



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 **REVISED** Circular

Code: **26E1**

**Subject: 1999-2002 Jetta, Golf and GTI with VR6 Engine
Update ECM Software for Catalytic Converter
Monitoring System**

September 18, 2013

Revision Summary

- **Work procedure updated to add SVM (Software Version Management) code programming information**
- **Vendor code updated to WWO**

Problem Description

The ECM software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal and/or California emissions standards. Also, in some cases this leads to unnecessary catalytic converter replacement.

Corrective Action

Update ECM software.

Affected Vehicles

U.S.A.

1999-2002 Golf /GTI (Wolfsburg)
2001-2002 Golf /GTI (Brazil)
1999-2002 Jetta (Mexico)

CANADA

1999-2001 Golf /GTI (Wolfsburg)
2001-2002 Golf /GTI (Brazil)
1999-2002 Jetta (Mexico)

To determine if the VIN applies to this Campaign verify the open Campaigns/Actions screen in ElsaWeb

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, e.g. a 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.*

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles received an updated report containing the complete VIN with customer name and address data.

Dealers did not receive a report if they had no affected vehicles.

Parts Information and Allocation

There was no parts allocation.

Owner Notification Mailing

On or about May 29, 2007 Volkswagen notified all known owners of affected vehicles. A sample copy of the letter is enclosed.

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).** A supply of these certificates was enclosed with your initial allocation list for this campaign. Additional certificates can be ordered at no cost from Resolve at 1-800-544-8021.

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.

Emissions Campaign Vehicle Labeling Guidelines (California ONLY)

Vehicles repaired under emission campaigns in the state of California are required by the California Air Resources Board (CARB) to be identified with an emission campaign completion label when the work is performed. It is mandatory for all dealers in the state of California to complete and affix an emission campaign completion label (part number **ZVW 010 000**) whenever an emissions campaign is performed. Labels can be ordered at no cost from Resolve at 1-800-544-8021.

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.vwvhub.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.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the campaign is open.

Service No.: 26E1
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **WWO**

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Check - Current ECM software level present; NO further work required

Repair operation: 0183 00 99 10 T.U.

Criteria I.D. 01

Perform ECM program update, clear DTCs and set readiness code

Repair operation: 2470 25 99 65 T.U.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6501 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (All United States EXCEPT California)

May 2007

**Subject: Emissions Service Action N7
1999-2002 Jetta, Golf and GTI with VR6 Engine
Update Electronic Control Module (ECM) Software
for Catalytic Converter Monitoring System**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 1999-2002 Jetta, Golf and GTI VR6 engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The electronic control module (ECM) software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal and/or California emissions standards. Also, in some cases this leads to unnecessary catalytic converter replacement.

What Will Volkswagen Do?

Dealers will update the ECM software.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule.

Reimbursement of Expenses

If you have previously paid for a catalytic converter replacement out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

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.

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 – Hills East (N7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

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 (California ONLY)

May 2007

**Subject: Emissions Service Action N7
1999-2002 Jetta, Golf and GTI with VR6 Engine
Update Electronic Control Module (ECM) Software
for Catalytic Converter Monitoring System**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 1999-2002 Jetta, Golf and GTI VR6 engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The electronic control module (ECM) software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal and/or California emissions standards and may cause the vehicle to fail an emission inspection or I/M smog check test. Also, in some cases this leads to unnecessary catalytic converter replacement.

What Will Volkswagen Do?

Dealers will update the ECM software. Your eligibility for vehicle inspection/repair under this action may not be denied solely on the basis that the vehicle or engine owner used parts not manufactured by Volkswagen, or had repairs performed by outlets other than an authorized Volkswagen dealer.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule. In order to assure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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.**

Reimbursement of Expenses

If you have previously paid for a catalytic converter replacement out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

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Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (N7)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

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 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. © 2013 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Customer Letter Example (Canada)

May 2007

**Subject: Emissions Service Action N7
1999-2002 Jetta, Golf and GTI with VR6 Engine
Update Electronic Control Module (ECM) Software
for Catalytic Converter Monitoring System**

Dear Volkswagen Owner:

We are writing to inform you of an emissions service action on some 1999-2002 Jetta, Golf and GTI VR6 engine vehicles. Our records show that you are the owner of one of these vehicles.

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The electronic control module (ECM) software for the catalytic converter monitoring system is too sensitive. This can cause the MIL to come on, and some vehicles may exceed Federal emissions standards. Also, in some cases this leads to unnecessary catalytic converter replacement.

What Will Volkswagen Do?

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Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair and to accommodate the daily workshop schedule.

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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.

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 (N7)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

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,

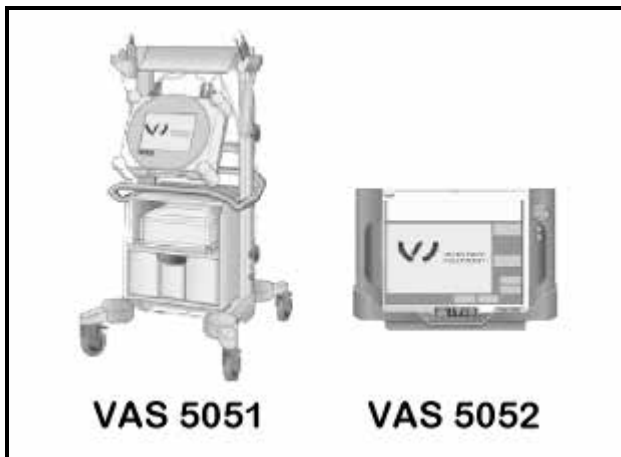
Volkswagen Service & Quality

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)”

Please Note: If performing this Campaign using an ODIS equipped scan tool, proceed to Appendix section at the end of this publication.

Special Tools and Equipment



- Only use VAS 5051B or VAS 5052 Diagnostic tester. **Do not use 5051A**
- PSC 550S or INC 940 Battery charger





- CD ROM containing reprogramming information (part number N7ACTION0707)

The 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. © 2013 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Work Sequence

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

EXAMPLE



Tip: If Campaign Completion label is present, no further work is required

Section A – Identify Criteria and Check for Open Status



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

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.
- Ü Ensure that the Status is “Open” <arrow 2>.
- Ü Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.


Continue to Section B



Note: ECM DTCs will be erased when performing the update programming procedure




Note: The following “Update – Programming” process may overwrite any “TUNED” ECM programming. The dealership should advise owner accordingly and get owner’s written consent to perform the update procedure

 Note: Battery MUST have a minimum no load charge between 12.5V and 14.5V
(failure to maintain voltage during update process can lead to control module failure)

VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming

VAS 5052 must be connected to vehicle and battery voltage requirements maintained

Any appliances with high electromagnetic radiation (e.g. mobile phones) switched OFF

 Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage



Section B – Diagnostic Cable Check

- Ü Check diagnostic cable for any damage to diagnostic connector (example shown) and to cable connector at scan tool, replace cable if any damage is found



Tip: Damaged cable replacement is not covered under this campaign



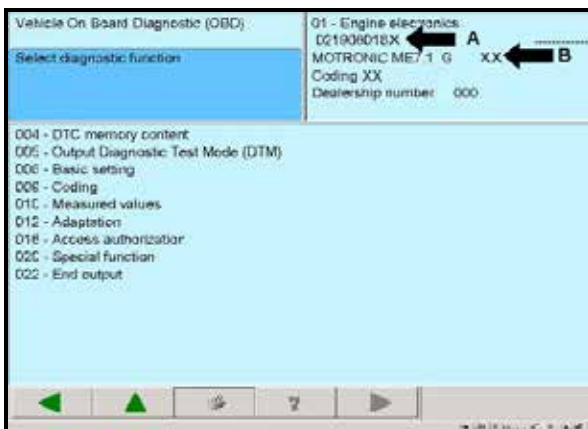
Section C - Check ECM Part Number and Software Level

- Connect PSC 550S or INC 940 battery charger to vehicle



Note: Ensure battery voltage is greater than 12.5V and less than 14.5V

- Connect diagnostic tester to vehicle
- Turn ignition switch to “ON” position
- Ü On diagnostic tester start-up screen, press “Vehicle Self-Diagnosis” button
- Select “Onboard Diagnostics” (OBD) button
- Select “01 – Engine Electronics”



- Ü Check ECM part number -arrow A- and software level -arrow B-

Engine Control Module (ECM)	
Part Number	Current Software level
021 906 018 A	6781
021 906 018 B	6782
021 906 018 K	6758
021 906 018 M	6760
021 906 018 Q	6759
021 906 018 R	6762
021 906 018 S	6761
021 906 018 T	6764
021 906 018 AA	6763

- Ü If ECM **part number** and software level match this list, no further work is required. Disconnect diagnostic tester; **OTHERWISE, proceed to Section C**



Tip: 5051B: Before performing update programming, print, then delete DTC's in ECM. If DTC's not related to catalyst efficiency are present address them before performing update programming

5052: Save printout. If DTC's not related to catalyst efficiency are present address them before performing update programming

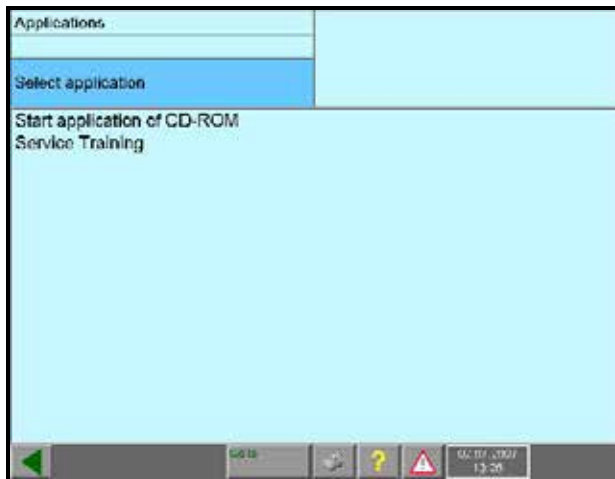
Update programming is not possible when an EPROM fault is active

Section D - Installing Software Onto Scan Tool Hard Drive



- Insert CD ROM (N7ACTION0707)

Ü Select "Applications" from start up screen



Ü Select "Start application of CD-ROM";
wait until screen flashes

- Remove CD-ROM

· Return diagnostic tester to start up screen




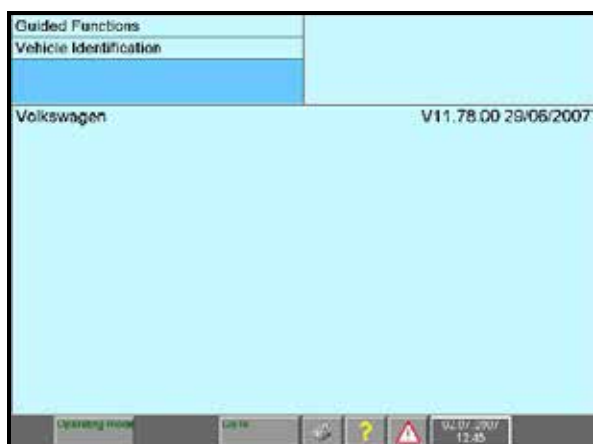
Tip: If CD ROM is not removed, update programming will not begin. **Ensure CD ROM has been removed**

Section E - Update Programming Through Guided Functions

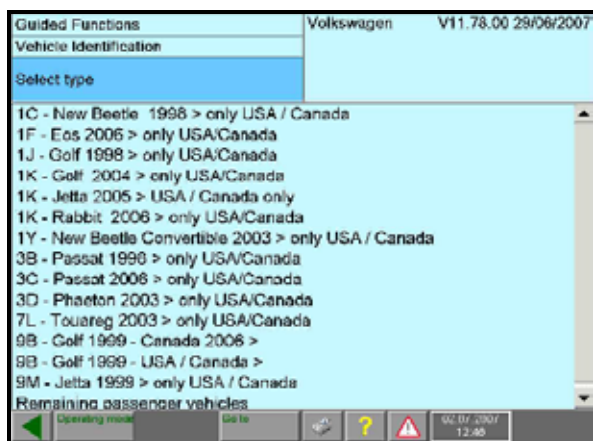


Ü Select "Guided Functions"

 Tip: Update programming can be performed multiple times; this includes reprogramming of inoperative ECMs



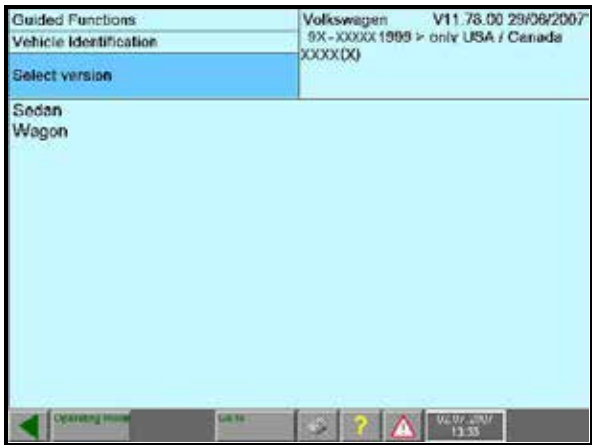
Ü Select "Volkswagen"



Ü Select type of vehicle



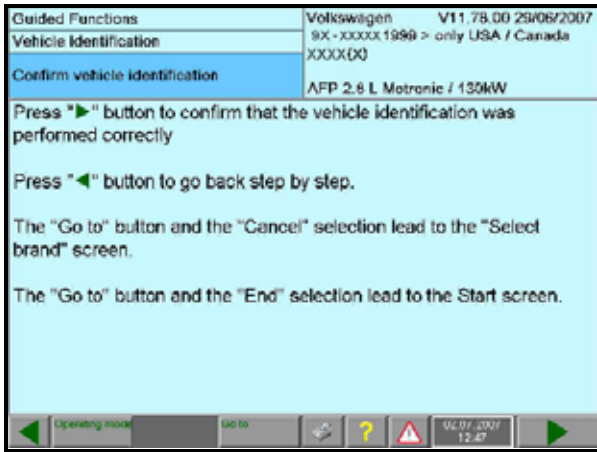
Ü Select model year



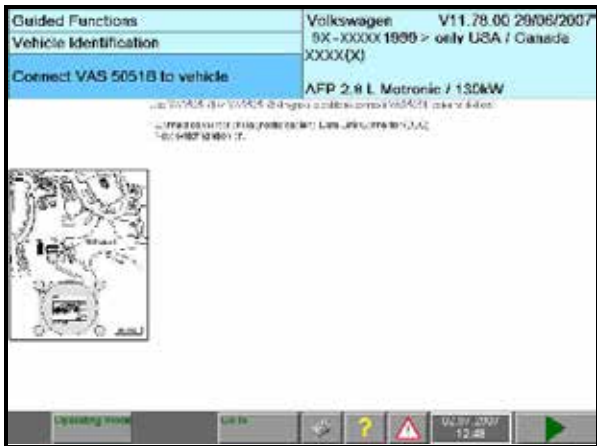
Ü Select version



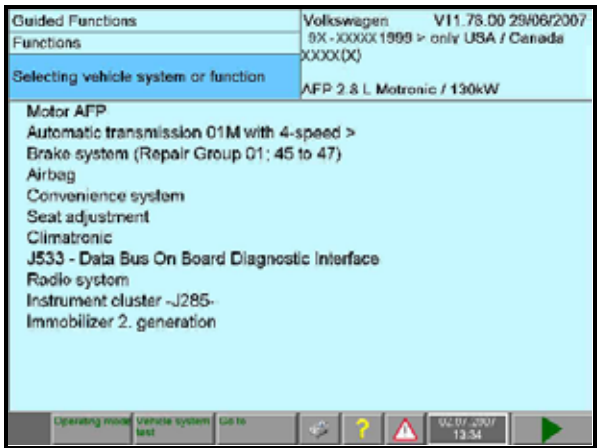
Ü Select engine code



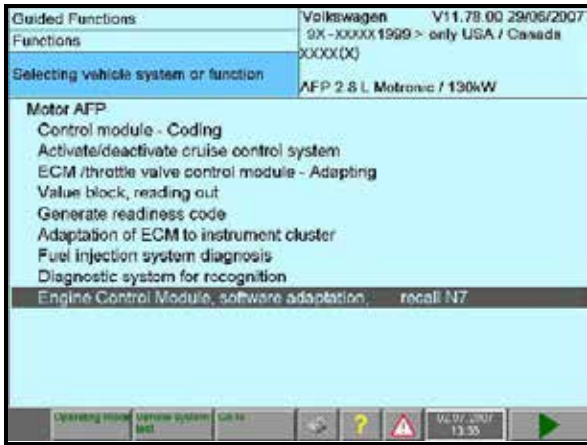
Ü Confirm vehicle identification



Ü Connect VAS Tester to vehicle, if not already connected



Ü Select "Motor AFP"



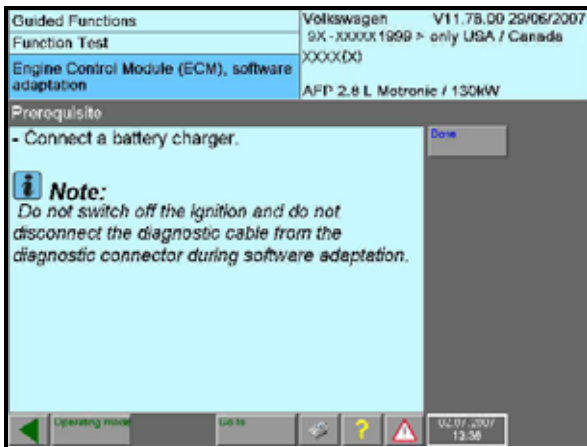
Ü Select “Engine Control Module, software adaptation, recall N7”

- Press forward arrow




Ü Select “Engine Control Module, software adaptation, recall N7”


- Press forward arrow to start test plan



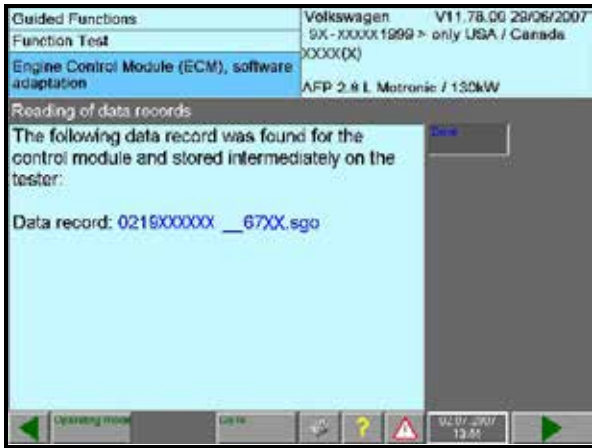
Ü Prerequisite screen appears, “Connect a battery charger”

 Note: Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage

- Select “Done” when charger is connected

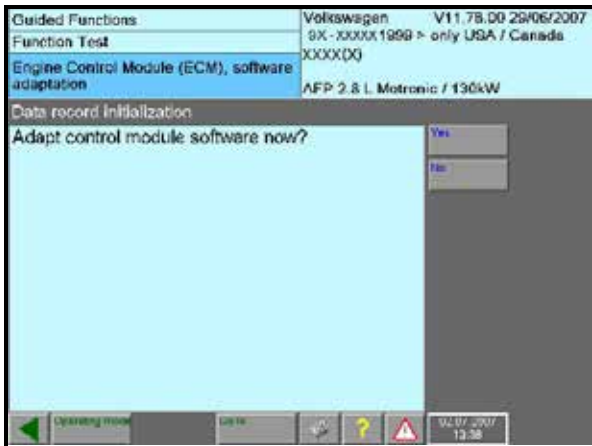
 Tip: If update programming does not begin, make sure CD ROM has been removed

- Select “Engine Control Module, software adaptation, recall N7”
- Press forward arrow to start test plan
- Use PSC 550S or INC 940 battery charger to maintain vehicle battery voltage



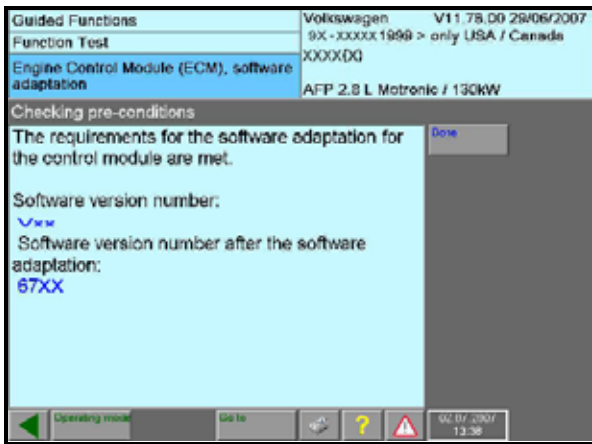
Ü Reading of data records screen appears

- Select "Done" to continue



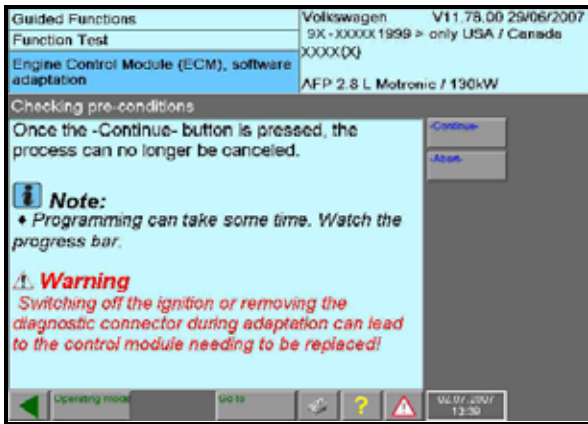
Ü Data record Initialization screen appears

- Select "Yes" to adapt control module software



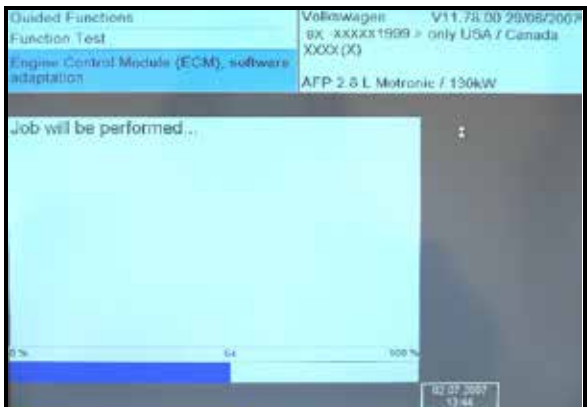
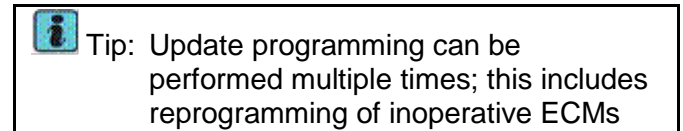
Ü Checking pre-conditions screen appears

- Select "Done" to adapt control module software

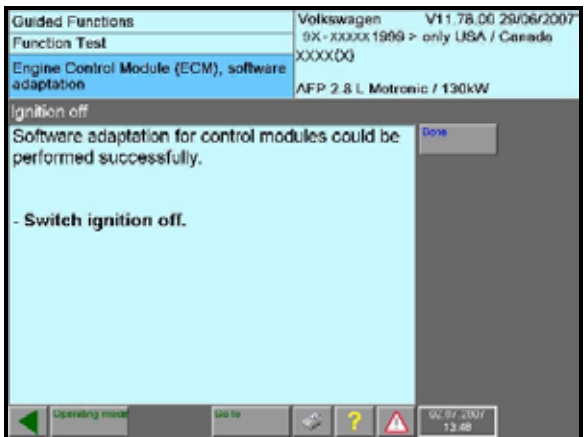


Ü Read “Note” and “Warning”

- Select “-Continue-“ to perform adaptation

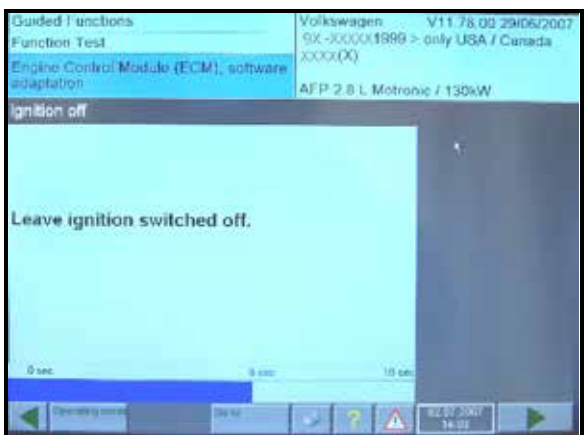


Ü “Job will be performed...” will appear on screen and progress bar will appear showing update being performed

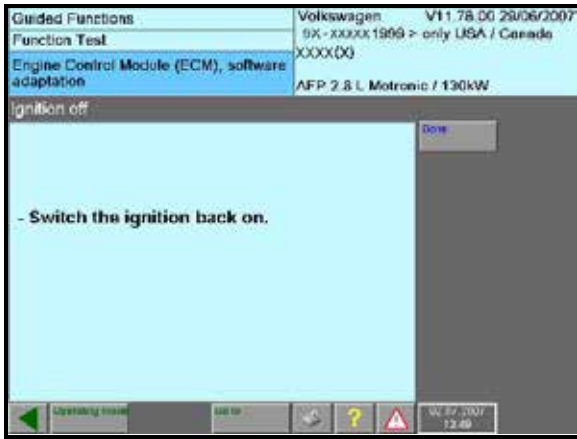


Ü Once adaptation has completed “Ignition off” screen will appear

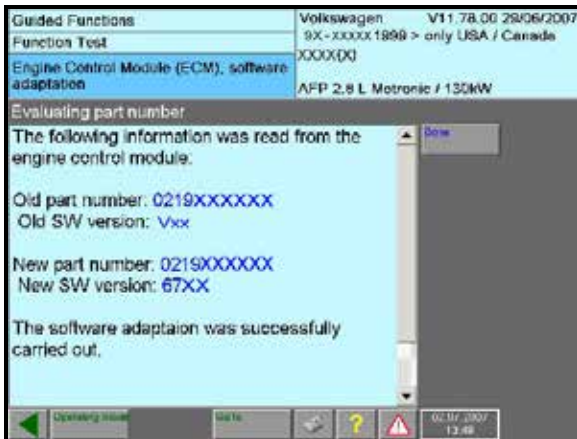
- Switch ignition off and then select “Done”



Ü Progress bar will appear, leave ignition off for 10 seconds



Ü Switch ignition back on and select “Done”



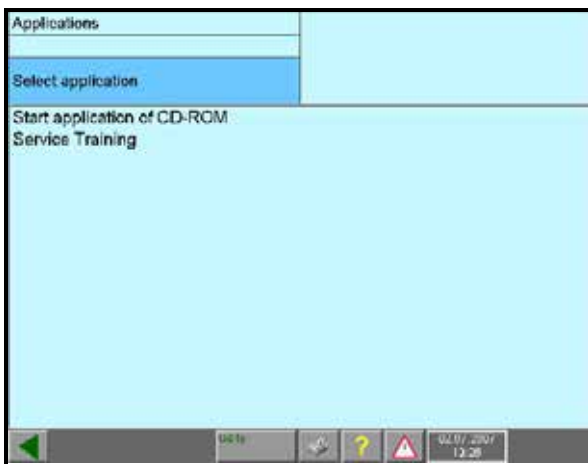
Ü Evaluating part number screen will display old software version and new software version

• Select “Done”




Ü “OK Engine Control Module, software adaptation, recall N7” will display on Test Plan screen

- Select “GO TO”
- Then select “EXIT”
- Print Diagnostic Protocol, if possible, and attach to repair order



Section F - Removal of Update Programming From Hard Drive

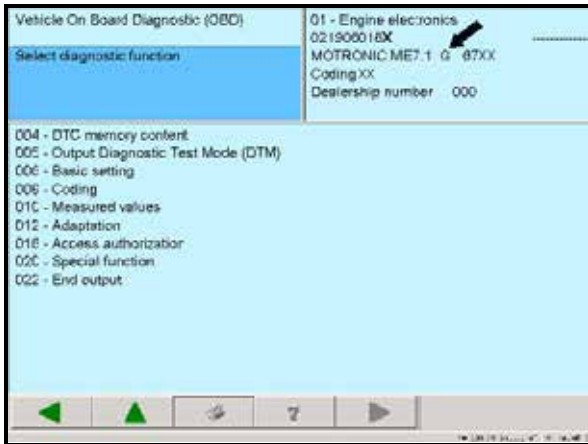
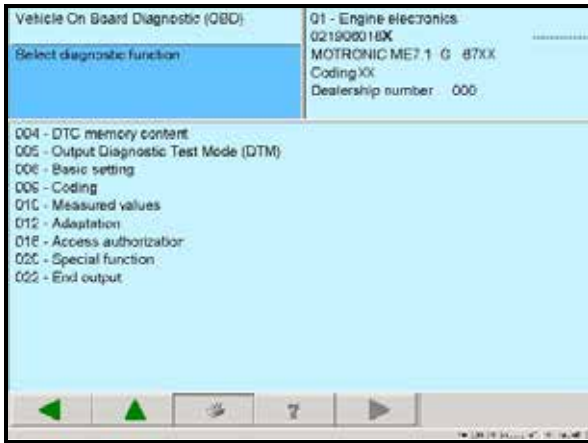
- Insert CD ROM (N7ACTION0707)
- Ü Select “Application” from start up screen

 Tip: Failure to remove N7 update programming from hard drive could result in the interference of other update CD ROMs

- Ü Select “Start application of CD-ROM”, wait until screen flashes
- Remove CD-ROM
- Return diagnostic tester to start up screen

Section G - ECM Coding and Cruise Control Activation

- Ü Select “Vehicle Self-Diagnosis”
- Select “Onboard Diagnostics” (OBD) button
- Select “01 – Engine Electronics”



Ü Select “009 – Coding”

- Code 1999 M.Y. vehicles to “1” for automatic transmission or “0” for manual transmission
- Code 2000 - 2001 M.Y. vehicles to “33” for automatic transmission or “31” for manual transmission
- Code 2002 M.Y. vehicles according to coding found on printout obtained prior to update

• Set readiness code

Activate Cruise Control Feature (if equipped)

- If “G” -arrow- is visible in the ECM detail information, the cruise control system is activated

Ü If there is no “G” -arrow-, the cruise control feature is not activated;

- Select “016 – Access authorization” and enter 00003 for 1999 M.Y. vehicles

OR

- Select “016 – Access authorization” and enter 11463 for 2000 to 2002 M.Y. vehicles

The “G” should then be visible in the display

- **California Dealers ONLY:**
Fill out and affix emission recall completion label (part number ZVW 010 000) next to the vehicle emission control information label.
Ensure recall completion label does not cover any existing label(s)

Section H – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open hood

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

Ü 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

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.

ALL WORK IS COMPLETE

Appendix A: Performing ECM software update via Software Version Management (SVM). For use with ODIS equipped scan tools.



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.



Note:

Battery **MUST** have a minimum no load charge between 12.5V and 14.5V (failure to maintain voltage during update process can lead to control module failure).

VAS 5051B must be connected to vehicle and 110V AC power supply at all times during update programming.

VAS 5052 must be connected to vehicle and battery voltage requirements maintained. Any appliances with high electro-magnetic interference sources (e.g. mobile phones, Bluetooth) switched OFF.

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

Model	Module	New Software Part Number	New Software Version (or higher)	SVM Action Code
All	ECM (AW_01)	021906018A	6781	306B
		021906018B	6782	
		021906018K	6758	
		021906018M	6760	
		021906018Q	6759	
		021906018R	6762	
		021906018S	6761	
		021906018T	6764	
		021906018AA	6763	

- Once the SVM update is complete, follow the instructions in [Sections G and H](#) for coding information and proper vehicle labeling instructions.



Note:

The ECM coding **MUST** be performed after the SVM update is complete.



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

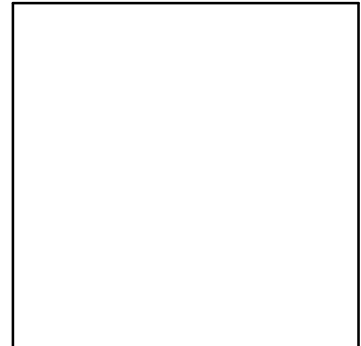
*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

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