

UPDATE Technical Bulletin



Das Auto.

May 02, 2013

24Z5 UPDATE – Jetta Hybrid Software (FED_EMS)

NOTE:

- Verify the open Campaign/Actions screen in ElsaWeb to determine if the VIN applies to this UPDATE.
- Perform this UPDATE on all applicable vehicles within FILL IN APPLICABLE WARRANTY (i.e. Dealer Inventory, NVLW or 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 24Z5 Jetta Hybrid Software (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code
Jetta Hybrid	2013	CNLA	7spd DSG / 0CG (DQ200)

REVISION HISTORY		
Revision	Date	Purpose
1	May 02, 2013	Original publication

Condition

Updated software is available to optimize Hybrid system operation.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24Z5 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the Federal Emissions Warranty
- 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.

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Technical Background

No customer complaint is associated with this software update. Software update is being released to update the ECM and the Electric Drive to the most current levels. This software optimizes Hybrid system operation.

Production Solution

Updated software installed in production.

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); 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.*

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 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.

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 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	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
Jetta Hybrid	ECM (AW_01)	04E906023	3943	04E906023	5631	384C
			3975			
	4400					
	4689					
	4231					
	4920					
	5037					
	5094					
	5267					
	Electric Drive (AW_51)	5C0907080C	0520	5C0907080E	0535	
			1510			
			1520			
			0532			
			0500			

The procedure can be found in GFF under Functions/ Component Selection, Software Version Management, Adapting Software.

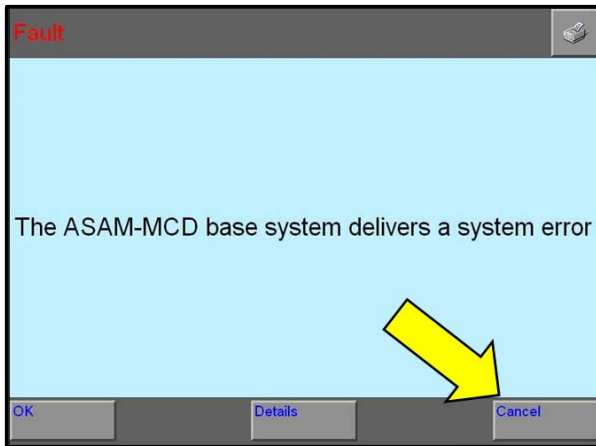
 **WARNING:**

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!

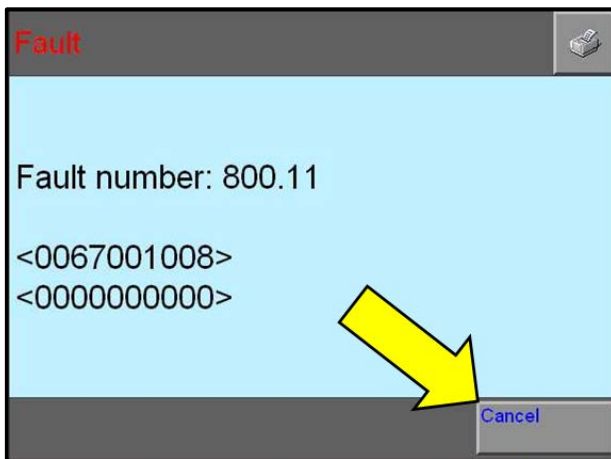
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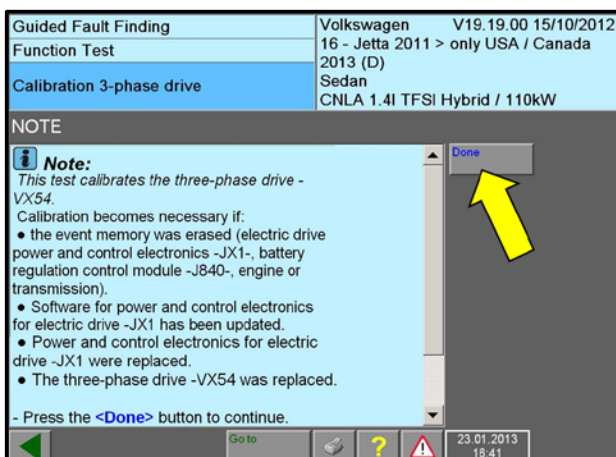
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- Follow the SVM Adapting Software Test Plan through completion.
- ⇐ If the system delivers the message as shown <left>, select Cancel <arrow> until the message goes away.



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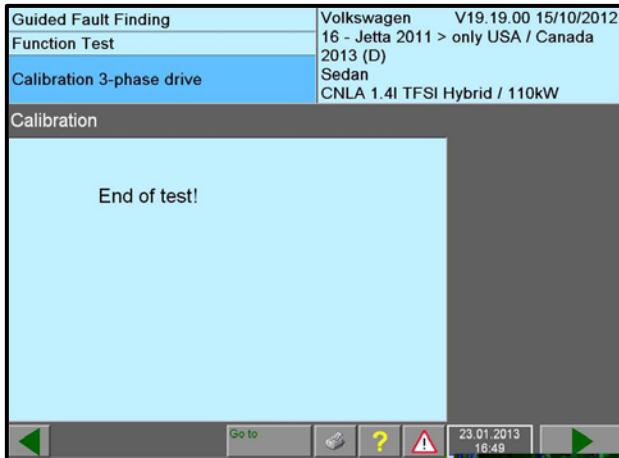


- ⇐ Select Done <arrow> and continue test plan for the Calibration of the 3-phase drive.

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← Follow the Calibration for the 3-phase drive test plan until “End of test!” appears.

- Exit Guided Fault Finding and send the information back to the on-line server when prompted.



Tip:

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.

WORK COMPLETE

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	<p>U.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry.</p> <p>Canadian dealers - Contact your Warranty Campaign Specialist. For contact information, please proceed to “ServiceNet – Warranty/Contact Information/Campaigns – “Warranty Campaign Specialist.”</p>
Required Customer Notification	<p>Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order.</p> <p>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.</p>

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SAGA Code 24Z5 Claim Entry Procedure

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

Service No.: 24Z5

Damage Code: 0099

Parts Manufacturer/Vendor Code: 3ME

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions:

Criteria I.D. 01

Check - updated software present. No further work required.

Repair operation: 0183 00 99 20 TU

-- OR --

Check – software update needed. Perform software update for ECM and/or Power Electronics via SVM.

Repair operation: 2470 26 99 60 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

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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/-VPC with: <ul style="list-style-type: none">- VAS-PC Base V19.01.01 and current version Brand disc- ODIS Service V1.1.3 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.

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UPDATE FACT SHEET – UPDATE 24Z5

Dear Volkswagen Customer,

Today we performed UPDATE code 24Z5 on your vehicle. This UPDATE ensures that the latest production level software is available in your vehicle. 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!