

Technical Bulletin



Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2011	All	All	DG_BR000001	DG_BR740738

Condition

96 12 06 September 26, 2012 **2028473** Supersedes TB V961202 dated March 9, 2012 to correct warranty table labor operation numbers.

Vehicle Theft Alarm May Sound Intermittently or No Vehicle Start

Technical Background

The vehicle theft alarm intermittently sounds for no reason.

Multiple attempts are required to start the vehicle before the vehicle will start.

Production Solution

Updated software as of May 9, 2011.

Service

Diagnosis:

- Using a StarMOBILE™ with ElsaWeb and the appropriate Diagnostic Procedures, verify all engine systems are functioning as designed. If DTC's are present, record them on the repair order and repair as necessary before proceeding with this bulletin. If the customer describes the Symptom/Condition, or it can be reproduced, perform the Repair Procedure.
- Go to ECU View/ TIPM/ More Options/ System Test of the StarMOBILE™. Record the "Last VTA Trigger" cause.

Was the "Last VTA Trigger" equal to 1 (right rear door)?

YES: Perform this repair procedure.

NO: Check for DTC U0010 **AND** U0001 in the TIPM

Are DTCs U0010 **AND** U0001 present in the TIPM?

YES: Perform the repair procedure.

NO: This bulletin does not apply. Further diagnosis is required.

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Repair Procedure:



Note:

Install a battery charger to ensure battery voltage does not drop below 13.2V. **DO NOT** allow the charging voltage to climb above 13.5 V during the programming procedure.

If programming process is interrupted/aborted, programming should be restarted.

- Reprogram the TIPM using the StarMOBILE with the latest software.
- Clear any DTCs that may have been set in other control modules due to reprogramming.

Warranty

All Routan pre and post road test and Star MOBILE time units are included in the labor operation. Therefore, no road test or Star MOBILE time units will appear in the designated area within the warranty table.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
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SAGA Coding					
Claim Type:		Use applicable Claim Type ¹⁾			
Service Number:		Damage Code	HST	Damage Location (Depends on Service No.)	
9794		0040	CWM2028473	Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Routan		USM ²⁾	
Labor Operation ³⁾ : Inspect TIPM			97940199 = 20 TU		
Labor Operation ³⁾ : Inspect and Reprogram TIPM			97942599 = 20 TU		
Causal Part: Select labor operation			9794****		
Diagnostic Time ⁴⁾					
GFF Time expenditure		01500000 = 00 TU max.		NO	

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Road Test	01210002 01210004	NO
Technical Diagnosis	0132xxxx = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2028473" in comment section of Warranty Claim.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only		
2) Code per warranty vendor code policy.		
3) Labor Time Units (TUs) are subject to change with ELSA updates.		
4) Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
StarMOBILE® hand held tool	CH9401
StarMOBILE® vehicle cable	CH9404D
StarMOBILE® documentation kit	N/A
StarMOBILE® Ethernet cable, 12ft.	CH9410
TechCONNECT PC or equivalent	N/A

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.