



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
e-Golf	2016	All	All	AU_GW906050	AU_GW916377

## Condition

**93 17 02** August 17, 2017 **2047631** Supersedes Technical Bulletin 93-17-01 (V931701) dated May 18, 2017 to correct battery charge labor operation number in the warranty table.

### High Voltage Battery Charge Management - Charging Stops, Cannot Charge Battery

One of the following conditions is present:

- Sometimes the charging of the high-voltage battery stops after a few minutes.
- On some charging stations the charging of the high-voltage battery stops after 5-10 seconds.
- The high-voltage battery cannot be charged using some DC fast-charging stations.

## Technical Background

Software-related deviation in the charge manager module -**J966**-.

## Production Solution

Optimized software in the charge manager module -**J966**-.



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## Service

### Step 1: Update Software of the Charge Manager Module -J966-



#### Note:

The vehicle must not be connected to a charger during this update.

Using software version management (SVM), update the software of the charge manager module (diagnostic address BD).

- To perform the software update, after the full vehicle scan, click on the “Special Functions” tab and select “Adapting Software”.
- Follow the on screen prompts using the SVM unit code as listed in the table below.



#### Note:

This update is only applicable to the specific part numbers and software levels listed in the table below. If the software of the address BD charge manager module is already at version 1086 (or higher) this bulletin does not apply, and further diagnosis is required.



#### Tip:

To Update-Programming using SVM, review and follow instructions in [Technical Bulletin 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.

- ODIS tester: The ODIS tester patch version 4.0.0 and the baseline version 2.33.3 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 or 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.



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**Note:**

Prior to launching the ODIS service diagnostic applications and starting control module update process, confirm Date/Time & Time Zone.

The Windows date/time and time zone settings are used by the diagnostic software as a component of the diagnostic logs submitted for warranty purposes. If the date/time and time zone are incorrect on submitted diagnostic logs, warranty claim reimbursement may be questioned and/or delayed.

Ensure date/time etc. settings are correct as follows:

1. From the Windows desktop toolbar, double click on the local time indicator (typically found in the lower right corner of the desktop).
2. Use the tabs to ensure the current date/time, and time zone applicable to your location is set correctly.

Old Part Number	Old Version	New Part Number	New Version	SVM Unit Code
5QE 915 022 K	SW 1084	5QE 915 022 P	SW 1086 (or higher)	3E2D
5QE 915 022 L	SW 1084	5QE 915 022 Q	SW 1086 (or higher)	3E2D



**Note:**

During the software flash process the sound generator may output noise. This is normal, and will stop once the flash process is complete.



**WARNING:**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a 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!



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## Step 2: Ignition Key Cycle

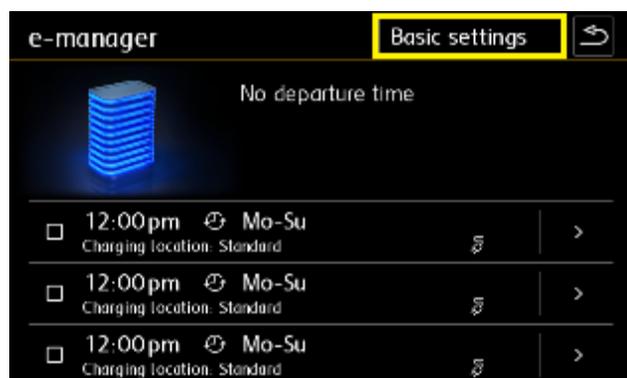
After the software update process has finished completely, perform an additional ignition key cycle.

- Switch ignition “OFF” for 5 seconds.
- Switch ignition “ON” and continue with the additional steps below.

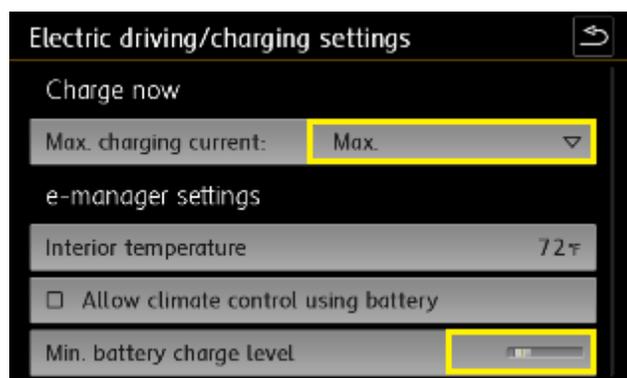
This will reactivate the high voltage battery system for the remainder of this procedure.

## Step 3: Set Default Charge Settings in the e-manager

After updating the software of the charge manager module -J966- the settings for maximum charge level, minimum charge level, and charging current must be adjusted to default values in the e-manager.



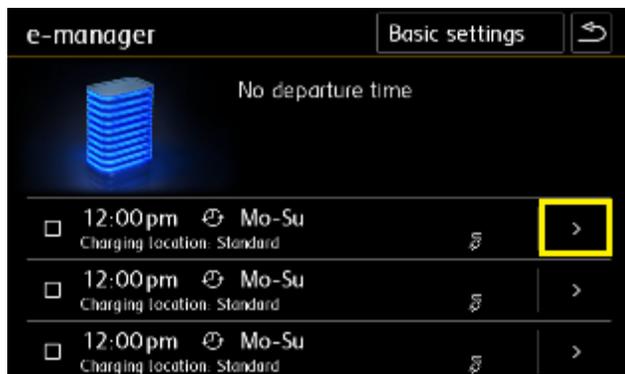
- Navigate to the e-manager in the Infotainment system, and select the “Basic settings” function.



- Select the drop down box and set maximum charging current to “Max.”
- Select the slide bar and set the minimum battery charge level at **30%**.

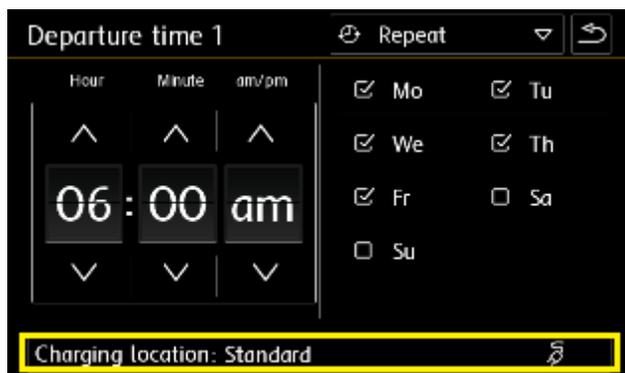


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- At the e-manager screen, select the arrow button to access settings.

No departure time should be checked



- In departure time settings screen, select the charging location.
- No departure time settings are needed.

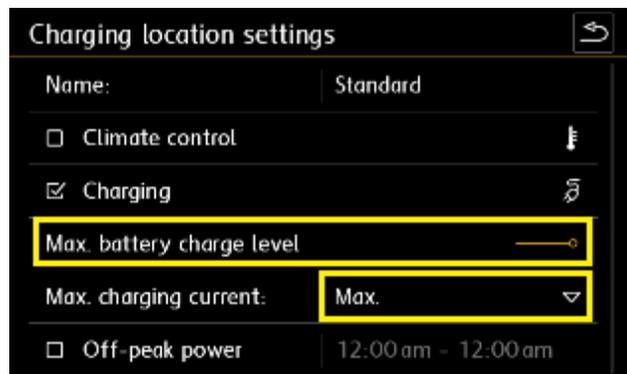


- In the charging locations screen, select the arrow button to access settings.



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- Set the Max battery charge level to **100%**.
- Set the Max charging current to **“Max.”**
- Exit back to the e-manager.

#### **Step 4: Exit GFF**

If necessary during GFF exit, perform calibration of the three-phase current drive -**VX54**-.



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## 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	2016	All	All	AU_GW906050	AU_GW916377
<b>SAGA Coding</b>					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
9351	0039	--	Use applicable when indicated in Elsa (L/R)		
Parts Manufacturer	e-Golf		SJ8 <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				
<b>Diagnostic Time <sup>4)</sup></b>					
GFF Time expenditure	01500000 = actual GFF printout - 75 TU max.		YES		
Road Test	01210002 = 00 TU 01210004 = 00 TU		NO		
Technical Diagnosis	01320000 = 00 TU		NO		
Claim Comment: Input "As per Technical Bulletin 2047631" in comment section of Warranty Claim.					
<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 Policy Procedures Manual.					



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## 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 with ODIS Service with current online updates

## 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
2047631/2	8/17/17	V931702	Updated to correct battery charge labor operation number in the warranty table.
2047631/1	5/18/17	V931701	Original publication.