

May 22, 2017 37K7 UPDATE – TCM Software Update (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within NVLW
- 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): UPDATE Code 37K7 - TCM Software

Model(s)	Year	Engine Code	Trans. Code
Atlas	2018	See ELSA	See ELSA

REVISION HISTO	DRY	
Revision	Date	Purpose
1	May 20, 2017	Original publication
2	May 22, 2017	Work procedure steps updated

Condition

This update has been proactively released to address a Software update needed for smoothing the shift operation, driveshaft protection and transmission emergency mode for the AQ450 transmission.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 37K7 code in Elsa, Campaign/Action Information screen <u>on the day of repair</u>.
- If the vehicle is sold it must be within the NVLW.
- 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

Software update needed for smoothing the shift operation, driveshaft protection and transmission emergency mode for the AQ450 transmission. continued driving is still possible.

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Production Solution

Updated software introduced into production.

Service

NOTE:

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



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Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ The ODIS software is completely up to date.
 - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.
- ✓ The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure
 to do so may cause the update to fail, which could result in damage to the control module.
 Control modules damaged by insufficient voltage will not be covered.
- ✓ The screen saver and power saving settings are off.
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ The VAS Diagnostic Tester is plugged in using the supplied power adapters.
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ The Bluetooth function of the scan tool is physically switched off <see pictures below>.



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



VAS 6150B (Right side behind WIRELESS door)



VAS 6150C/D (Left side behind SC/EX door)

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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!

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: Software Version Management (SVM) Operating Instructions.

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.

- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (radio, headlights, etc.).
- Turn the hazard flashers on.
- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.

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- If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.

Using <u>Bluetooth</u> for this action is <u>PROHIBITED</u>!

Damage caused to electronic components (e.g. Transmission Control Module, etc.) during the SVM flash process is not covered.

• Select "Starting Diagnosis" <1> and perform a GFF scan of the vehicle.

• Select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.



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• Select the appropriate option to "Update software via action code" <arrow>.

Read this screen carefully. The option to update software via action code is **NOT** always selection #2 on this screen.

- Enter "3C02" <as shown>.
- Select "Accept" <arrow>.

- Select "Complete/Continue" <arrow> to begin the software update process.
 - If the response indicates that the control modules are current Flash Process is Complete, proceed to Section C.
 - If the response indicates new software versions are available <as shown>, Select "Complete/Continue" and follow the on-screen prompts to complete the test plan.

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- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.

• Switch the ignition off, then select "Complete/Continue" <arrow>.

i TIP

On Kessy vehicles, it may take more than one press of the Start/Stop button to turn the ignition off. If this occurs, it's possible that the ignition will also not turn back on. If the ignition will not turn on, unplug the diagnostic head from the vehicle, turn the ignition on, plug the diagnostic head back into the vehicle and continue with the test plan.

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- The green check mark indicates the test plan was successfully carried out.

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Section C – Reset TCM Learned Values

The TCM basic settings must be performed after the TCM software update. The test plan includes the following:

- Resetting TCM learned values.
- Adapting accelerator pedal.
- Adapting gear selector position.
- Adaptation test drive*.

*For this procedure, the adaptation test drive will NOT be performed. After resetting the TCM learned values, the TCM will self-adapt during normal driving.

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- Right click on "0002 Transmission Control Module" <2>.
- Click on "Identify control module" <3>.
- After the TCM is re-identified, right click on "0002 Transmission Control Module" again and click on "Guided Functions <4>.

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The "Resetting of TCM learned values" portion of the test plan cannot be performed with the engine running.

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• The screens that follow will provide instructions for the adaptation drive. However, the adaptation drive

will not be performed during this repair.

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Control modules Orders	DISS TSB Test plan Operation	Special Functions			Operating modes *
J217 - Basic setting				Complete/Continue	🧐 Diagnosis
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Importer: Dealer:	444 03999	VIN: Engine:	Engine	🚙 ң 🍾	
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mporter: Dealer: RO:		444 03999 	VIN: Engine:	Engine	🧀 🕌 🤉	0		
Control mod	ules Orders	DISS TSB Test plan Operation	Special Functions			Ор	erating mod	les *
Control mod	dule list (32 en	tries)				9	Diagnosis	
Address	Incident	Name				1	OBD	
0001	0	Engine Control Module 1 (000	1 - Engine electronics 3.6I FSI)	(03H906026F 4745 VR6 3.6I FSI)		6	Flash	
0002	0	Transmission Control Module	0002 - Automatic transmission	8-speed 09P) (09G927158A 3387 AISIN	AQ8)		Measurem	nent
0022	0	All Wheel Control (0022 - All-W	/heel Drive Electronics) (0CQ9	07554H 7083 Haldex4Motion)			Info	
0042	0	Door Electronics Driver Side (0	042 - Driver's Door Electronics) (5Q0959593E 0041 TSG FS)			Advalue	
0052	0	Door Electronics Passenger S	ide (0052 - Front Passenger D	oor Electronics) (5Q0959592E 0041 TSG B	BFS)	22	Aumin	
0003	0	Brakes 1 (0003 - Brake Electro	onics) (5Q0614517CF 0513	ESC)		Log	3	¥
0013	2	Adaptive Cruise Control (0013	- Distance Control (ACC)) (5Q	0907572H 0620 ACC BOSCH MQB)		Da	ta	¥
0044	0	Steering Assistance (0044 - Po	ower Steering) (5Q0909143P	2051 MQB_PP_APA)				
0015	0	Airbag (0015 - Airbag) (3Q095	9655BC 0503 Airbag VW21)		Ext	ras	¥
Networking	diagram Con	trol Module List	DTC memory list Equipment	ist		He	lp	×
O Diagnos	sis	ting				>		8

- Continue with the on-screen prompts and return to the Control module list screen.
- Exit ODIS by clicking on the button in the bottom left corner <arrow>.
- When prompted, send the Diagnositc log online to GFF Paperless.

If the Diagnostic log cannot be sent to GFF Paperless, record the diagnostic protocol time units, print out the log and attach to the repair order or save the log to a flash drive.

• Remove the battery charger.

Work is complete.

INOTE

After resetting the TCM learned values, the TCM will self-adapt during normal driving. During this time, the customer may experience a harsh upshift or downshift. The amount of time for the TCM to fully adapt will vary based on individual driving situations.

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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 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 <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.

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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>U.S. dealers:</u> Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ <u>Canada dealers:</u> Fax repair order to Warranty at (905) 428-4811.

Service Number	37К7		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10		
	Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Connect Battery Charger		
	Labor operation: 2706 89 50 10 T.U.		
	-AND-		
	Update TCM software and perform TCM basic settings		
	Labor operation: 3735 25 99 Time stated on diagnostic protocol (max 80 TU)		

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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.

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UPDATE FACT SHEET – UPDATE Code 37K7

Dear Volkswagen Customer,

Today we performed UPDATE code 37K7 on your vehicle. This was a software update to the Transmission Control Module software, and was performed for you free of charge.

After this update, the TCM will self-adapt during normal driving. During this time, you may experience a harsh upshift or downshift. The amount of time for the TCM to fully adapt will vary based on individual driving situations.

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!