VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: May 3, 2016

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Update 96D6 – Park Assist and Blind Spot Detection
2016 MY Volkswagen Passat

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about May 4, 2016.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle, and look to Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Volkswagen corporate policy governing Updates, Volkswagen is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection

Attachment: Update Data Sheet (1)

UPDATE DATA SHEET

SAGA CODE	**96D6**
MARKET(S)	United States and Canada
AFFECTED VEHICLES	2016 MY Passat
CODE VISIBILITY DATE	On or about May 3, 2016
TOPIC	Park Assist and Blind Spot Detection
PROBLEM DESCRIPTION	<u>Blind Spot Detection</u> The factory calibration of the Blind Spot Detection system may be overly sensitive and detect objects in the blind spot that are not present. <u>Park Assist</u> From the factory, the wheel circumference was incorrectly programmed into the park assist module. Incorrectly adapted wheel circumference can cause the vehicle to contact the curb while parallel parking.
CORRECTIVE ACTION	<u>Blind Spot Detection</u> Install updated software in the blind spot detection module. <u>Park Assist</u> Input the correct wheel circumference values into park assist module.
VEHICLE WARRANTY PARAMETER	New Vehicle Limited Warranty
VEHICLE COUNT **TOTAL AFFECTED**	**USA:** 2,465 **Canada:** 594
APPROXIMATE REPAIR TIME	Up to 40 TU
SPECIAL TOOLS NEEDED?	SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED	N/A – Software Update
ADDITIONAL INFORMATION	Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers. Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle **UPDATE**, **_not_** a recall.

UPDATE Technical Bulletin

May 4, 2016
96D6 UPDATE – Park Assist and Blind Spot Detection (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//Text: (line item, customer concern description on repair order):
UPDATE Code 96D6 Park Assist & Blind Spot Detection (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Passat	**2016**	**All**	**All**

REVISION HISTORY		
Revision	**Date**	**Purpose**
1	May 4, 2016	Original publication

Condition

This update has been proactively released to prevent malfunctions of the park assist and/or blind spot detection features.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **96D6** 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.

UPDATE Technical Bulletin

Technical Background

Blind Spot Detection

The factory calibration of the Blind Spot Detection system may be overly sensitive and detect objects in the blind spot that are not present.

Park Assist

From the factory, the wheel circumference was incorrectly programmed into the park assist module. Incorrectly adapted wheel circumference can cause the vehicle to contact the curb while parallel parking.

Production Solution

Blind Spot Detection

Install updated software in the blind spot detection module.

Park Assist

Input the correct wheel circumference values into park assist module.

UPDATE Technical Bulletin

Service

Section A – Check for Previous Repair

- 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

UPDATE Technical Bulletin

Section B - Update Blind Spot Detection Software (Criteria 01)

> ℹ️ **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 <u>NOT communicating via Bluetooth</u> 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 <u>will not</u> 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!

UPDATE Technical Bulletin

VAS 6150 & VAS 6150A
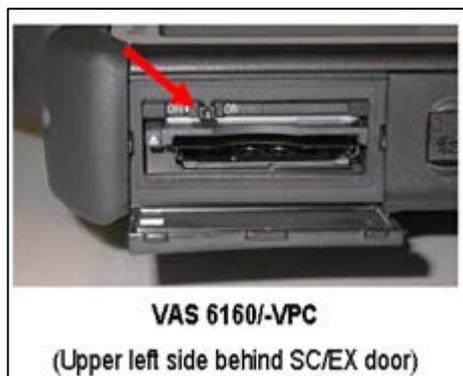
(Front panel behind handle)

- 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.

VAS 6150B

(Middle right side behind WIRELESS door)

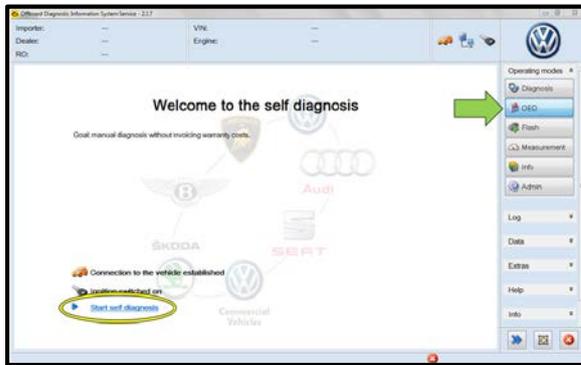| ⓘ NOTE |
|---|
| If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head MUST BE connected with a USB cable to the tester. |

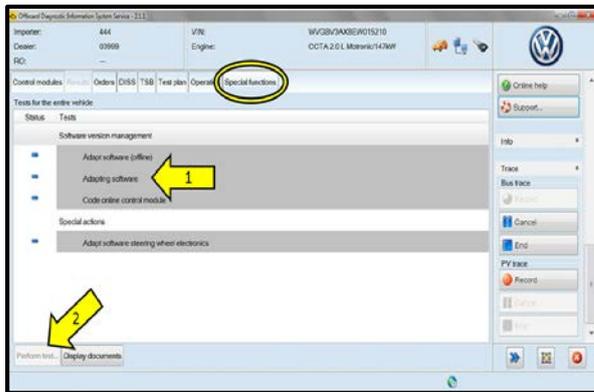| ⚠ WARNING |
|---|
| The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures> |

VAS 6160/-VPC

(Upper left side behind SC/EX door)

UPDATE Technical Bulletin

- Connect an appropriate VAS tester to the vehicle.

- Start the ODIS program.

- Select "OBD" <arrow>.

- Select "Start self diagnosis"

- Using ODIS, perform a Guided Fault Finding scan of the vehicle.

- Once the GFF scan is complete, select "Special functions" <circle>, then "Adapting software" <arrow 1>, then select "Perform test" <arrow 2>.
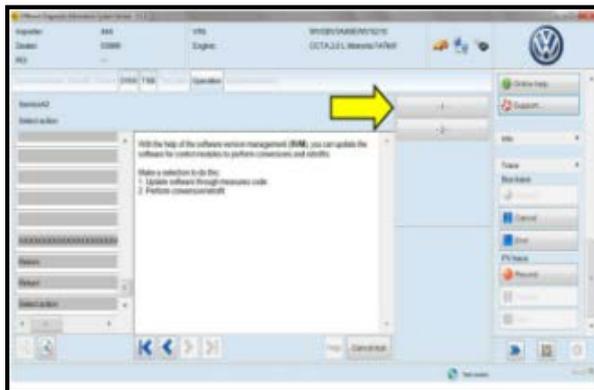
- Select the appropriate option to update "through measures code" <arrow>.

NOTE

Read this screen carefully. The option to update software through measures code is NOT always selection #1 on this screen.

UPDATE Technical Bulletin
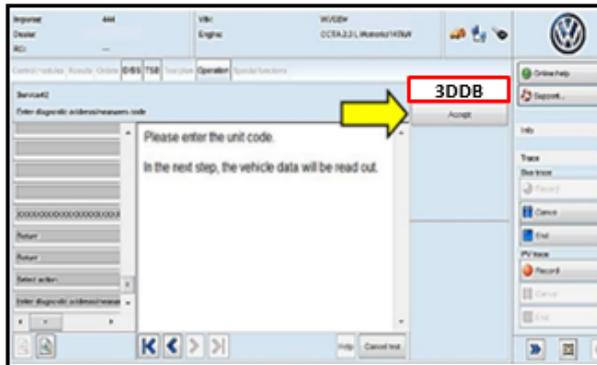
- Enter "3DDB" <as shown>.

- Select "Accept" <arrow>.
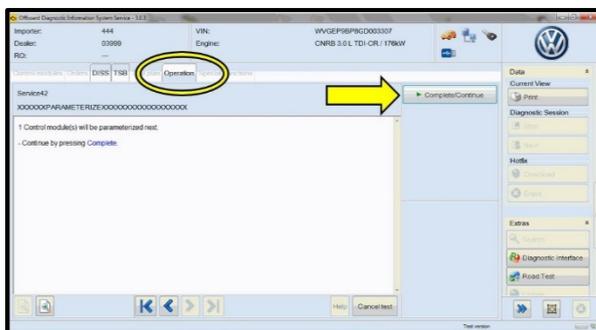
- Select "Operations" <circle>, then "Complete/Continue" <arrow>.

- Follow the on-screen prompts to complete the SVM process.
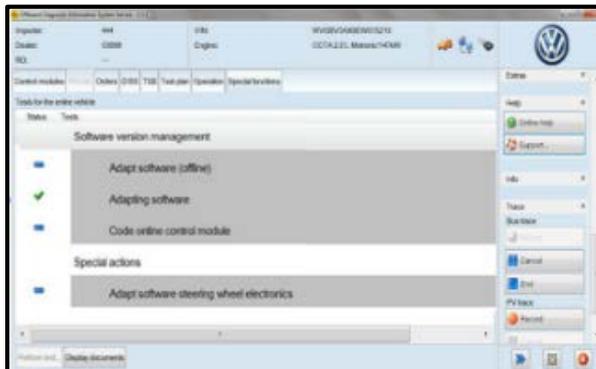
> **ℹ TIP**
>
> The green check mark <as shown> indicates the test plan was successfully carried out.

- For vehicles with **Criteria 01** only displayed in the Campaign/Actions tab in Elsa:
    - o Disconnect the VAS tester.
    - o Switch off and disconnect the battery charger.
    - o Reinstall the battery cover.
    - o Close the hood.
    - o **Continue to Section D**

- For vehicles with **Criteria 02** displayed in the Campaign/Actions tab in Elsa **Continue to Section C**.

UPDATE Technical Bulletin

Section C – Park Assist Wheel Circumference Adaptation (Criteria 02)
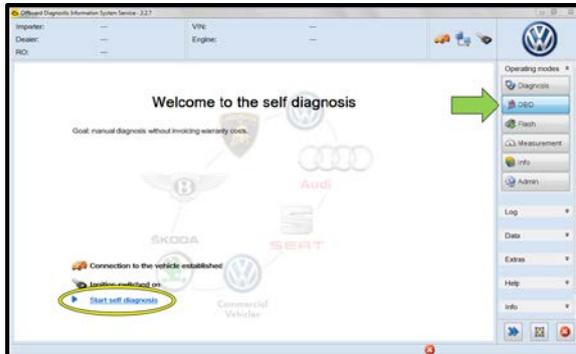
- Connect an appropriate VAS tester to the vehicle.

- Start the ODIS program.

- Select "OBD" <arrow>.

- Select "Start self diagnosis"

- If necessary, expand the "19-Gateway" menu <arrow 1>.

- Select "Parking Assistance 2" <arrow 2>.

- Select "Adaptation" <arrow 3>.

- Select the forward arrow <arrow 4>.
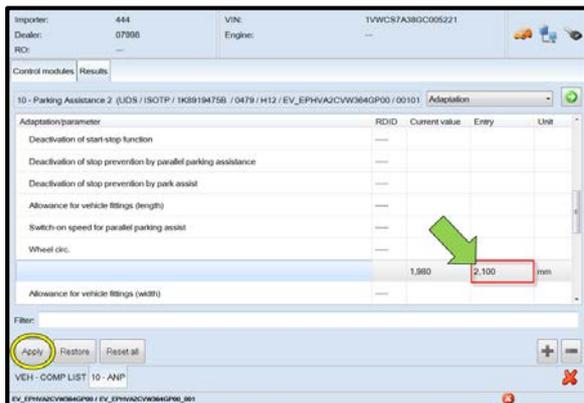
- If necessary, expand the "Wheel circ." menu, then enter the value "**2,100**" where shown <arrow>.

- Select "Apply" <circle>.

UPDATE Technical Bulletin
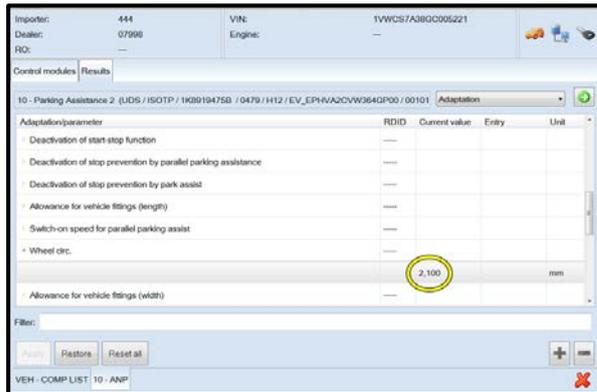
- Cycle the terminal 15 power OFF then back ON.
- Verify the "current value" displays "**2,100**" <circle>.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger
- Reinstall battery cover.
- Close the hood
- Test the Park Assist feature to verify proper operation.

ⓘ TIP

If necessary, see the owner's manual for information regarding the Park Assist feature.

Proceed to Section D

Section D – Campaign Completion Label

Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

ⓘ TIP

Ensure Campaign Completion Label does not cover any existing label(s).

- Close the hood.

ALL WORK IS COMPLETE

UPDATE Technical Bulletin

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 *Vehicle UPDATE Fact Sheet* to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

UPDATE Technical Bulletin

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 or vehicle is out of the specified warranty parameter for this Update:
- ✓ 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.

Service Number	96D6
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

<p style="color:red;font-weight:bold;text-align:center">Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.</p>

Criteria I.D.	01 Update Blind Spot Detection Software
	Update Blind Spot Detection Software Labor operation: 2706 89 50 10 T.U. 9197 25 99 Time states on diagnostic protocol (up to 30 T.U.) **-AND/OR-**
Criteria I.D.	02 Park Assist Wheel Circumference Adaptation
	Adjust wheel circumference adaptation Labor Operation: 9174 25 99 20 T.U.

UPDATE Technical Bulletin

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

UPDATE FACT SHEET – UPDATE Code 96D6

Dear Volkswagen Customer,

Today we performed UPDATE code 96D6 on your vehicle. This UPDATE resolved minor functionality problems with the Blind Spot Detection and the Park Assist features, 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!