

UPDATE Technical Bulletin



November 09, 2018

37L7 UPDATE – Jetta TCM Software (INV_ONLY) (INVENTORY VEHICLES ONLY)

NOTE:

- Perform this UPDATE on all applicable vehicles within Dealer Inventory
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- This UPDATE is available only to vehicles in dealer new car inventory. This UPDATE does not apply to retail sold units.

NOTE:

Required DMS Wording/Programming Text (SAGA claim comments):

UPDATE Code 37L7 Jetta TCM Software

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Jetta	2019	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

REVISION HISTORY		
Revision	Date	Purpose
1	November 09, 2018	Original publication

Condition

This update has been proactively released to provide the following:

Gearbox may produce a resonance at 450 Hz. Optimized software will reduce the resonance at 450 Hz.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for inventory vehicles that show the **37L7** code in Elsa, Campaign/Action Information screen on the day of repair.
- Procedure must be performed only on dealer Inventory vehicles.
- 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

Gearbox May produce a resonance at 450 Hz. Optimized software will reduce the resonance at 450 Hz.

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NOTE:

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

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

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SVM Update Instructions

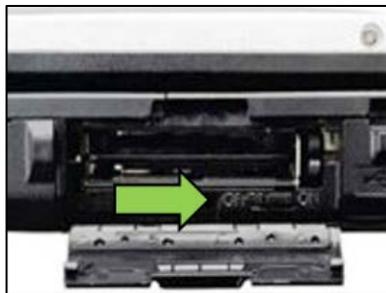
NOTE

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

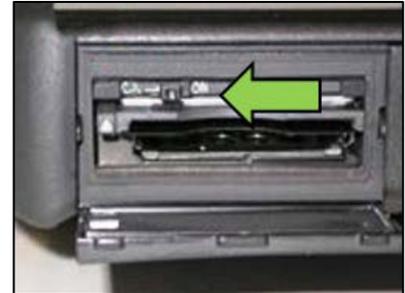
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 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
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



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

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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.

- Ensure vehicle is out of Transport Mode.
- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X/VAS6160X Diagnostic Tester 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.

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! RISK OF REPEAT REPAIR

If the vehicle is equipped with Driver Assist features, record the settings in the event they change during the software update.

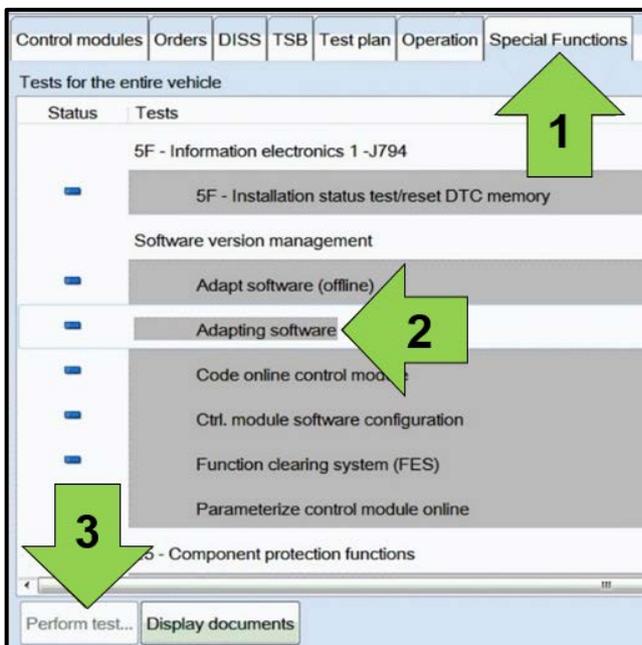


- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.

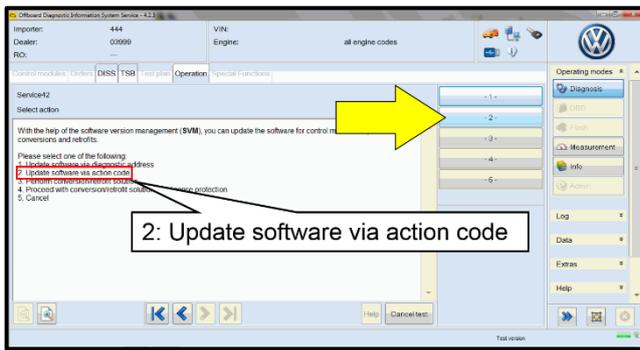
1. If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

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

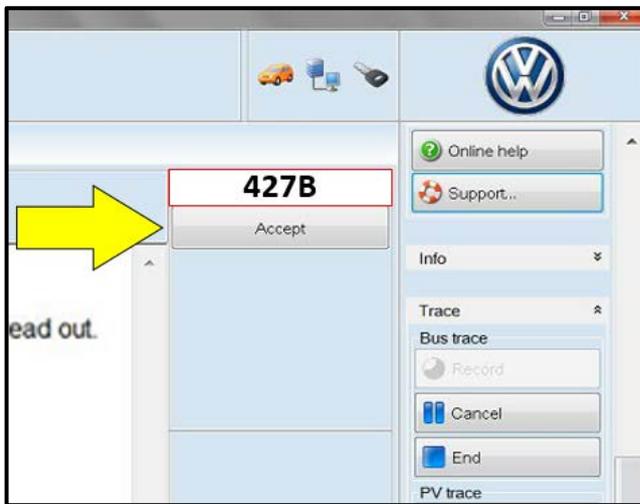
- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.



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- Select option 2 to “Update software via action code”.



NOTE

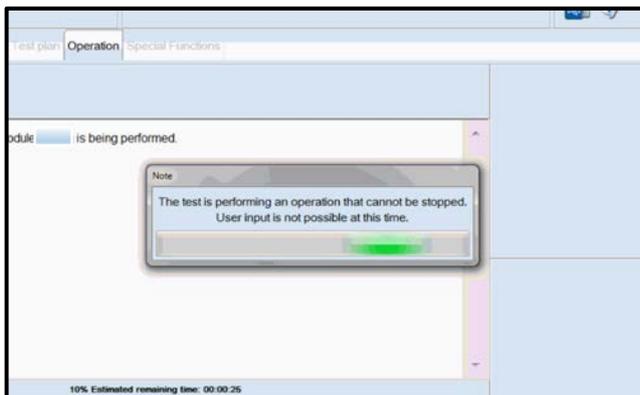
Using Bluetooth for this action is PROHIBITED!

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.

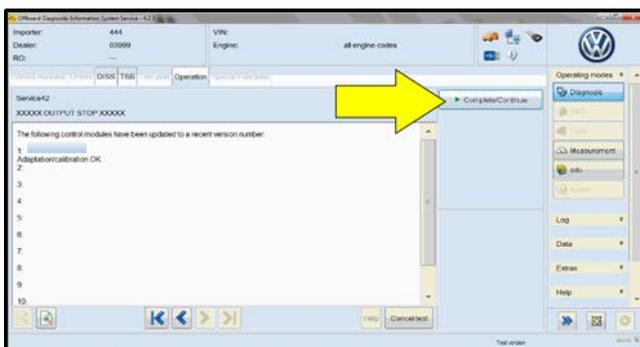
SVM code
427B

- Select “Accept” <arrow> and follow the on screen prompts.
- During the flash, this screen appears when each of the operations are performed:



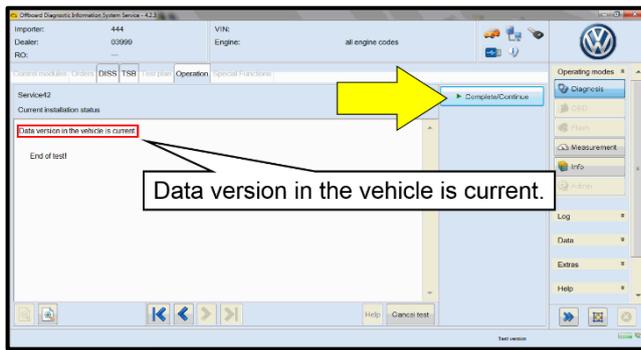
NOTE

The operations performed vary based on the software update.

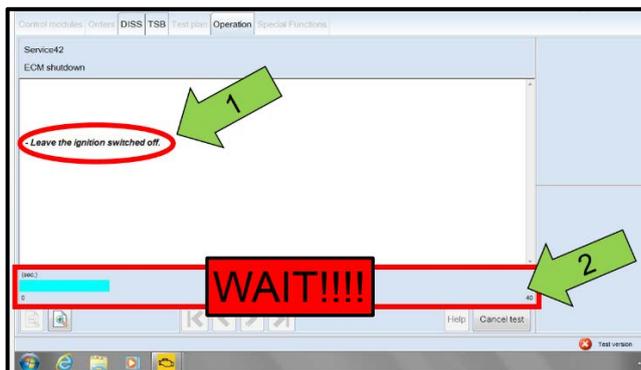


- Select Complete/Continue <arrow> after each operation is completed.

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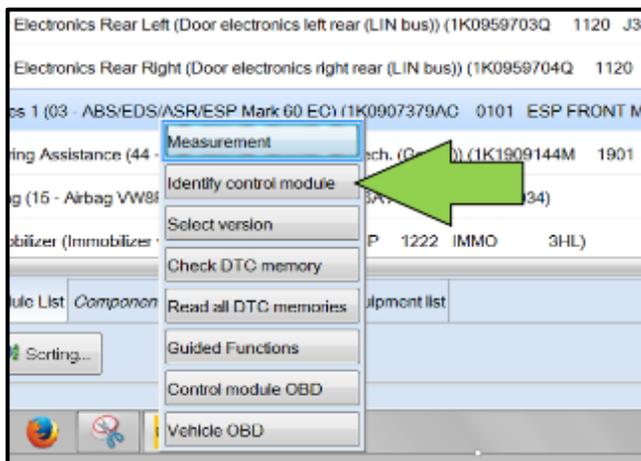


- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select “Complete/Continue” <arrow>.



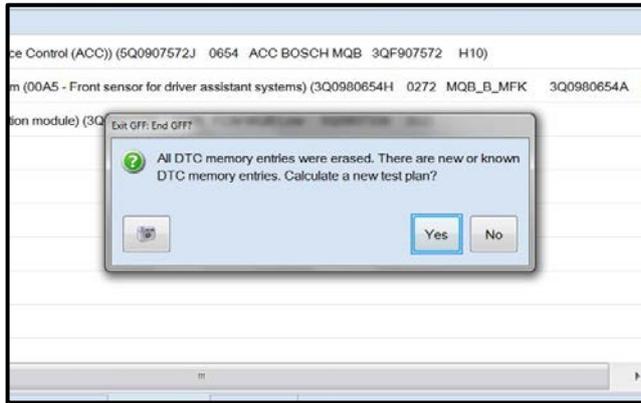
NOTE

- 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 (0002).
 - Select “Identify Control Module” <arrow>.

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- Exit GFF and send diagnostic protocol online when prompted.

! NOTE

Static communication faults may 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.
 - If vehicle is equipped with Driver Assist features, reset the Driver Assist settings to the previously recorded settings if the settings changed during the software update.

Work is complete.

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Required Tools



Battery
Tester/Charger
- GRX3000VAS-
(or equivalent)



Diagnostic Tester
-VAS6150X/VAS6160-
(or equivalent)

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.