



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2010	All	All	All	All
CC	2010-2013	All	All	All	All
CC	2014	All	All	AN_EE500001	AN_EE514364
Tiguan	2010-2013	All	All	All	All
Tiguan	2014	All	All	AX_EW000001	AX_EW032213
Tiguan	2014	All	All	AX_EW500001	AX_EW525393

Condition

48 14 01 January 15, 2014 2027277 Supersedes T. B. V481301 dated March 18, 2013 to include additional model year applicability.

Insufficient Steering Assistance- Warning Light ON

 **Note:**

The condition as described does not affect the ability of the operator to control the vehicle.

Customer may comment about the following concern:

- Steering is stiff.
- Yellow and red power steering warning lights on.



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The following DTCs can be logged in the Power Steering Control Module - J500:

DTC	Description
03375/011	Steering motor - disruption
16352/012	Control module - electric complaint
00003/008	Control module - implausible signal
00003/012	Control module - electric complaint in the circuit
00566/008	Power steering - operation implausible signal
03375/003	Steering motor - mechanical complaint (if entry occurred in the connection with workshop work)
00566/003	Power steering - mechanical complaint (only if in connection with 003375/011 or 16352/012)

Technical Background

Software-related deviation in the power steering control unit (-J500-).

Production Solution

Improved software.

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Service

Update-Programming Procedure:



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.



Note:

Prior to launching ODIS application and starting control module update process, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information 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 the scan tool in conjunction with a VAS 5054A wireless transmitter head (DLC) 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.

- To perform the software update, after the full vehicle scan, click on the “Special Functions” tab and then select “Adapting Software”.
- Follow the on screen prompts to update the Power Steering Control Module -J500- using the SVM Unit code as listed in the tables below:

Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Unit Code
5N1.909.144.L	0802	5N1.909.144.L	1101	35FA
5N1.909.144.L	1002	5N1.909.144.L	1101	35FA
5N1.909.144.L	1002	5N1.909.144.M	1101	35FA

Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Unit Code
5N1.909.144.P	1202	5N1.909.144.P	1401	3900

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WARNING:

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a 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!



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 or action is carried out that is not explicitly stated in the Technical Bulletin.

When the software update is completed follow the guided functions test plans to perform the following processes.

- Adaptation/Adjustment of the power steering
- Basic settings for the steering end stops
- Basic settings of the external steering angle sender -G85
- Adjustment – J500 with power steering*
- Adjustment – J500 parking assistant*
- Adjustment – J500 for turning and steering torque compensation
- Adjustment – J500 with damping control*
- Adjustment – J500 with lane change assistant*
- Update power steering control unit J500 software
- Delete memory

* The adjustment can differ depending on the vehicle equipment.



Tip:

Upon completion of basic settings, if prompted, answer the “was the power steering gear replaced”? with a “Yes” answer.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
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Passat	2010	All	All	All	All
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CC	2014	All	All	AN_EE500001	AN_EE514364
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Tiguan	2014	All	All	AX_EW500001	AX_EW525393
Claim Type:			Use applicable Claim Type ¹⁾		
SAGA Coding					
Service Number:	Damage Code	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)		
4835	0039	Use applicable when indicated in ElsaWeb (L/R)	WVO ²⁾		
Labor Operation ³⁾ : Charge Battery			27068950 = 10 TU		
Labor Operation ³⁾ : Update Programming			Included in GFF time expenditure listed below		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = actual GFF Time expenditure.		YES		
Road Test	01210002 = 00 TU 01210004 = 00 TU		NO		
Technical Diagnosis	01320000 = 00 TU		NO		



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Claim Comment: Input "As per Technical Bulletin 2027277" 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)
Diagnostic Tool	VAS 5051B, 5052x, 6150x,6160 (ODIS Base Ver. 2.0.2 and Brand Ver. 19.25.xxx 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.