

## 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.**



Das Auto.

# Emissions Service Action

Code: 24Y7

**Subject: 2011-2012 Routan with 3.6L engine  
PCM Software Update**

May 01, 2013

## Problem Description

Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

## Corrective Action

Update software in powertrain control module (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.*

### **2011 – 2012 Routan**

#### **U.S.A.**

2V4R\_\_\_G\_BR621789 - 2C4R\_\_\_G\_CR425164  
Production date: December 08, 2010 – August 03, 2012

#### **Canada**

2V4R\_\_\_G\_BR621665 - 2C4R\_\_\_G\_CR393358  
Production date: December 16, 2010 – July 02, 2012

**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

Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about May 01, 2013. A list will not be posted for dealers who have no affected vehicles.

## Owner Notification Mailing

On or about May 01, 2013 the customer mailing will take place. A sample copy of the owner 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 EMISCAVWU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

## 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](http://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.

## Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

**Service No.:** 24Y7  
**Damage Code:** 0099  
**HST Number:** CRM2033248 (Required for Routan)

### Parts Manufacturer

**Removed part:** Use vendor code **USM**

Sold vehicle = 7 10

Unsold vehicle = 7 90

### Accounting Instructions

#### **Criteria 01**

Check software level; updated software level present, no action required

**Repair operation:** 0183 00 99 40 T.U.

**OR**

Check software level; perform PCM software update

**Repair operation:** 2470 25 99 40 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 (United States – 49 states)**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Emissions Service Action 24Y7/W7 – PCM Software Update  
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

**What will we do?** Your authorized Volkswagen dealer will update the software in the powertrain control module (PCM). This work will take less than one hour to complete and will be performed for you 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 should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this software update.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

**Can we assist you further?** If you have any questions regarding this repair, please contact us at:  
Volkswagen of America, Inc.,  
Attn: Customer CARE (24Y7/W7)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

## Customer Letter Example (United States – California)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24Y7/W7 – PCM Software Update  
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

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**Important information for California Vehicle Owners – California Regulations**

California regulations require that this campaign be completed prior to the time 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**

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**Can we assist you further?**

If you have any questions regarding this repair, please contact us at:

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3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298

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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 24Y7/W7 – PCM Software Update  
2011-2012 Model Year Volkswagen Routan with 3.6L Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with Environment Canada, we are informing you of our decision to conduct an emissions service action on some 2011-2012 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.

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**Can we assist you further?** If you have any questions regarding this repair, please contact us at:

Volkswagen Canada  
Attn: Customer Relations (24Y7/W7)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. 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)”

### Required Tools:

	<ul style="list-style-type: none"><li>• StarMOBILE Diagnostic Tool</li></ul>
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## Work Procedure



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

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

**EXAMPLE**

### 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



Tip: Make sure StarMOBILE diagnostic device has a minimum software level of **10.04**

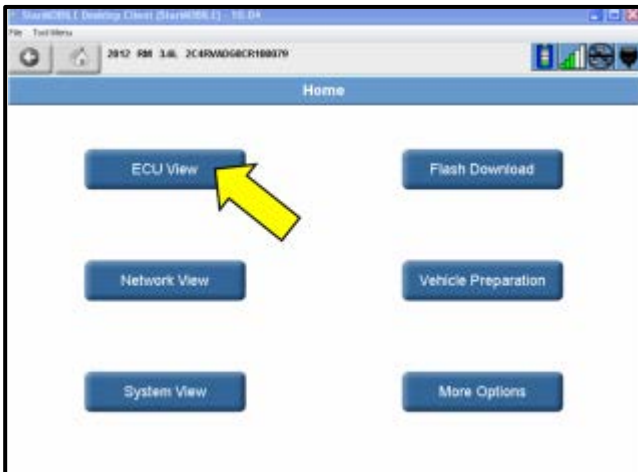
- **Proceed to Section B.**

## Section B – Downloading software update to the StarMOBILE Desktop Client

- Open the hood.
- Attach a battery charger to the vehicle.
- Switch the StarMOBILE device on and attach it to the vehicle's data-link connector.

**Note:** DO NOT place the StarMOBILE device on the wiper cowl or the windshield. It is normal for the windshield wipers to cycle during this software update. Contact between the windshield wipers and the StarMOBILE device can damage the tool or the vehicle.

- Switch the ignition on.
  - Start “StarMOBILE Desktop Client” and connect to the StarMOBILE device.
- ⇐ From the Desktop Client’s Home screen, Select “ECU View” <arrow>.



- ⇐ Select “PCM” <arrow>.

Controller Name	Active	DTCs	Bus
▲ PCM Powertrain Control Module	<input checked="" type="checkbox"/>	0	CAN C
ABS	<input checked="" type="checkbox"/>	0	CAN C
ORC	<input checked="" type="checkbox"/>	0	CAN C
SAS	<input checked="" type="checkbox"/>	0	CAN C
WCM Wireless Control	<input checked="" type="checkbox"/>	0	CAN C
AMP Amplifier	<input checked="" type="checkbox"/>	0	CAN IHS
CCN Instrument Cluster/Cabin Compartment Node	<input checked="" type="checkbox"/>	0	CAN IHS
DMFL Door Module Front Left	<input checked="" type="checkbox"/>	0	CAN IHS
▼ DMFR Door Module Front Right	<input checked="" type="checkbox"/>	0	CAN IHS

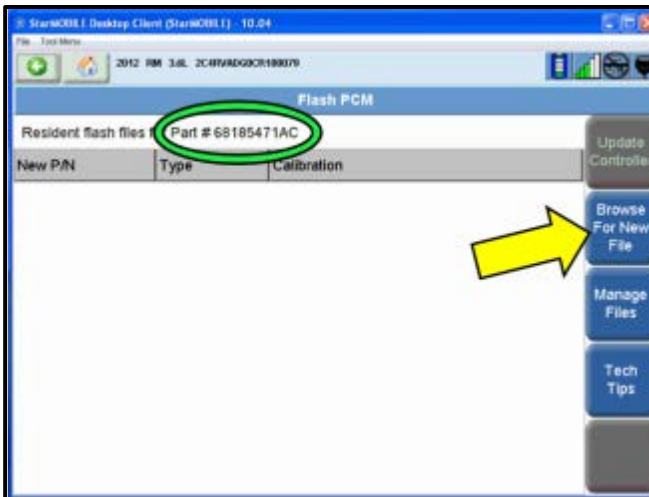




⇐ Select “More Options” <arrow>.



⇐ Select “ECU Flash” <arrow>.




⇐ Record the current PCM part number <circle> and the vehicle’s build date (found on the driver front door label).

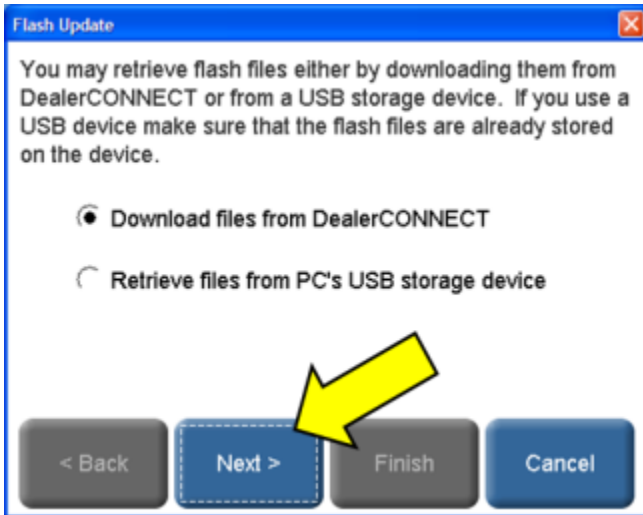
⇐ If no part number is listed under “New P/N” on the “Flash PCM” screen, select “Browse For New File” <arrow>.

⇐ If the part number listed <circle> is 68070462AH or 68185471AC the update has already been performed. **Proceed to section D.**

- If a part number is listed under “New P/N” on this screen, **proceed to section C.**

- If no part number is listed under “New P/N”, **proceed to the next step.**

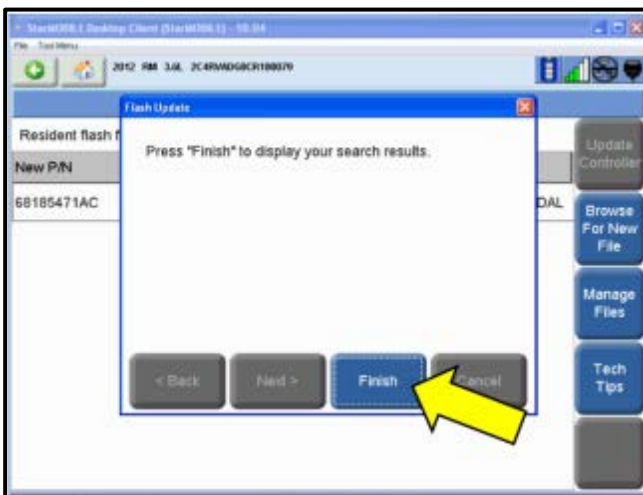
 **Tip:** The PCM part number itself will change when the software level is updated.



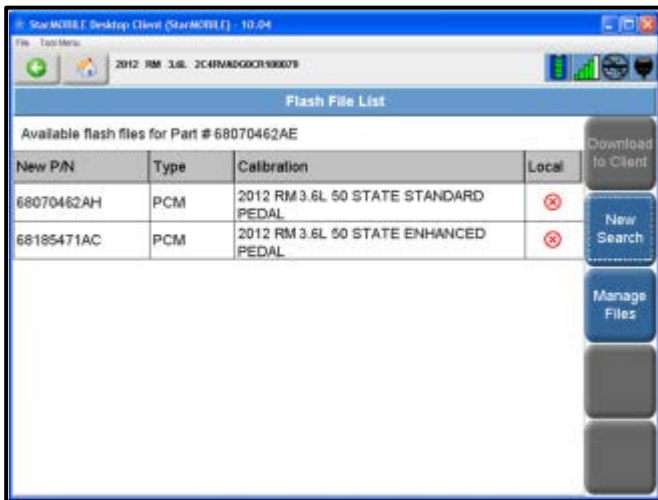
- ⇐ If this screen is displayed, Select "Download from DealerCONNECT".
- ⇐ Select "Next" <arrow>.



- Enter User ID and Password.



- ⇐ Select "Finish" <arrow>.
- ⇐ Search results are displayed.



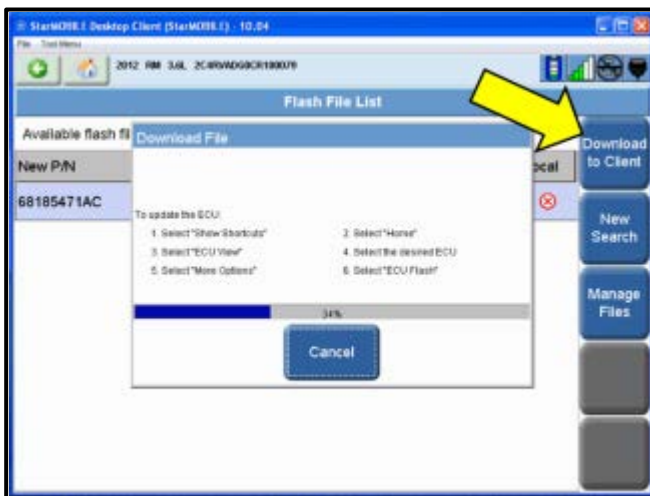
← Select the appropriate software update.



**Tip:** The line will be highlighted in blue when selected.

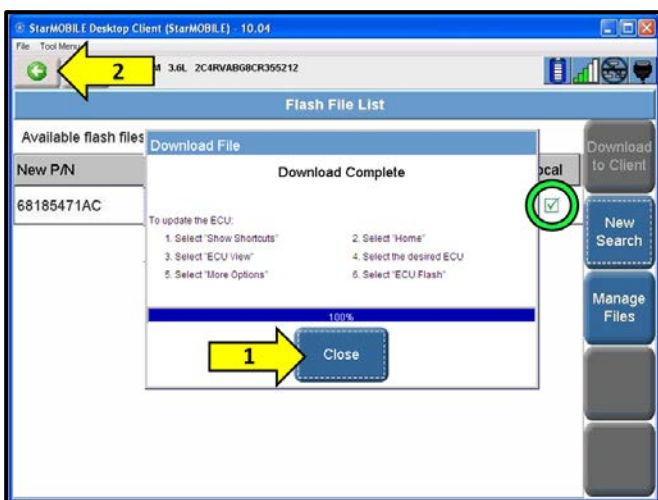


**Caution:** On most vehicles only one software update will be available. If there are two updates available, as shown on this screen (left), **ONLY** the **68070462AH** software should be selected and installed. Installing the wrong software update into the PCM will change the driving characteristics of the vehicle and can result in a customer complaint. Once the software in a PCM is updated it cannot be reversed. PCM replacements **will not be covered** under this action.



← Select "Download to Client" <arrow>.

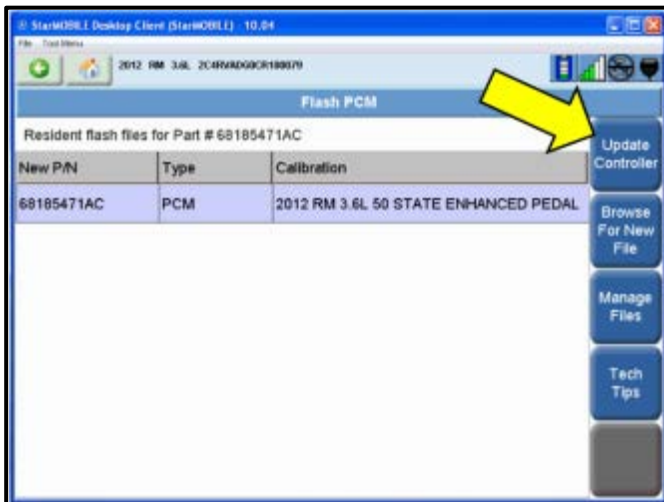
- "Download File" screen will display briefly.



← When "Download Complete" message is displayed, select "Close" <arrow 1>.

← The red "X" in the "Local" column will change to a green check <circle>, showing the file has been saved to the StarMobile Desktop Client.

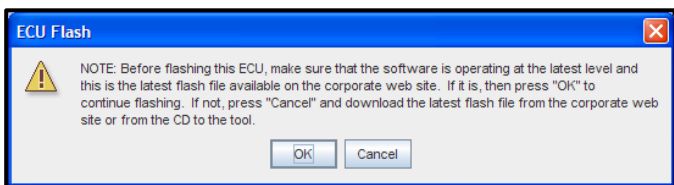
← Select the back arrow <arrow 2>.



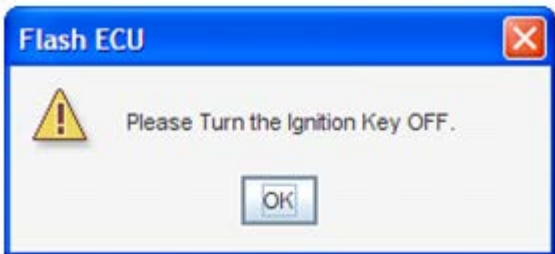
### Section C – Flashing PCM software

← From the “Flash PCM” screen, click on the flash file to select it, then select “Update Controller” <arrow>.

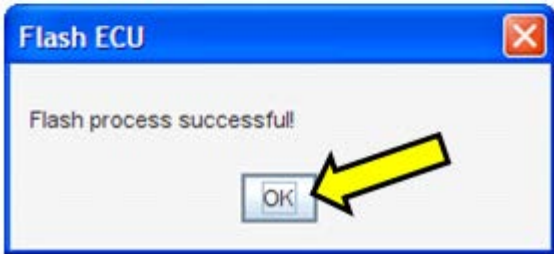
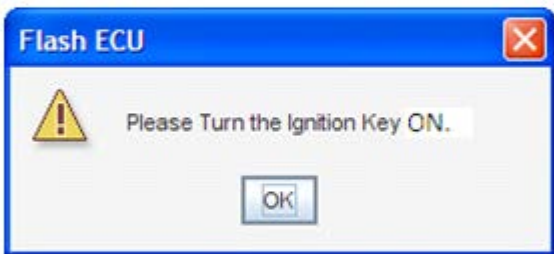
**Note:** If the flash process is interrupted or aborted, the flash should be restarted.



- If this message is displayed, select “OK”.

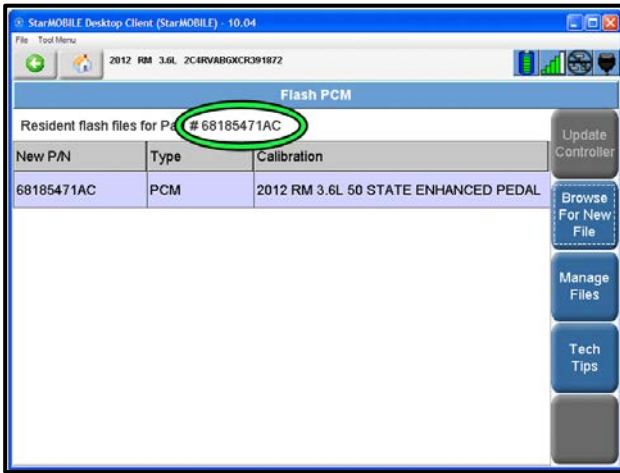


← Cycle the ignition off, then back on following the on-screen prompts.

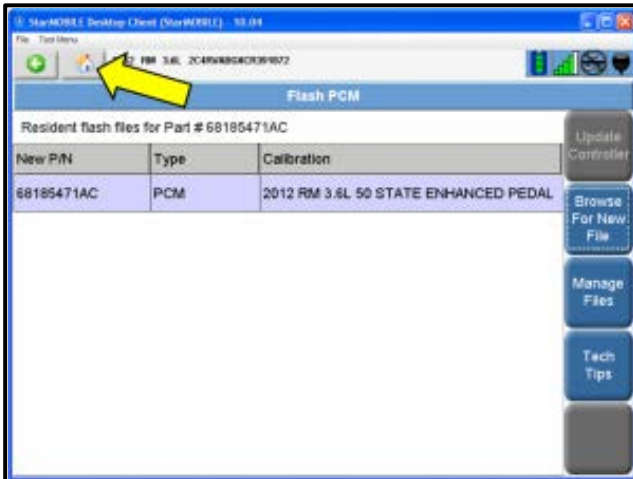


← When “Flash process successful” is displayed select “Ok” <arrow>.

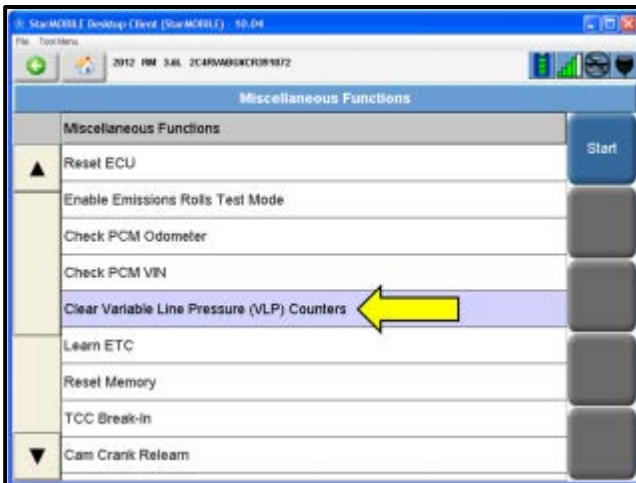
- Flash process is complete.



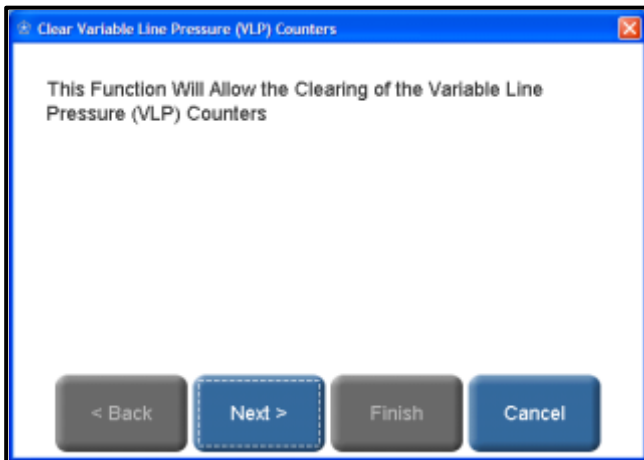
- The StarMOBILE Desktop Client will automatically return to this screen (left).
- ⇐ Verify the PCM part number at the top of the “Flash PCM” screen has updated to the new part number <circle>.



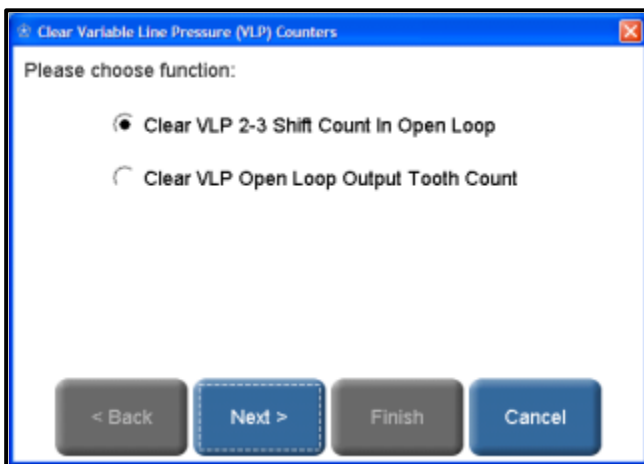
- ⇐ Select the “Home” button <arrow>.



- ⇐ Select “ECU View”.
- Select “PCM”.
- Select “Miscellaneous Functions”.
- ⇐ Select “Clear Variable Line Pressure (VLP) Counters” <arrow> and press the “Start” button.

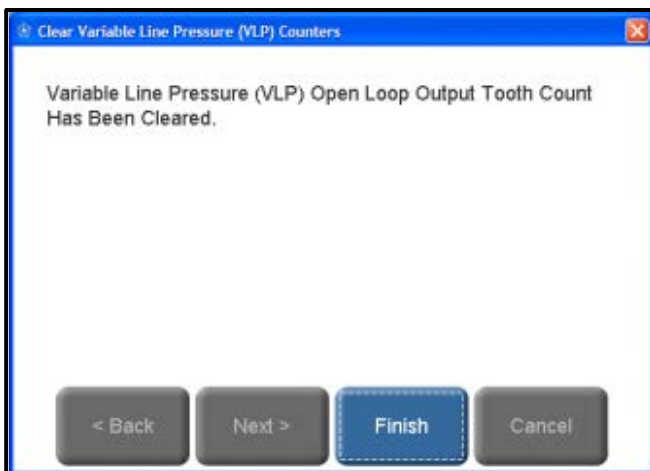


- Select "Next".

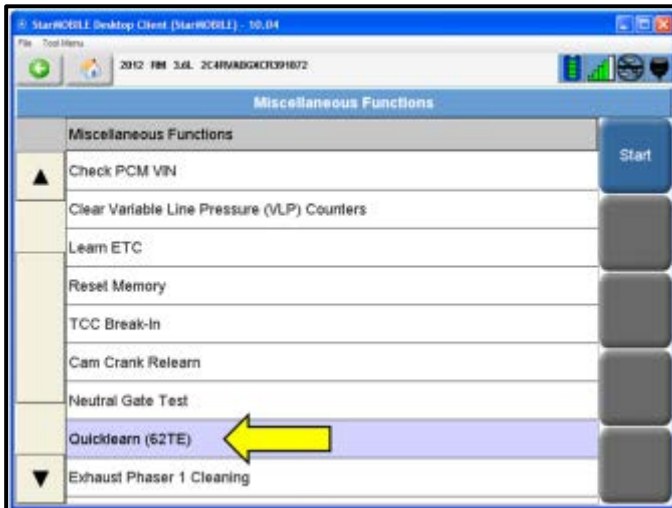


**Note:** It will be necessary to follow this test plan for each option listed.

- Select "Next".
- Follow the screen prompts to "Clear VLP 2-3 Shift Count In Open Loop".
- Repeat the procedure to "Clear VLP Open Loop Output Tooth Count".

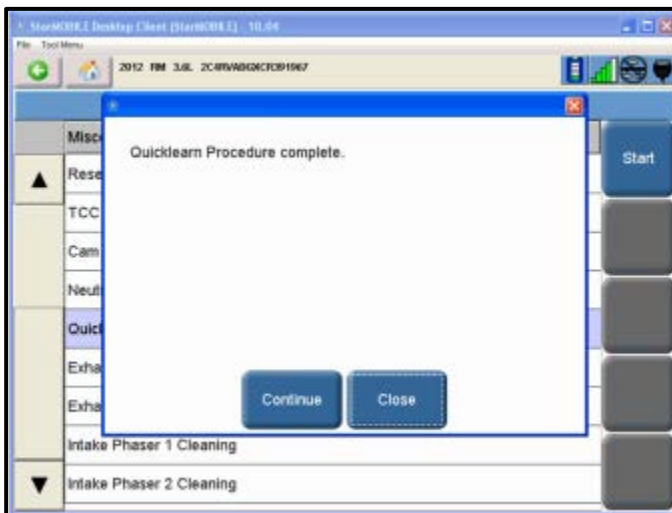


- Select "Finish".



- Start the engine.
- ⇐ Select “Quicklearn (62TE)” <arrow> and press the “Start” button.
- Follow the screen prompts to complete the Quicklearn procedure.

**Note:** The Quicklearn procedure must be performed while sitting in the vehicle.

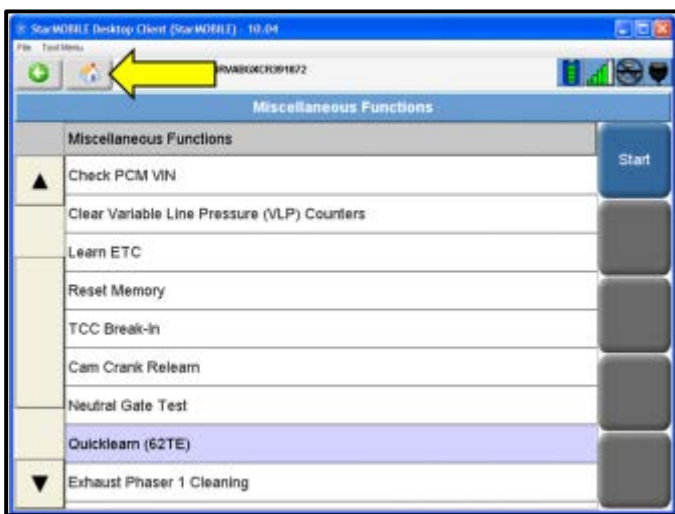


- Quicklearn confirmation message is displayed.
- ⇐ Select “Close”.
- Turn the engine off.
- Switch the ignition to the “ON” position.



**Note:** The test plan may not properly display the confirmation message.

- If this screen is displayed (left) for more than 60 seconds with no change, Quicklearn procedure is complete.
- Select "Close".



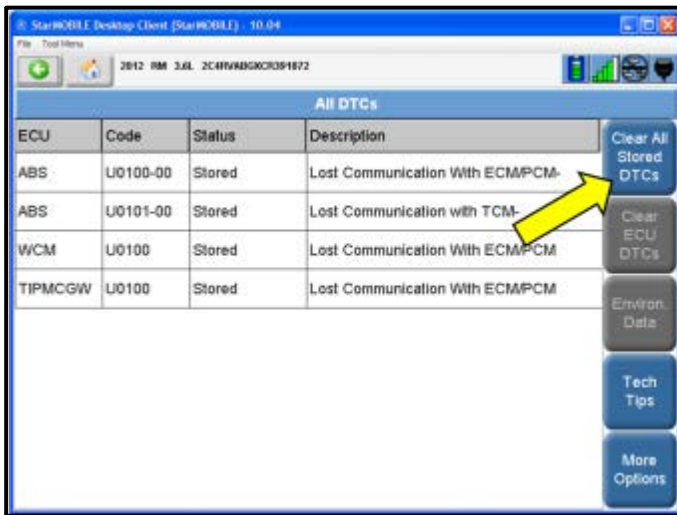
← Select "Home" button <arrow>.



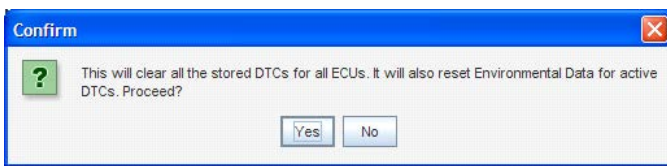
• Select "System View".

← Select "All DTCs" <arrow>.

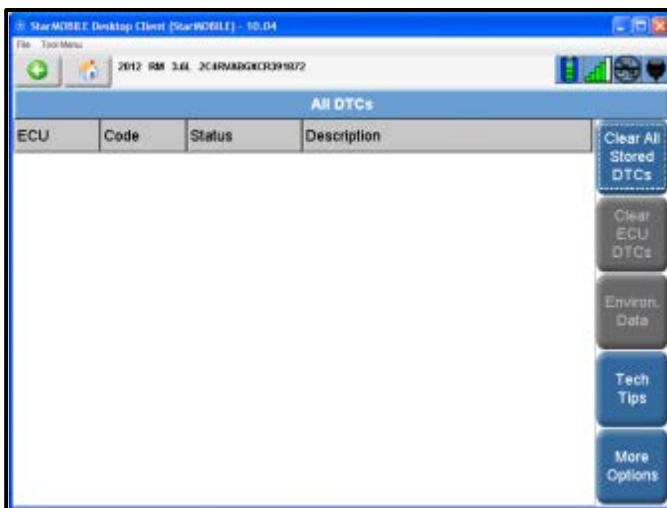




⇐ Select “Clear All Stored DTCs” <arrow>.



- Select “Yes”.



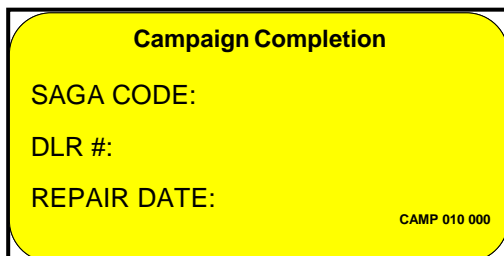
- Verify “All DTCs” screen shows no active DTC’s.
- Disconnect the StarMOBILE device from the vehicle.
- Disconnect the battery charger.
- Close the hood.


**Proceed to Section D**

## Section D – Campaign Completion Label and Parts Return/Disposal

### Install Campaign Completion Label

- Open the hood.
- ⇐ 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 the 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.

### California Only – Continue to section E

### Section E – 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](http://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.

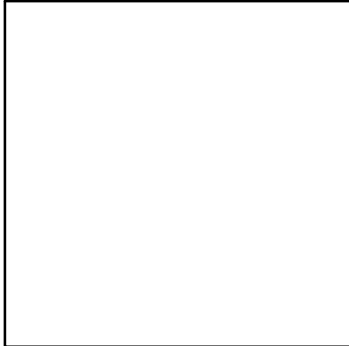
**ALL WORK IS COMPLETE**



**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 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.

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Signature of Customer