

UPDATE Technical Bulletin



Das Auto.

November 12, 2013

UPDATE – 24AE 1.8T ECM/TCM 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 (SAGA claim comments): UPDATE 24AE - 1.8T ECM/TCM Software (FED_EMS)

NOTE:

Please be aware that on the date of publication for this UPDATE, Passat is shown in this document as affected; however the software to address these vehicles is not yet available. We will turn VINs on in Elsa once the software is available. Your notice for this will be the visibility in Elsa and the vehicles will appear on your Open Inventory Report.

Model(s)	Year	Engine Code	Trans. Code
Passat	2014	1.8T (CPRA, CPKA)	All
Jetta	2014	1.8T (CPRA, CPKA)	All

REVISION HISTORY

Revision	Date	Purpose
1	November 12, 2013	Original publication

Condition

This update has been proactively released to prevent shift quality concerns and/or rough running behavior depending on driving conditions.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24AE code in Elsa, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the FEDERAL EMISSIONS WARRANTY.

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- 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

Current TCM programming in combination with ECM programming may cause shift quality concerns and/or rough running behavior depending on driving conditions.

Production Solution

Optimized software to address concerns listed in the Technical Background.

Service

NOTE:

- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an Elsa 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 Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *Elsa 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.*



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

EXAMPLE

Two green arrows point to the cells: Arrow 1 points to '01' and Arrow 2 points to 'Open'.

Step 1:

- Enter the VIN in Elsa 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

Step 2:

- According to the table below, check and if necessary, update software:
VAS/PC - enter Guided Fault Finding (GFF)=> Function/component selection=> Software Version Management=> Adapting Software test plan.
ODIS – enter Start Diagnosis=> Special Functions=> Adapt Software test plan.



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 Special Tools and Equipment - Service Information Circular # VSE-08-18.

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.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

Control modules damaged by inadequate voltage will not be covered under the warranty policy. The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

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1. Connect battery charger and scan tool to vehicle and navigate to Guided Fault Finding=> Functions/ Component Selection=>Software Version Management=>Adapting Software.
2. Update the Engine Control Module using the SVM Unit code as listed in the table below:
3. If necessary, refer to instructions in TB, 2014603: *00 Software Version Management (SVM), operating instructions.*

Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version	SVM Action Code
Passat	CPRA, CPKA	06K906070H	All	06K906070H	6866	3975
		06K906070J	All	06K906070J	6867	
		09G927749B	All	09G927749B	2658	
Jetta	CPRA, CPKA	06K906070D	All	06K906070D	6864	
		06K906070F	All	06K906070F	6865	
		09G927749A	All	09G927749A	2659	



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!

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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 Elsa 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.

SAGA Code 24AE Claim Entry Procedure

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

Service No.: 24AE

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 or Criteria I.D. 02

Check/UPDATE present. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check/UPDATE ECM & TCM software. No further work required

Repair operation: 2470 25 99 50 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:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
VAS Diagnostic Tool	VAS 5051B, VAS 5052A, VAS 6150/X & VAS 6160/X with: ODIS Service 2.0.0 or higher with current online updates.

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.

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UPDATE FACT SHEET – UPDATE Code 24AE

Dear Volkswagen Customer,

Today we performed UPDATE code 24AE on your vehicle. This UPDATE installs new engine control module software and/or transmission control module software to improve your vehicles performance. This UPDATE was performed 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.

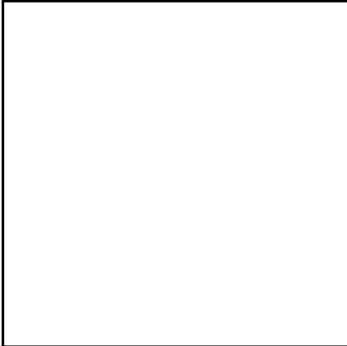
Thank you for driving a Volkswagen!



**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