

UPDATE Technical Bulletin



March 28, 2014

UPDATE – 87E3 Climatic Software (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within NEW VEHICLE LIMITED 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 87E3 Climatic Software

Model(s)	Year	Engine Code	Trans. Code
Jetta	2014	All	All
Beetle	2014	All	All
Beetle Convertible	2014	All	All

REVISION HISTORY

Revision	Date	Purpose
1	March 19, 2014	Original publication
2	March 28, 2014	Removed basic settings procedure

Condition

This update has been proactively released to prevent the air conditioning from blowing warm while operating the engine within a certain constant RPM range.



Note:

DO NOT diagnose or replace any components **before** performing the software update function as explained in this bulletin.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 87E3 code in Elsa, Campaign/Action Information screen on the day of repair.

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- If the vehicle is sold it must be within the NEW VEHICLE LIMITED 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.

Technical Background

SW version 0205 in the climatic controller may not recognize constant RPM and will report compressor shut off code 5 in MVB.

Production Solution

Introduction of new software beginning March 12, 2014.

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.

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Note:

Prior to launching VAS Diagnostic Device 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 any 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. **Also, ensure that the tester is not communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. 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.

Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

- 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 Climatic Control Module using the SVM Unit code as listed in the tables below:

Model	Engine	Old Software Version	New Software Version	SVM Action Code
Jetta, Beetle, Beetle Convertible	All	0205	0204*	3A00

- Once the software update is complete, test the Climatic controls and settings to verify proper operation.

*The software installed in this Update is the previous level production software.

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Tip:

It is not necessary to perform basic settings on the Climatic Control Module after performing this software update.



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!

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.

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SAGA Code 87E3 Claim Entry Procedure

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

Service No.: 87E3

Damage Code: 0099

Parts Manufacturer/Vendor Code: 3ME

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Perform software update.

Repair operation: 8704 24 99 30 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

Part Description	Part No:	Quantity
N/A	N/A	N/A

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

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 87E3

Dear Volkswagen Customer,

Today we performed UPDATE code 87E3 on your vehicle. This UPDATE ensures the proper performance of the Air Conditioning (A/C) Control Head. 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!