



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC	2011-2013	2.0L (CCTA,CBFA)	DSG (02E)	All	All

Condition

01 17 09 July 13, 2017 2032577 Supersedes Technical Bulletin 01-13-24 (V011324) dated August 6, 2013 to update the warranty table service number.

Update Programming Transmission Control Module for Transmission Shudder and/or Hesitation



Tip:

Only the transmission control module part number and software levels listed in the table below are able to be updated.



Note:

DSG (DQ250) ONLY.

There are no fault codes associated with this concern. If fault codes are present in the engine control module/transmission control module, they must be addressed and repaired before performing this programming update.

Technical Background

Under certain driving conditions (usually with transmission/engine warm/hot, and during low speed acceleration), the customer may experience a shudder / hesitation from the transmission.

Production Solution

Improved TCM software to eliminate transmission shudder / hesitation.



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Service

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:

Ensure that SVMs are always performed while using the most recent ODIS Service application and diagnostic content versions (**Application Version 4.0.0** and **VW Diagnostic Content Version 2.33.2 (or higher)**).

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:

From the Windows desktop toolbar, double click on the local time indicator (typically found in the lower right corner of the desktop).

Use the tabs to ensure the current date/time, and time zone applicable to your location is set correctly.

Always connect a USB cable between the VAS 5054A or VAS 6154 Diagnostic Interface and diagnostic device for SVM procedures. Using a diagnostic interface with a wireless connection (Bluetooth or WLAN Infrastructure) is prohibited. Failure to do so may lead to errors during the flash procedure.

VAS tools 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. Control modules damaged by inadequate voltage will not be covered under the warranty policy. The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.



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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!

- Update the Transmission Control Module using the SVM Unit code as listed in the table below:

Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Unit Code
CC	2.0L (CCTA, CBFA)	02E 300 058 N	3505 3509	02E 300 058 N	3522	3733

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



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

Ensure attached ECM/TCM Tuning Form has been completed and signed by customer as required in SVM Technical Bulletin Instance 2014603.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
CC	2011-2013	2.0L (CCTA,CBFA)	DSG (02E)	All	All
SAGA Coding					
Claim Type:		Use applicable Claim Type ¹⁾			
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
3511	0039	--		Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer		CC		WVO ²⁾	
Labor Operation ³⁾ : Charge battery			27068950 = 10 TU		
Labor Operation ³⁾ : Update program TCM			See GFF Time expenditure		
Causal Part: Select labor operation			01500000		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 30 TU max.			YES	
Road Test	01210002 = 10 TU 01210004 = 10 TU			YES	
Technical Diagnosis	01320000 = 00 TU max.			NO	
Claim Comment: Input "As per Technical Bulletin 2032577" in comment section of Warranty Claim.					
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and 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 and 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.

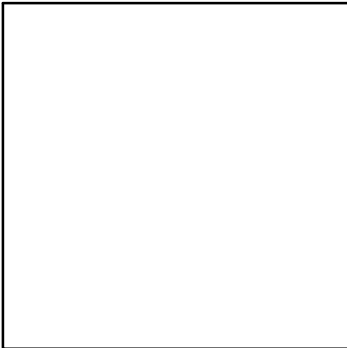
Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2032577/3	7/13/17	V011709	Update to warranty table and service number.
2032577/1	1/16/13	V011301	Original publication.



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

"Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

"Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

Signature of Customer