UPDATE Technical Bulletin

August 02, 2018

UPDATE – 69V7 Atlas Quality Package (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 69V7 Atlas Quality Package

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Atlas	2018	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

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REVISION HISTORY		
Revision	**Date**	**Purpose**
1	August 02, 2018	Original publication

Condition

This update has been proactively released to prevent the following:

Criteria 01: Airbag light on with DTC B101614 for the passenger airbag disabled light short circuit.

Criteria 02: No compass option in the MFI for vehicles equipped with Discover Media (non-navigation) Infotainment system and a low line instrument cluster.

Criteria 03: No cabin heat when using remote start.

Criteria 04: Reset button sticks in the instrument panel. This can also cause the clock to reset on its own and/or DTC B123807: Instrument panel insert buttons mechanical malfunction.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 69V7 code in Elsa, Campaign/Action Information screen *on the day of repair*.
- 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.

UPDATE Technical Bulletin

Technical Background

Criteria 01: Starter noise during extended cranking which causes the DTC B101614 to be set.

Criteria 02: On vehicles with the Cmposition Media Infotainment system equipped and also equipped with baseline instrument cluster, the Digital Compass was not actived during programming at the factory due to an incorrect coding of the instrument cluster during production.

Criteria 03: No request for heat was sent to the ECM during remote start operation due to incorrect programming of the climate control unit.

Criteria 04: Due to exess material on the reset button, the reset button sticks.

Production Solution

Criteria 01: Updated software as of VIN 1V2CR2CA4JC566504.

Criteria 02: Updated coding file as of VIN 1V2CR2CA9JC561511.

Criteria 03: Updated software as of VIN 1V2FR2CA7JC551489.

Criteria 04: Redesigned button implemented in production.

UPDATE Technical Bulletin

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

- 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

Criteria	Description	Work Procedure Location
01	Update Airbag Control Module Software	Section B
03	Update Climatronic Control Module Software	Section B
02	Update Instrument Cluster Coding	Section D
04	Replace Instrument Panel Reset Button	Section E

ⓘ NOTE

Each operation requiring use of the scan tool should be done on its own.
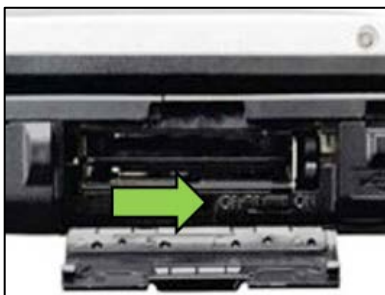
UPDATE Technical Bulletin

> ⓘ **NOTE**
>
> **Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**
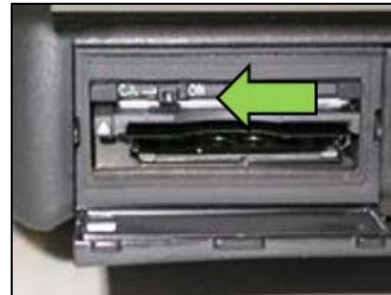>
> ✓ **The ODIS software is completely up to date.**
>
> - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.
>
> ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
>
> - Battery voltage must remain 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** | **VAS 6150B** | **VAS 6150C/D** |
> | --- | --- | --- |
> | (Front panel behind handle) | (Right side behind WIRELESS door) | (Left side behind SC/EX door) |

UPDATE Technical Bulletin

> ⚠️ **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!

> ⓘ **TIP**
>
> 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.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

> ⓘ **NOTE**
>
> When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Turn the hazards on.

> ⚠️ **CAUTION**
>
> The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  1. 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.
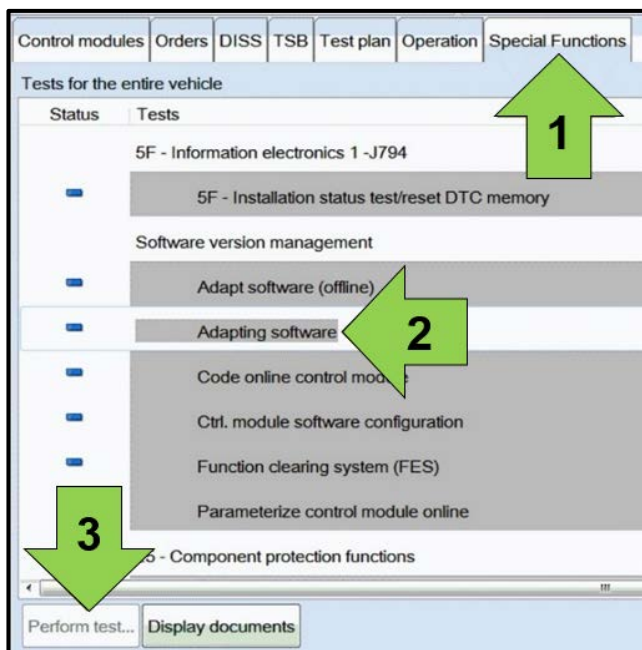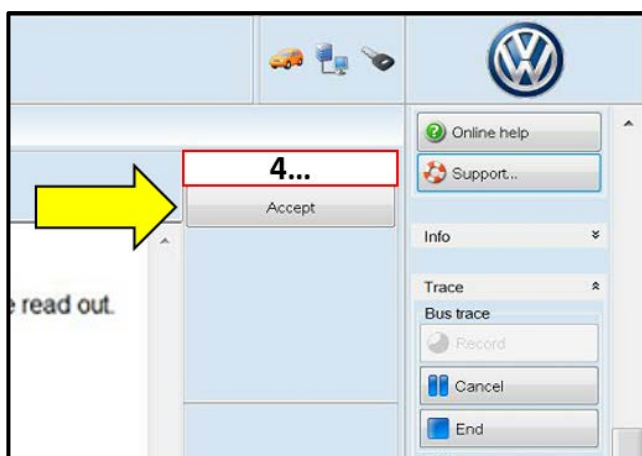

- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.

- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.

2: Update software via action code
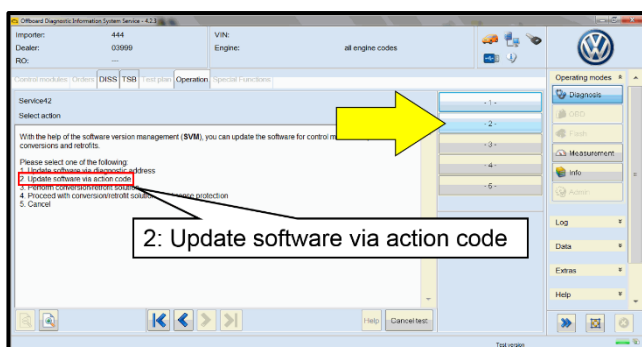
- Select option 2 to "Update software via action code".

> **(!) NOTE**
>
> Do not perform both flashes during one ODIS session.

> **(!) NOTE**
>
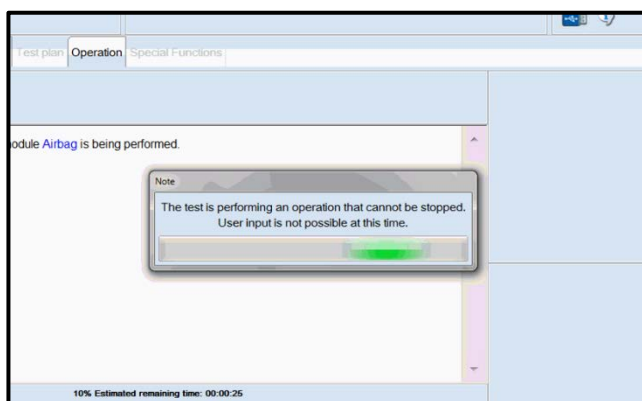> ***Using Bluetooth for this action is PROHIBITED!***
>
> Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

Criteria	Module Updated	SVM Code
01	Airbag CM	**415A**
03	Climatronic	**4186**

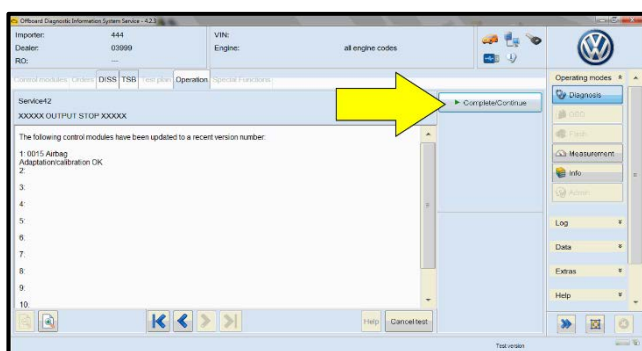- Select "Accept" <arrow> and follow the on screen prompts.
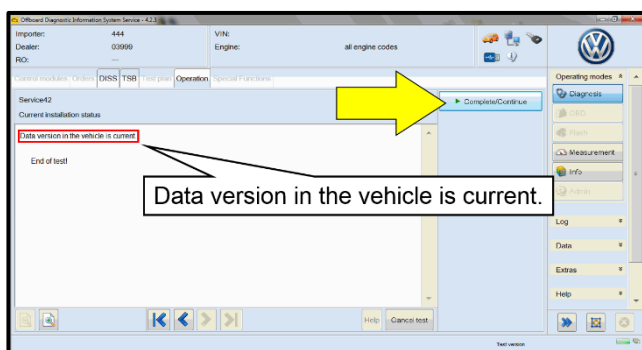
UPDATE Technical Bulletin

- During each flash, this screen appears when each of the following operations are performed:
    - Flashing and Parameterization.
    - Adaptation/Calibration.
    - Coding
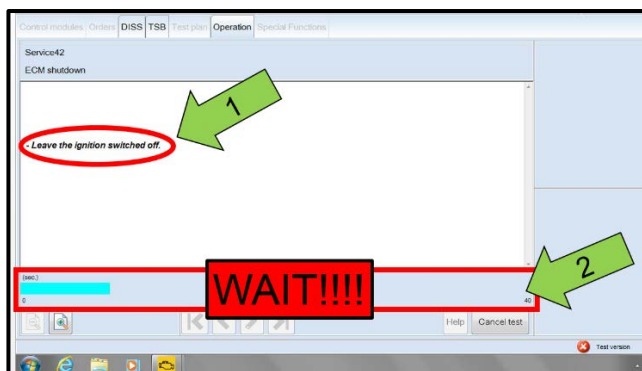
> ⓘ **NOTE**
>
> The operations performed vary based on the software update.

- Select Complete/Continue <arrow> after each operation is completed.


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

> ⓘ **NOTE**
>
> - It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
> - Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off MAY damage a control module.
> - Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.
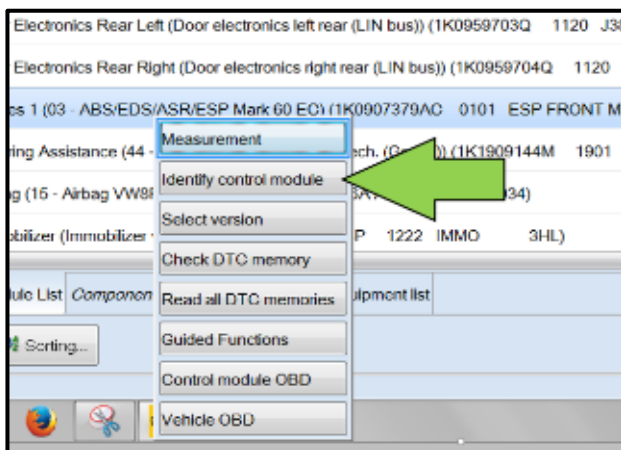
- After the software update is completed and before sending the GFF Log Online:
    - Select the "Control Module" tab.
    - Scroll down and right click on the module that was updated (0015 or 0008).
    - Select "Identify Control Module" <arrow>.

-

Vehicles with Critiera 01:
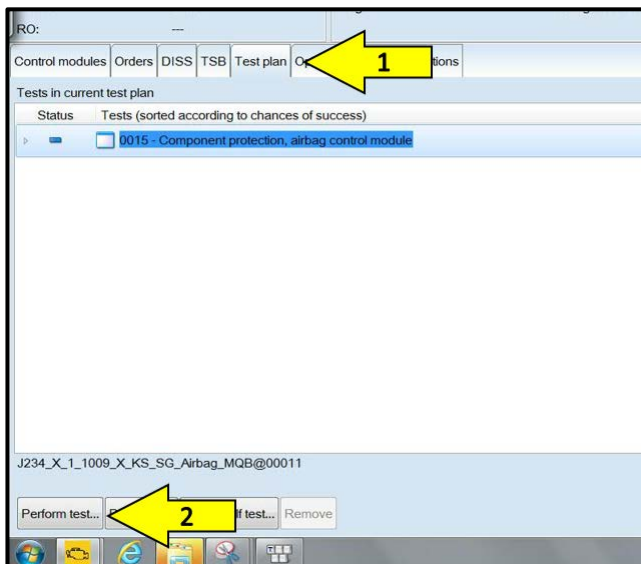
- Component protection faults will set when performing the airbag control module software update.

- After the airbag module is reidentified, a test plan will populate for Component Protection.

- Select the Test Plan tab <1>.

- Highlight the Coomponent protection test plan and select "Perform Test" <2>.

- Follow the on screen prompts.

> ⓘ **NOTE**
>
> - When prompted after initiating test plan, hold either vehicle key to the side of the steering column with the remove buttons facing outward.
>
> - The test plan will automatically advance when a valid key is detected

- When the Component protection test plan is complete a confirmation message is displayed <as shown>.
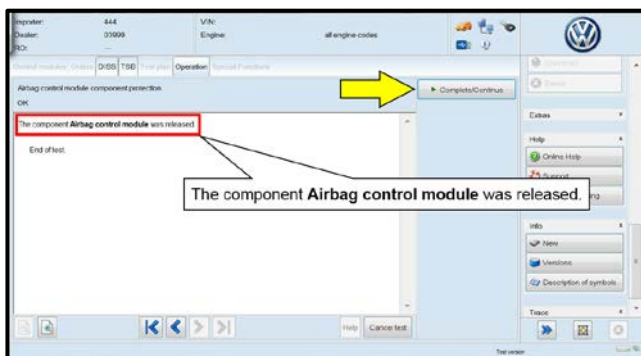
- Select "Complete/Continue" <arrow>.

The component **Airbag control module** was released.

Continued for all vehicles:
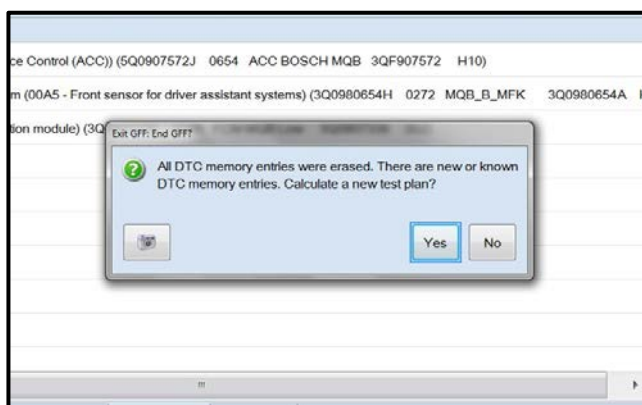
- Exit GFF and send diagnostic protocol online when prompted.

> ⓘ **NOTE**
>
> Static communication faults will store in various control modules during the flash. These faults can only be cleared by following one of these steps:
> - Drive the vehicle a short distance (around the parking lot, for example).
> - After selecting "Yes", turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
> - Clear faults using OBD (an additional key cycle may also be required).

- Release the parking brake.

- Disconnect the VAS tester.

- Switch off and disconnect the battery charger.

- Reinstall the battery cover.

Section B Repair is Complete.

Section C – Update Instrument Cluster Coding (Criteria 02)

- Open the hood.

- Open the battery cover.

- Switch the ignition on.

- Apply the parking brake.

- Switch the headlights off.

- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.

- Start the ODIS program.

- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

> ⓘ **NOTE**
>
> When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.
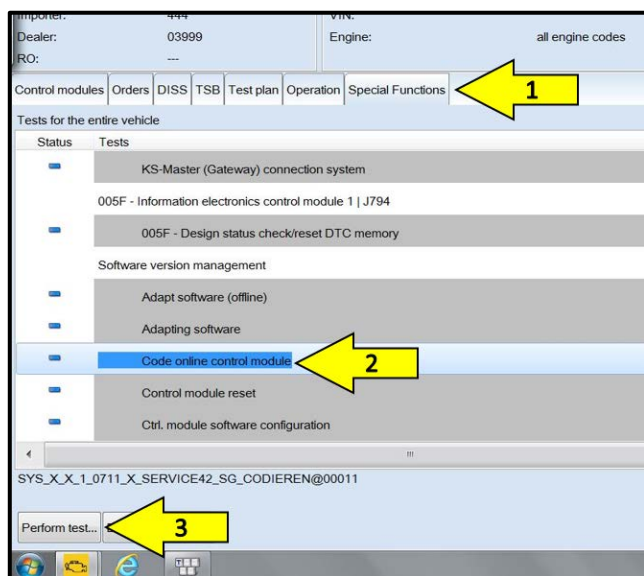
- Once the GFF scan is complete, select the Special Functions tab <1>.

- Select "Code online control module" <2>.
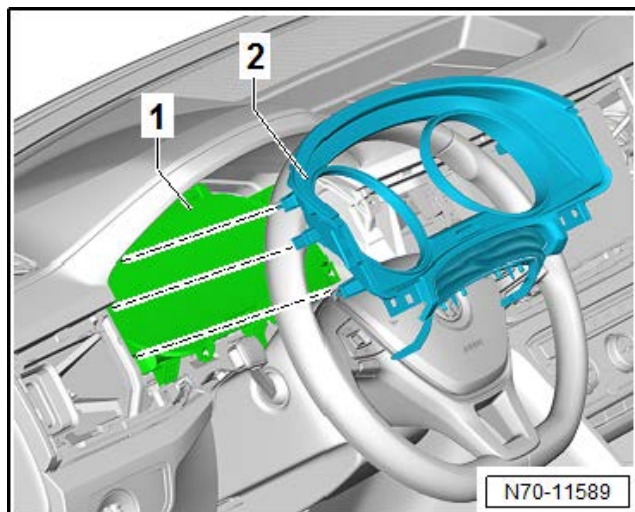
- Select "Perform test…" <3>.

- Enter "17" when prompted for the address word of the module to be coded.

- Follow the on screen prompts.
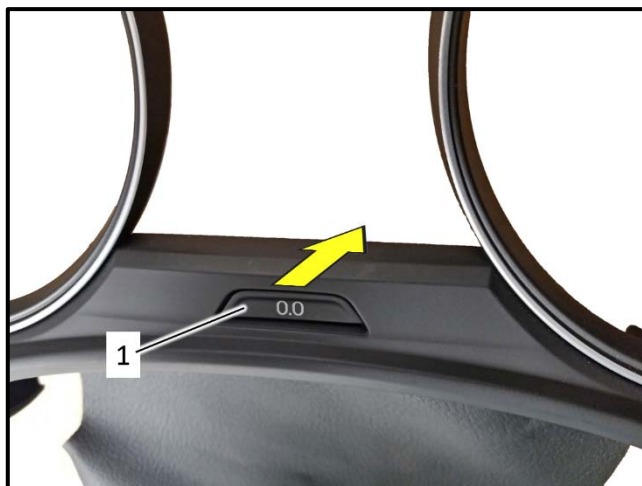
Section C Repair is Complete.

Section D – Replace Instrument Panel Reset Button (Criteria 04)

N70-11589

- Remove instrument cluster trim <2>:

- Refer to ELSA Repair Manual: *Repair Manual > Body > Body Interior > 70 Interior Trim > Instrument Panel > Instrument Cluster Trim, Removing and Installing*

- Remove components in the following order:

  1. Outer instrument panel vent (left side vent)

  2. Center vents

  3. Infotainment display

  4. Passenger side decorative trim

  5. Center instrument panel decorative trim

  6. Upper steering column trim

> **NOTE**
>
> - The upper steering column trim does not need to be removed from the instrument cluster trim.
>
> - The upper steering column trim only has to be seperated from the lower steering column trim.

- Press out the reset button <1> in direction of <arrow>.

- Install new reset button.

- Reinstall instrument cluster trim.

- Reassemble components in the reverse order of removal.

Section D Repair 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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	69V7
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

<div align="center">

Vehicles may have more than one criteria.

Complete and claim all applicable criteria on <u>one</u> claim.

</div>

	*Claim only once per repair (Vehicles with criteria 01, 02 or 03)
	Connect battery charger*. Labor operation: 2706 89 50 10 T.U.
Criteria I.D. 01	
	Update Airbag Control Module software. Labor operation: 6953 25 99 Time stated on diagnostic protocol Max. 50 T.U.
Criteria I.D. 02	
	Update Instrument Cluster Coding. Labor operation: 9025 25 99 Time stated on diagnostic protocol Max. 20 T.U.

Continued on next page.

UPDATE Technical Bulletin

Criteria I.D.	03
	Update Climatronic Control Module software. Labor operation: 8704 25 99 Time stated on diagnostic protocol Max. 40 T.U.
Criteria I.D.	04
	Replace Instrument Panel Reset Button Labor operation: 7019 19 99 70 T.U.

Quantity	Part Number	Description
1.00	3CN919069	Reset Button

Required Parts and Tools

Part Description	Part No:	Quantity
Reset Button (Criteria 04)	3CN919069	1

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 69V7

Dear Volkswagen Customer,

Today we performed UPDATE code 69V7 on your vehicle. This UPDATE brought your vehicle to current production standards, 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!