

UPDATE Technical Bulletin



December 17, 2015

69L7 UPDATE – Airbag Control Module Software Update (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within the 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 Code 69L7 - Airbag Control Module Software Update (NVLW)

| Model(s) | Year | Engine Code | Trans. Code |
|----------|------|-------------|-------------|
| Jetta | 2016 | All | All |

| REVISION HISTORY | | |
|------------------|-------------------|----------------------|
| Revision | Date | Purpose |
| 1 | December 17, 2015 | Original publication |

Condition

This update has been proactively released to prevent erroneous DTCs stored in the airbag control module.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 69L7 code in Elsa, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the New Vehicle Limited Warranty period.
- 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

During vehicle startup, the airbag control module may misidentify engine vibrations and/or vehicle movement due to an overly sensitive self-test of the rollover sensor. This condition results in DTC B200000 "Control module faulty" being permanently recorded in the airbag control module, and the airbag warning light coming on in the instrument cluster.

Production Solution

Updated software installed in production.

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.*



Section A – Check for Previous Repair

| Applicable Criteria ID (s) | Campaign/Action Status |
|----------------------------|------------------------|
| 01 | Open |

EXAMPLE

Two green arrows point to the '01' and 'Open' cells. Arrow 1 points to '01' and arrow 2 points to 'Open'.

- 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

Proceed to Section B

Section B – Inspect Airbag Warning Light Condition



- With the ignition switched ON, check the current status of the airbag warning light.
- If the airbag warning light is OFF, **Proceed to Section C – Update Airbag Control Module Software.**
- If the airbag warning light is illuminated <as shown>, connect the VAS 6150C (or equivalent) to the vehicle and perform a Guided Fault Finding (GFF) scan.
- If the airbag system faults include “B200000”, replace the airbag control module. Then, proceed to **Section D – PODS system basic settings.**

NOTE

If any faults other than “B200000” are stored in the airbag module, the root cause must be diagnosed and repaired under New Vehicle Limited Warranty (NVLW) PRIOR to performing this repair procedure.



Section C – Update Airbag Control Module Software

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.

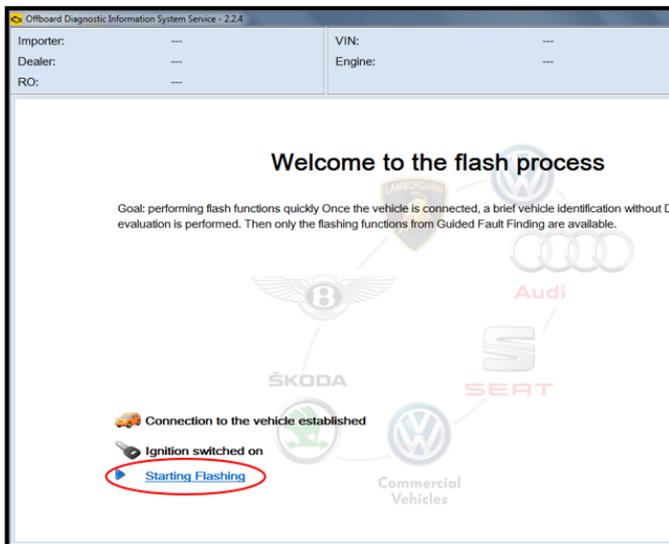


WARNING

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

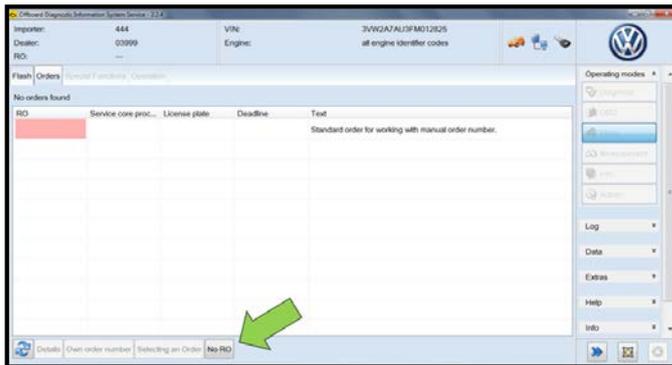


- Start the ODIS program.
- Upon ODIS startup, verify the “Flash” Operating mode is selected as shown <arrow>.

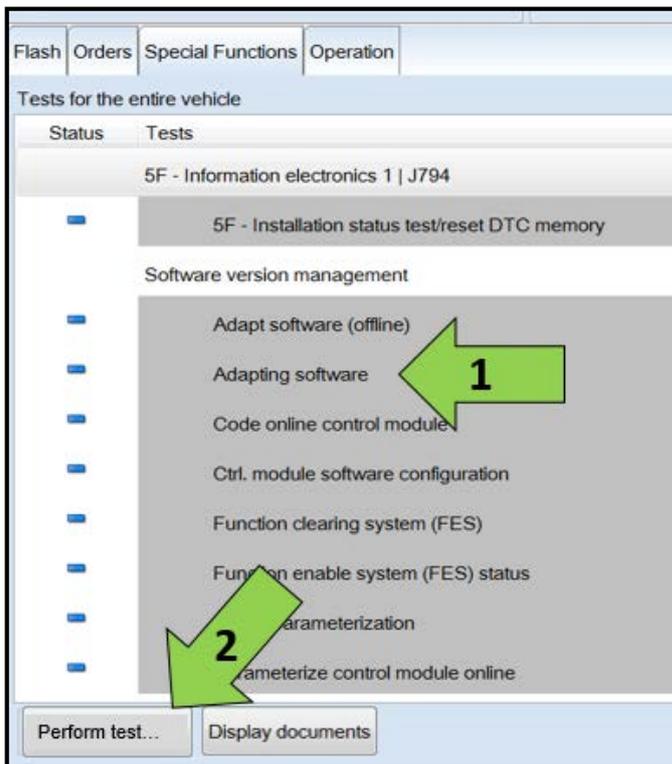


- Select “Start Flashing” <circle>.
- Follow the on-screen directions.

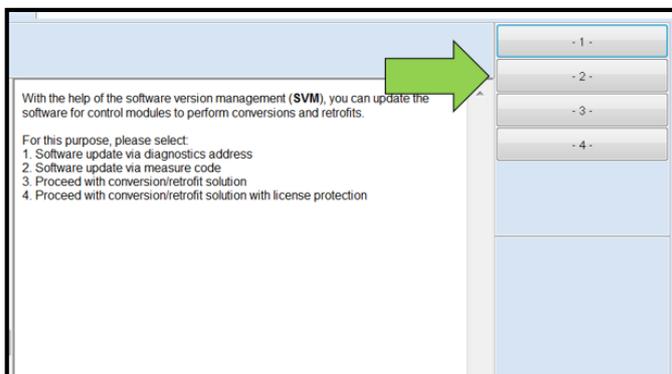
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- Select “No RO” as shown <arrow>.

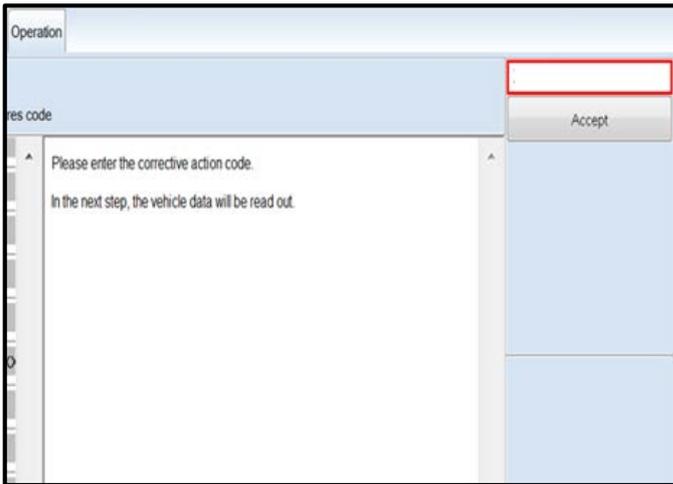


- Under the “Special Functions” tab, select “Adapting software” <arrow 1>, then select “Perform test” <arrow 2>.



- Select “Software update via measure code” as shown <arrow>.

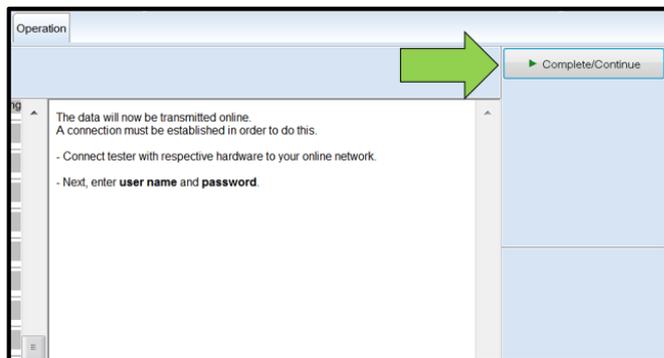
NOTE
Read the on-screen options carefully. “Software update via measure code” may not be option #2.



- When prompted, enter SVM code “3D0915” <as shown>.

Airbag Control Module Software Change Table

| Model | Engine | New Software Part Number | New Software Version (or higher) | SVM Action Code |
|-------|--------|--------------------------|----------------------------------|-----------------|
| Jetta | All | 561959655 | 0207 | 3D0915 |

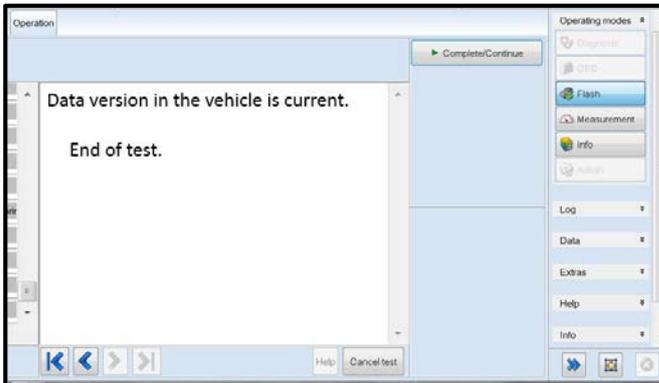


- Select “Complete/Continue” <arrow>.
- When prompted, enter your user name (Geko ID) and password.
- Follow the on-screen directions and complete the software update.
- Reference the chart above for applicable Part Number and Software Level information.

Proceed to Section D – PODS System Basic Settings



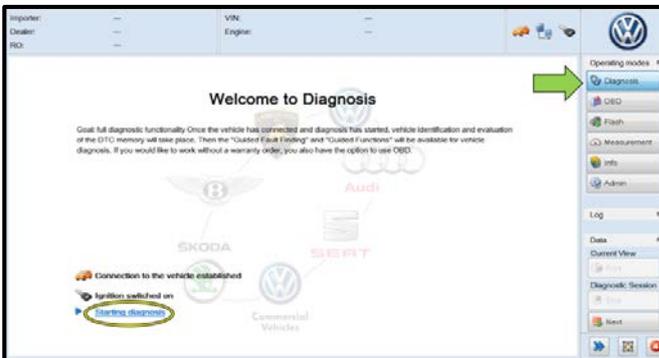
Section D – PODS System Basic Settings



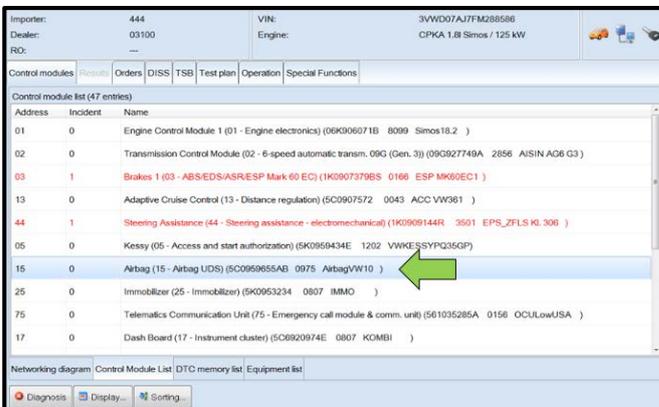
- When the SVM process is complete, select “Complete/Continue” <as shown>.

NOTE

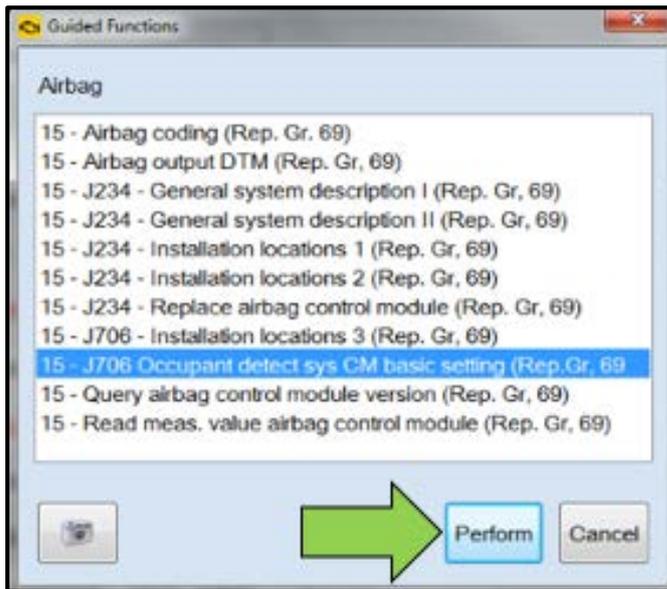
The ODIS version **MUST** be 3.0.0 with content version 2.30.2 or higher. Without this ODIS version installed, PODS basic settings is not possible.



- Switch to the “Diagnosis” operating mode <arrow>.
- Select “Starting Diagnosis” <circle>.
- Follow the on-screen directions and perform a GFF scan of the vehicle.



- From the Control Module List, right click on “Airbag (15-Airbag UDS)” <arrow>.
- Select “Guided Functions” from the drop down list that appears.



- From the “Guided Functions” menu, select “J706 Occupant detect sys CM basic setting” <as shown>.
- Select “Perform” <arrow>.
- Follow the on-screen directions to complete the basic settings procedure.
- Once basic settings are complete, exit GFF and clear all DTCs.
- Reset relevant vehicle settings (i.e. one-touch windows, clock, etc.)

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 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. |



Required Parts and Tools

| Part Description | Part No: | Quantity |
|--|-----------|----------|
| Airbag Control Module (see ETKA for applicable color code) | 561959655 | 1 |

| Tool Description | Tool No: |
|-----------------------------------|--|
| VAS Diagnostic Tester | VAS6150C (or equivalent) |
| 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 69L7

Dear Volkswagen Customer,

Today we performed UPDATE code 69L7 on your vehicle. This UPDATE is to install improved software in the airbag control module, and 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!