

UPDATE Technical Bulletin



December 16, 2014

UPDATE – 24BG ECM 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 Code 24BG ECM Software (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code
Jetta Hybrid	2013-2014	CNLA	7spd DSG / 0CG (DQ200)

REVISION HISTORY		
Revision	Date	Purpose
1	December 16, 2014	Original publication

Condition

This update has been proactively released to prevent the Engine Control Module (ECM) from incorrectly storing scan tool mode data.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24BG 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.
- 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

Engine control module may incorrectly store scan tool mode data.

Production Solution

Not relevant.

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

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:
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 Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure:

- Connect the tester using an Ethernet "hard line" cable between the tester and the on-line network. **DO NOT USE WI-FI.**
- Connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.
- **DISABLE BLUETOOTH and ensure that the tester is NOT communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. DO NOT USE BLUETOOTH for flashing. Control module failures caused by flashing via Bluetooth will not be covered.**

All Volkswagen scan tool devices 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.



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!



SVM Update Instructions



- Connect the tester to the on-line network using an Ethernet cable.
- Connect the VAS 5054A transmitter head to the VAS tester using the USB cable.
- Disable Bluetooth by physically turning the switch to the off position.



Note: If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.



Warning: The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update.
<See pictures>

1. Connect battery charger and scan tool to vehicle and navigate to Guided Fault Finding=>Diagnosis=>Special Functions=>Adapting Software=>Perform Test.
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*.

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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 3975 4400 4689 4231 4920 3481 5037 3553 5094 5267 5631 6100 6248 6364 6808	04E906023	7928	384C
		04E906023G	5290 5632 6122 6232 6807 7716	04E906023G	7929	

- Exit GFF and send the diagnostic protocol on-line when prompted.

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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>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - 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.

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SAGA Code 24BG Claim Entry Procedure

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

Service No.: 24BG

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 updated needed. Perform software update via SVM.

Repair operation: 2470 26 99 40 TU

There is NO reimbursement for wash or loaner vehicle!

If the vehicle is outside of the specified warranty period OR if customer refused repairs.

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.



Required Parts and Tools

Tool Description	Tool No:
Always ensure the ODIS Service application and brand diagnostic data versions are up-to-date prior to performing SVM.	VAS Diagnostic Device
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

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UPDATE FACT SHEET – UPDATE Code 24BG

Dear Volkswagen Customer,

Today we performed UPDATE code 24BG on your vehicle. This UPDATE ensures that the latest 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!