

January 04, 2017

37K4 UPDATE - DSG Software Update (FED\_EMS) - U.S. ONLY

#### 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):

37K4 UPDATE - DSG Software Update (FED\_EMS)

Model(s)	Year	Engine Code	Trans. Code
СС	2017	ALL	ALL

REVISION HISTORY				
Revision	Date	Purpose		
1	January 04, 2017	Original publication		

#### Condition

This update has been proactively released to prevent an inadvertent downshift when activating the cruise control.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 37K4 code in Elsa, Campaign/Action Information screen <u>on the day of repair</u>.
- 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.



## **Technical Background**

On vehicles with a 6 speed dual clutch gearbox, malfunctions can occur when using the cruise control system because of a programming error. When activating the cruise control system, the gearbox can change shift into too low a gear.

### **Production Solution**

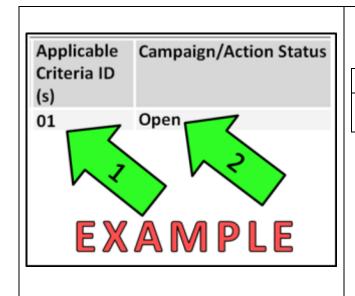
Improved DSG software.

#### **Service**

#### **NOTE:**

- Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be <u>performed</u> 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.





 Enter the VIN in Elsa and proceed to the "Campaign/Action" screen

### i 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



#### **Update Programming Procedure**

i 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.

### **A** 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!





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

#### **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.





### U 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.

### **A** WARNING

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

- 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.

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Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
	CC ALL	02E300062A	4004 4009 4321	02E300062A	4335	
		02E300062B	4009 4017 4322	02E300062B	4336	
		02E300062N	4006 4009 4323	02E300062N	4337	
CC		02E300016G	4008 4010 4324	02E300016G	4338	3890
		02E300057N	3103 3109 3113 3114			
		02E300062A	4328	02E300062A	4342	
		02E300058L	3504 3509			



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		02E300062B	4329			
			2501			
		02E300053K	2503			
		02E300054J	2603			
		02E300057A	2707	02E300062B	4343	
			3104			
			3114			
		02E300057P	3128			
			3130			
			3509	-		
		02E300058M	3509			
			3321			
		02E300061R	3501		4344	3890
CC	ALL	02E300062N		02E300062N		
			4330			
		02E300015D	3502		4345	
		02E300016G		02E300016G		
			4331			
			3105			
			3110	02E300015	4323	
		02E300014F	3116			
			3117			
		02E300015	3517			
			3521			
			4891			
			4982	02E300063J 4949		
		02E300063J	4917		4949	
			4938			



CC	ALL	02E300064B	4897 4995 4924 4928	02E300064B	4930	3890
		02E300064R	4910 5006 5193	02E300064R	4913	

Exit GFF and send the diagnostic protocol on-line when prompted.



## 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 <b>Warranty Helpline</b> 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.



#### **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 <u>open on the day of repair</u> 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.

Service Number	37K4		
Damage Code	0099		
Parts Vendor Code	wwo		
Claim Type	Sold vehicle: 7 10		
	Unsold vehicle: 7 90		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Check/Updated software present, no further work required		
	Labor operation: 0183 00 99 10 T.U.		
	-OR-		
	Update software.		
	Labor operation: 3730 25 99 40 T.U.		



## **Required 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	
	InCharge 940 (INC-940)	
Midtronics Battery Tester/Charger	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 FACT SHEET - UPDATE Code 37K4**

Dear Volkswagen Customer,

Today we performed UPDATE code 37K4 on your vehicle. This UPDATE updated the TCM software for your DSG transmission, 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!