

# UPDATE Technical Bulletin



Das Auto.

April 14, 2015

## 24BM UPDATE – 2.0L MPI Software Update (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 24BM 2.0L MPI Software (FED\_EMS)

Model(s)	Year	Engine Code	Trans. Code
Jetta	2011	2.0L MPI (CBPA)	MQ-250 (manual)
Jetta	2012-2014	2.0L MPI (CBPA)	All

### REVISION HISTORY

Revision	Date	Purpose
1	April 14, 2015	Original publication

## Condition

This update has been proactively released to revise the engine management strategy to the latest engineering levels.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

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

# UPDATE Technical Bulletin



Das Auto.

## Technical Background

This update has been proactively released to update the engine management strategy to the latest engineering levels.

## Production Solution

Not applicable

## 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.*

# UPDATE Technical Bulletin



Das Auto.

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 Technical Bulletin



Das Auto.

## 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*.

# UPDATE Technical Bulletin



Das Auto.

Model	Engine	Old ECM/TCM Software Part No.	Old ECM/TCM Software Version	New ECM/TCM Software Part No.	New ECM/TCM Software Version (or higher)	SVM Unit Code
Jetta	2.0L MPI (CBPA)	06G906055T	All with MQ-250 gearbox	06G906055AD	1302	3801
		06G906055R				
		06G906055B				
		06G906055AD				
		06G906055AA	All with AQ-250 gearbox	06G906055AE	1302	
		06G906055S				
		06G906055AE				
		09G927750LE	1671 1707 1711 1791 1975 2330	09G927750LE	2647	
		09G927750LE	2040 2174 2329	09G927750LE	2618	

**NOTE**

If vehicle is equipped with an automatic transmission, TCM must be reprogrammed along with the ECM.

- Upon completion of software update, verify Cruise Control function (if originally equipped) is activated via GFF Function Test Plan 01 – Activate/Deactivate Cruise Control System.
- Exit GFF and send the diagnostic protocol on-line when prompted.

# UPDATE Technical Bulletin



Das Auto.

## Warranty

<b>Claim Entry Procedure</b>	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.
<b>Claim Help</b>	<b><u>U.S. dealers</u></b> - Contact the <b>Warranty Helpline</b> toll-free at 1-866-306-8447 for help with claim entry. <b><u>Canadian dealers</u></b> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
<b>Required Customer Notification</b>	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.

# UPDATE Technical Bulletin



Das Auto.

## Claim Entry Instructions

After UPDATE has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	24BM
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	3ME
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	Check/Updated software present, no further work required Labor operation: 0183 00 99                      10 T.U. -OR- Update software. Labor operation: 2470 25 99                      50 T.U. (Automatic Transmission) -OR- Labor operation: 2470 26 99                      40 T.U. (Manual Transmission)





## 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.

# UPDATE Technical Bulletin

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## UPDATE FACT SHEET – UPDATE Code 24BM

Dear Volkswagen Customer,

Today we performed UPDATE code 24BM on your vehicle. This UPDATE ensures the latest available software is installed in your vehicle. This software upgrade 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!