



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2014	All	All	All	All

## Condition

27 14 01 July 25, 2014 2037785

**Customer May Experience a Discharged Battery**

 **NOTE:**

**This bulletin applies to vehicles built on or before March 18, 2014 equipped with Power Folding 3rd Row Seat (sales code 3NM).**

## Technical Background

This Bulletin involves updating the Folding Seat Module (FSM) with new software because the FSM stays awake resulting in a continuous electrical draw.

 **Tip:**

- **wiTECH™ UPDATE PROGRAMMING FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.**
- **wiTECH™ SOFTWARE LEVEL MUST BE AT RELEASE 13.04.7 OR HIGHER FOR THIS BULLETIN.**
- **StarMOBILE™ SOFTWARE LEVEL MUST BE AT RELEASE 10.01 OR HIGHER FOR THIS BULLETIN**

## Production Solution

Improved Folding Seat Module (FSM) software has been introduced in production as of March 18, 2014.



# Technical Bulletin

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## Service

Using a Scan Tool (wiTECH) with ElsaPro and the appropriate Diagnostic Procedures, verify all engine systems are functioning as designed. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition, perform this Repair Procedure.

### Repair Procedure

#### **NOTE:**

**Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the programming process.**

**If this reprogramming process is interrupted / aborted, the reprogramming should be restarted.**

- Reprogram the FSM with the latest software. Help using the wiTECH diagnostic application for flashing an FSM is available by selecting "help" then "help contents" at the top of the wiTECH diagnostic application window.
- Clear any DTC's that may have been set in all modules due to reprogramming.
- The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.



# Technical Bulletin

## Warranty

**NOTE:**

**This bulletin only applies to vehicles built on or before March 18, 2014.**

All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

<b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b>					
<b>Model(s)</b>	<b>Year(s)</b>	<b>Eng. Code(s)</b>	<b>Trans. Code(s)</b>	<b>VIN Range From</b>	<b>VIN Range To</b>
Routan	2009-2014	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>			<b>Use applicable Claim Type <sup>1)</sup></b>		
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
7293	0039	CWM2037785		Use applicable when indicated in ElsaWeb (L/R)	
<b>Parts Manufacturer</b>		<b>Routan</b>		<b>USM <sup>2)</sup></b>	
<b>Labor Operation <sup>3)</sup> : Update Proqraming</b>			<b>72932599 = 20 TU</b>		
<b>Causal Part: Select Labor Operation</b>			<b>72932599</b>		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>	<b>01500000 = 00 TU max.</b>			<b>NO</b>	
<b>Road Test</b>	<b>01210002 = 00 TU 01210004 = 00 TU</b>			<b>NO</b>	
<b>Technical Diagnosis</b>	<b>01320000 = 00 TU max.</b>			<b>NO</b>	
<b>Claim Comment: Input "As per Technical Bulletin 2037785" in comment section of Warranty Claim.</b>					



# Technical Bulletin

- <sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only
- <sup>2)</sup> Code per warranty vendor code policy.
- <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.
- <sup>4)</sup> 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) or GRX 3000 VAS
StarMOBILE Tester Kit or VW MICRO POD Tester Kit	CH9401 (SW level 10.01.23 or higher) VWMICROPOD
wiTECH Desktop Client	(Software level 13.04.7 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.