



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
e-Golf	2015-2016	All	All	All	All
e-Golf	2017	All	All	AU_HW000001	AU_HW900311

## Condition

**87 16 10 July 7, 2016 2040184** Supersedes Technical Bulletin V871608 dated June 22, 2016 to update to the latest SW level 0202 released CW23/16 and update GFF time expenditure.

**Climatronic with Heat Pump - Sporadically Too Low Heating or Cooling Performance**



**Note:**

This bulletin must be read in its entirety before performing the procedure.

## Technical Background

The customer may complain that the cabin heating or cooling output is insufficient.

Software-related deviation in thermal management control unit.

- The vehicle interior is sporadically not sufficiently heated or cooled.
- The heating or cooling performance is sporadically too low.

The following DTCs can be logged in the thermal management control unit:

DTC	Description	Event Code
P1C1A00	Shut-off valve 1 for refrigerant, mechanical fault, active/static	4135
P1C3200	Shut-off valve 4 for refrigerant, mechanical fault, active/static	4136 4121
P1C3A00	Shut-off valve 5 for refrigerant, mechanical fault, active/static	4137
P1C0200	Expansion valve 1 for refrigerant, mechanical fault, active/static	4138



# Technical Bulletin

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P1C0A00	Expansion valve 2 for refrigerant, mechanical fault, active/static	4139
P1C1200	Expansion valve 3 for refrigerant, mechanical fault, active/static	4140
P1C1E00	Shut-off valve 4 for refrigerant, implausible signal passive/sporadic	59082
P1C3600	P1C1E00 shut-off valve 4 for refrigerant, implausible signal passive/sporadic	59106
U112300	Data bus, received error value, active/static	36919
U112300	Data bus, received error value, active/static	36921
U112300	Data bus, received error value, active/static	37009
U112300	Data bus, received error value, active/static	37051

## Production Solution

Thermal Management Software 0202 in production AU\_HW900311.



# Technical Bulletin

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## Service

### Procedure:

Update the software of the Thermal Management control unit (Address C5) with the software version management (SVM) according to the following table. Observe the **SVM unit code**.



### Note:

**If the software of the address C5 Thermal Management is already at is at 0202 this bulletin does not apply, further diagnosis is required.**



### Tip:

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 ODIS 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.**

- 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 Thermal Management Control Unit using the SVM Unit code as listed in the tables below:

Model	Part Number	Old Software Version	New Software Version	SVM Unit Code	Online
e-Golf	5GE907458	0101	0202	3C58	CW23/2016
e-Golf	5GE907458	0103	0202	3C58	CW23/2016
e-Golf	5GE907458	0105	0202	3C58	CW23/2016
e-Golf	5GE907458	0107	0202	3C58	CW23/2016
e-Golf	5GE907458	0108	0202	3C58	CW23/2016
e-Golf	5GE907458A	0109	0202	3C58	CW23/2016





# Technical Bulletin

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## Tip:

- **ODIS tester:** The ODIS tester patch version 3.0.3 and the baseline version 2.31.3 or higher must be installed.
- Make sure that a battery charger is connected to the vehicle battery.
- Make sure that during the software update no electro-magnetic radiation sources (for example, mobile phones or cordless phones) are used in or near the vehicle.
- A cable connection between the ODIS tester and the vehicle must be used. When using a Bluetooth connection (diagnostic tool) the software update may fail.
- A cable connection between the ODIS tester and your workshop network must be used. When using a WIFI connection (diagnostic tool) the software update may fail.
- During the software update switch the hazard warning lights on to ensure a constant CAN data bus activity of the vehicle.

The SVM flash procedure can be found in GFF under Functions/ Component Selection, Software Version Management, Adapting Software.



## NOTE:

**During the software flash process, it is normal for the sound generator to output a loud continuous noise. This sound will stop once the flash process is complete.**



## 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!**

- After the update is complete check and erase all DTCs.



## NOTE:

**After the software update an initial run of the compressor must be carried out according to the Guided Functions. The start switch must be ON, brake pedal depressed and electric motor indicator in the instrument panel in READY status (Figure 1). The initial run of the compressor will not complete without READY status illuminated.**

**All other DTCs must be erased before performing the first run procedure.**



# Technical Bulletin

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Figure 1



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 or action is carried out that is not explicitly stated in the Technical Bulletin.





# Technical Bulletin

## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
e-Golf	2015-2016	All	All	All	All
e-Golf	2017	All	All	AU_HW000001	AU_HW900311
SAGA Coding					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
8848	0039	--		Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer		e-Golf		WWO <sup>2)</sup>	
Labor Operation <sup>3)</sup> : Charge Battery			27068950 = 10 TU		
Labor Operation <sup>3)</sup> : Update Programming			See GFF Time expenditure		
Causal Part: Select Labor Operation			01500000		
Diagnostic Time <sup>4)</sup>					
GFF Time expenditure	01500000 = Actual GFF print out - 60 TU max.			Yes	
Road Test	01210002 = 00 TU 01210004 = 00 TU			NO	
Technical Diagnosis	01320000 = 00 TU max.			NO	
Claim Comment: Input "As per Technical Bulletin 2040184" in comment section of Warranty Claim.					



# Technical Bulletin

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- <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 Policies and Procedures Manual.**

## Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates



# Technical Bulletin

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## 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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2040184/5	7/7/16	V871610	To update GFF time expenditure.
2040184/4	6/22/16	V871608	To update software level.
2040184/3	1/19/16	V871602	To introduce start of production (S.O.P.) VIN and date of implementation.
2040184/2	5/13/15	V871504	Improvements with Thermal Management SW109.
2040184/1	3/26/15	V871503	Original publication.