software.

Repair operation: 2470 25 99 40 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

UPDATE Technical Bulletin



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Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC 940)
StarMOBILE Tester Kit	CH9401 (Software level 10.01.23 or higher)

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 24Y2

Dear Volkswagen Customer,

Today we performed UPDATE code 24Y2 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!