



# Service Action

## Code: 92D9

<b>Subject</b>	<b>Rain/Light/Humidity Sensor - USA Only</b>
<b>Release Date</b>	February 14, 2019
<b>Affected Vehicles</b>	<b>U.S.A.: Certain 2019 MY Volkswagen Jetta</b> <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	A humidity sensor installed in affected vehicles deactivates the start-stop feature when the Climatronic system is turned on.
<b>Corrective Action</b>	Replace the affected humidity sensor with a rain/light/humidity sensor.
<b>Parts Information</b>	Due to this being a service part, there will be no parts allocation. Parts will be placed on Upper Order Limits. If your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to <a href="mailto:upperorderlimits@VW.com">upperorderlimits@VW.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about February 14, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about February 14, 2019, this campaign code will show open on affected vehicles in Elsa.  On or about February 14, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> .
<b>Owner Notification</b>	Owner notification will take place in February 2019. An owner letter example is included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2021</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <u>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</u>  Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.vw.com">www.vw.com</a> .



## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 92D9 - Rain/Light/Humidity Sensor  
Certain 2019 Model Year Volkswagen Jetta Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** A humidity sensor installed in affected vehicles deactivates the start-stop feature when the Climatronic system is turned on.

**What will we do?** Your authorized Volkswagen dealer will replace the affected humidity sensor with a rain/light/humidity sensor. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

This service action will be available for you **free of charge only until December 31, 2021**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

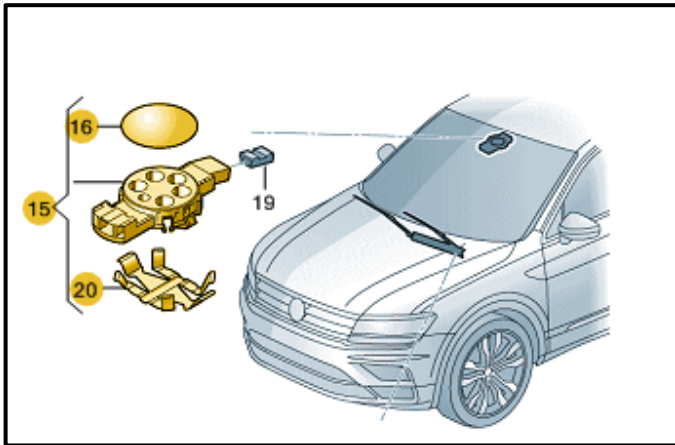
Sincerely,

Volkswagen Customer Protection

**NOTE**

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

**Repair Overview**



- Install new rain/light/humidity sensor.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5Q0.955.547.B	Rain/light/humidity sensor

**NOTE**

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Required Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>
 <p>Diagnostic Tester -VAS6150X/VAS6160- (or equivalent)</p>	

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**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.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

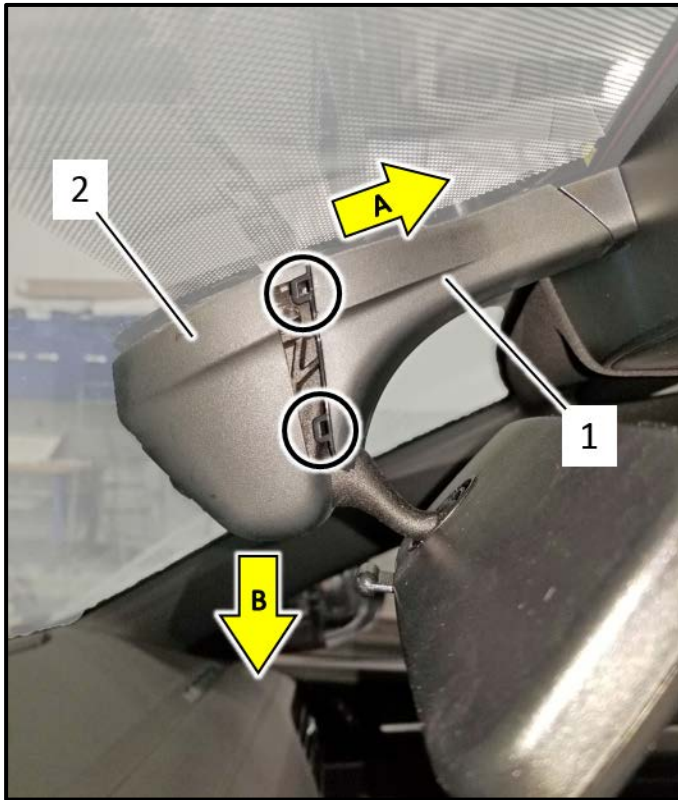
**Proceed to Section B**

## Section B – Rain/Light/Humidity Sensor Replacement



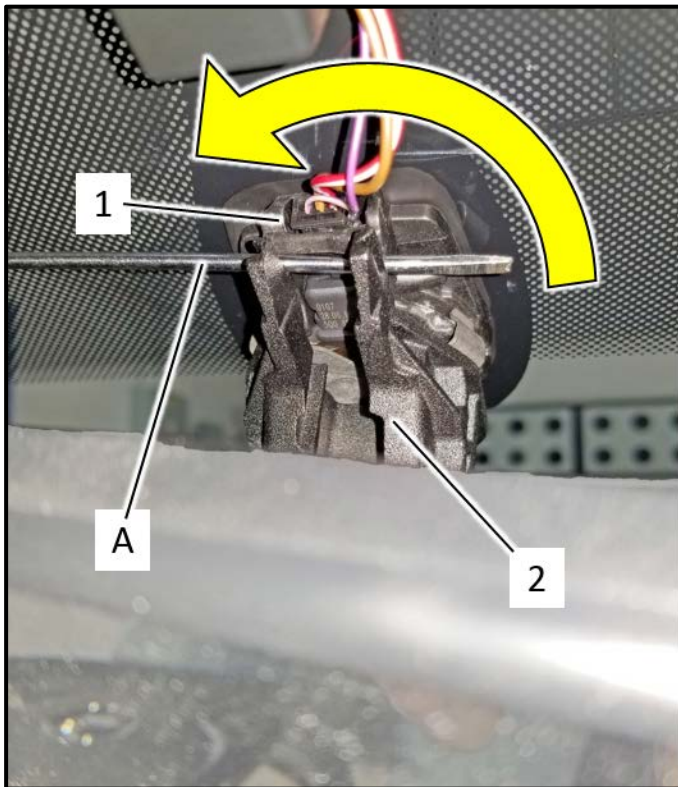
### CAUTION

- Leave the new sensor in its plastic protective packaging until it is ready for immediate installation.
- The surface (connecting pad) of the Rain/Light/Humidity sensor must not be contaminated or damaged when installing.



### Remove rear view mirror base covers:

- Remove cable cover <1>.
  - Use the -3409- to separate the covers and unlock clips <circles>.
  - The cable cover <1> slides toward the headliner in direction of <arrow A>.
  - Bend the sides out slightly and remove cable cover <1> downward
- Bend the sides out slightly on cover <2> and remove downward from the mirror base <arrow B>.



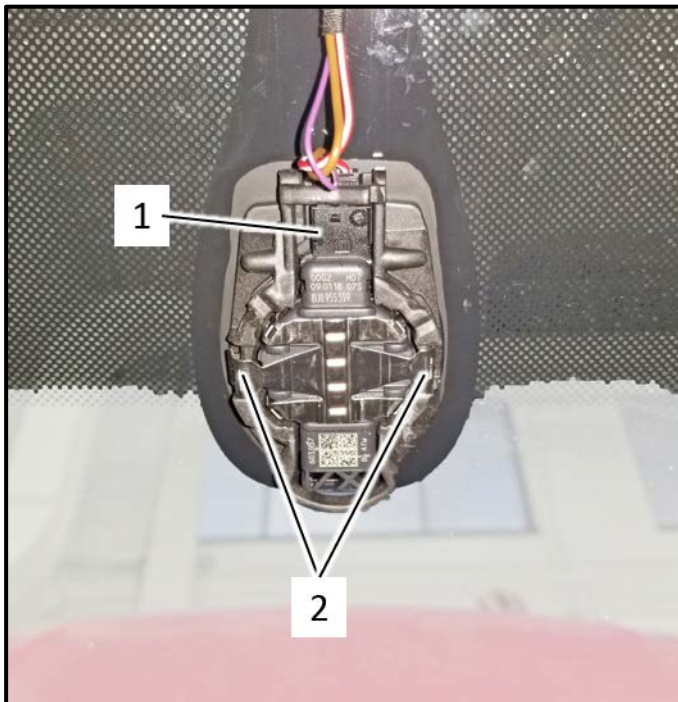
#### Remove rear view mirror:

- Insert a screwdriver/punch <A> with an approximate diameter of 4.5 mm in the gap between the baseplate <1> and mirror base <2> as shown.
- This will release the mirror base <2> from the lock on the baseplate <1>.
- Grab hold of the mirror base <2> and rotate base counter clockwise approximately 20°.

#### **⚠ CAUTION**

Do not rotate the mirror base by using the mirror. The mirror could separate from the base and is very difficult to reinstall.

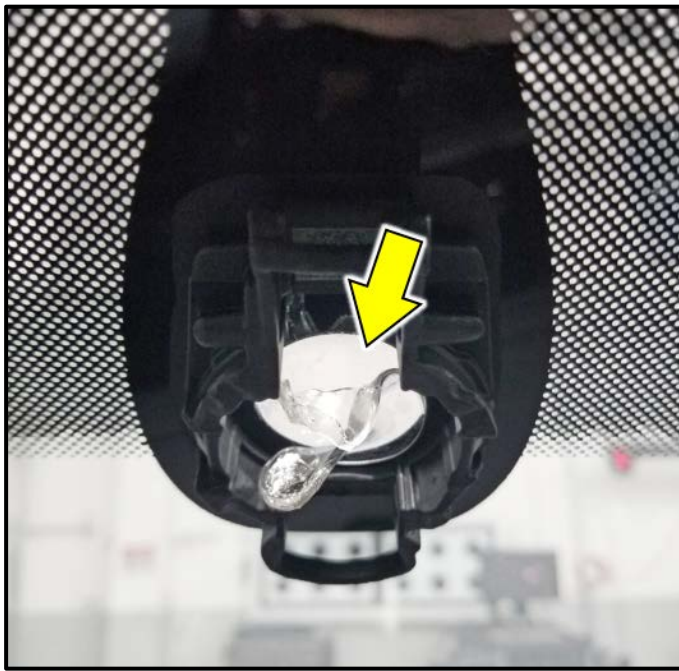
- Remove the rear view mirror downward.



#### Remove sensor:

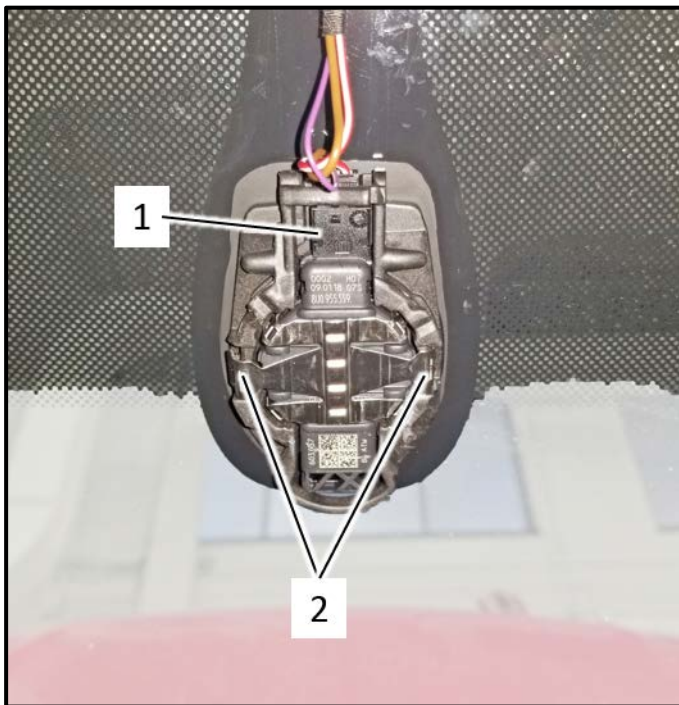
- Disconnect the connector <1>.
- Release the retainers <2>.
- Starting at the top, carefully pry the sensor away from the windshield.





**Remove silicone layer:**

- Remove any remaining silicone <arrow> from the windshield.
- Thoroughly clean the windshield in the area where the new sensor will be installed.



**Install Rain/Light/Humidity Sensor:**

**⚠ CAUTION**

The surface (connecting pad) of the Rain/Light/Humidity sensor must not be contaminated or damaged when installing.

- Evenly install the new sensor into the baseplate and engage clips <2>.

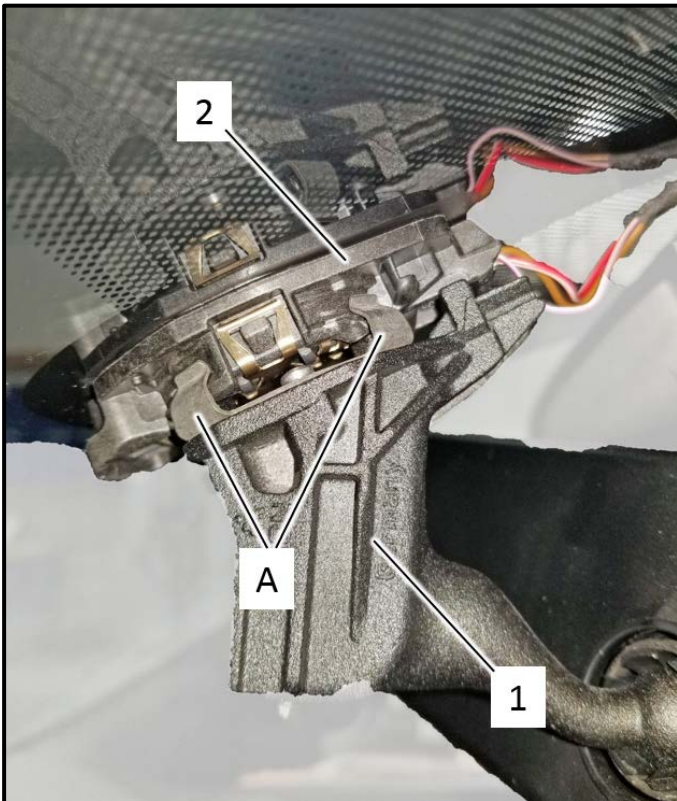
Part Number	Part Description
5Q0.955.547.B	Rain/light/humidity sensor

- Connect connector <1>.



#### Inspect for bubbles:

- Even if the sensor is installed correctly, small air bubbles can form between the windshield and the connecting pad.
- The contact surface must be free of bubbles after approximately 10 minutes. If the contact surface is not free of bubbles after 10 minutes, the Rain/Light/Humidity sensor must be removed and installed again.
- Air bubbles between the windshield and the connecting pad cause Rain/Light Recognition Sensor -G397- malfunctions.

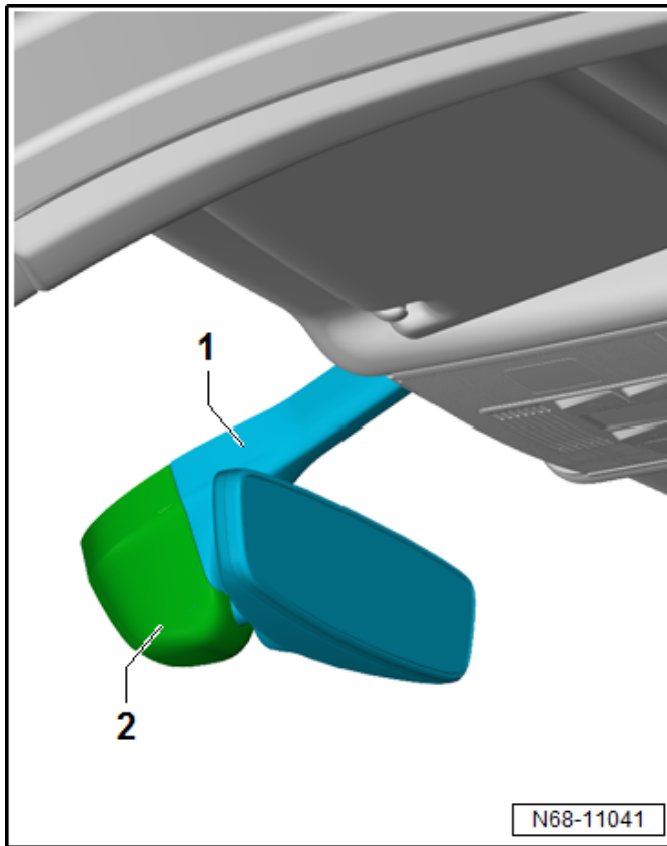


#### Install rear view mirror in reverse order of removal:

- Ensure the mirror base <1> is parallel to the baseplate <2> and all four locking clips <A> engage on the baseplate.
- Turn the mirror base <1> clockwise until it audibly engages into the baseplate <2>.

#### CAUTION

Do not rotate the mirror base by using the mirror. The mirror could separate from the base and is very difficult to reinstall.



**Install covers in reverse order of removal:**

- Install mirror base cover <2> first.
- Then install cable cover <1>.

**Proceed to Section C.**

## Section C – Rain/Light Sensor Activation

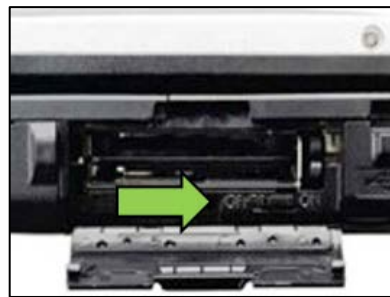
### NOTE

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

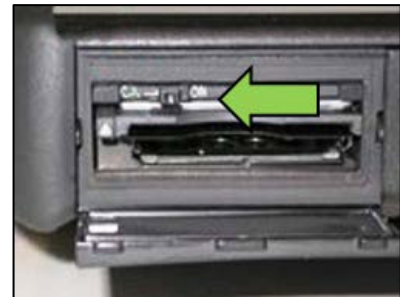
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above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

## ⚠ 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!

## ℹ 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 off all consumers (headlights, heated seats, climate control, etc.).
- 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

### Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

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.

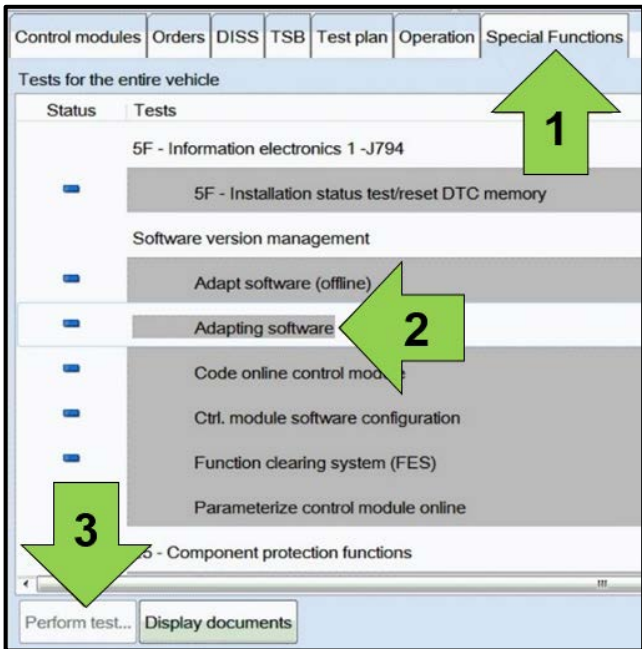
## ⚠ CAUTION

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.

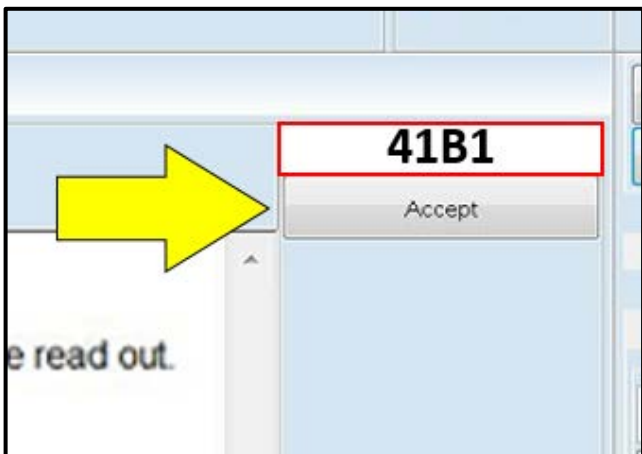
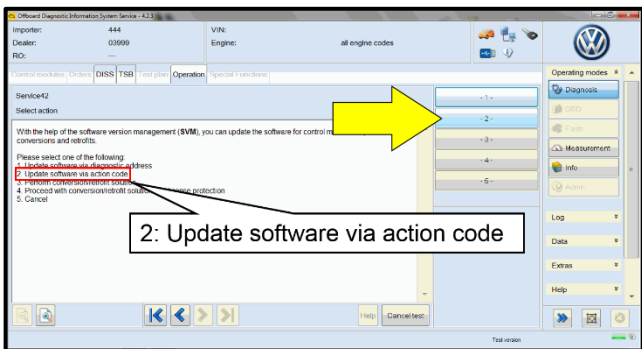
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



- 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>.



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



**NOTE**

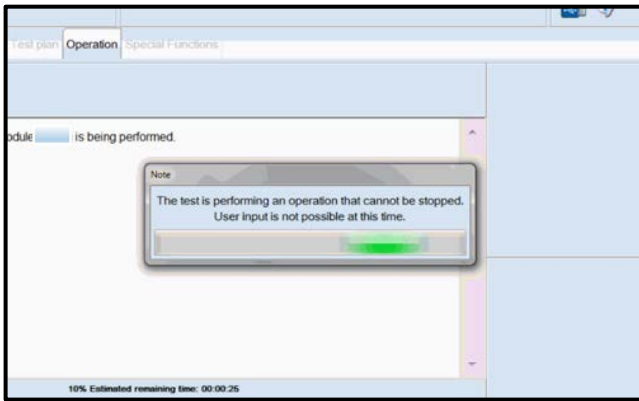
**Using Bluetooth for this action is PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

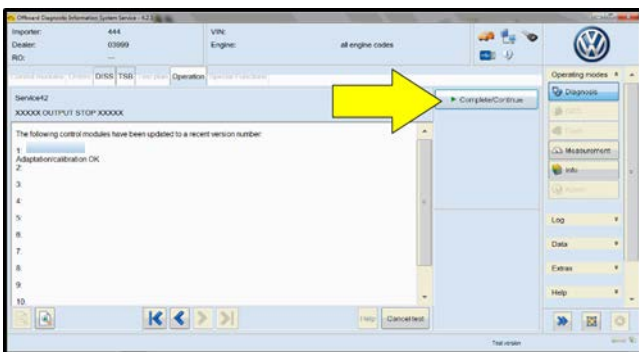
- Enter the corrective action code (SVM code) as listed below.

SVM code
<b>41B1</b>

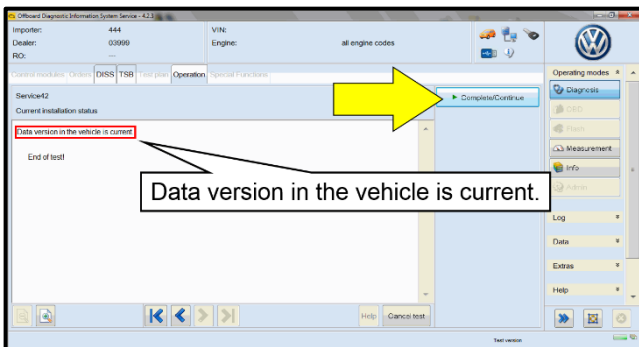
- Select “Accept” <arrow> and follow the on screen prompts.



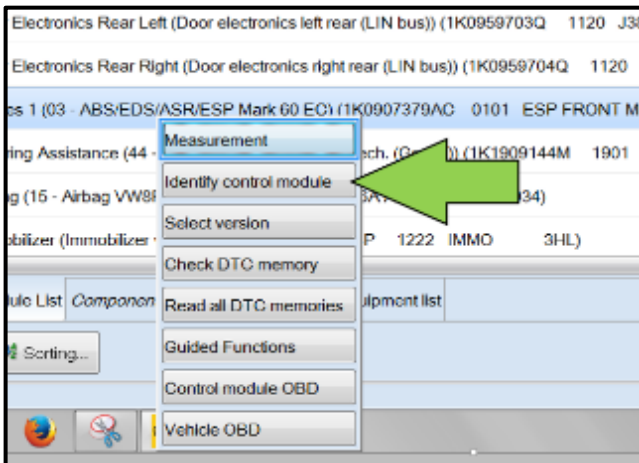
- During the SVM operation, this screen appears when each of the operations is performed:
- 0019:
  - Parameterization.
  - Adaptation/Calibration.
  - Coding.
- 0009:
  - 0019: Parameterization.
  - Adaptation/Calibration.



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



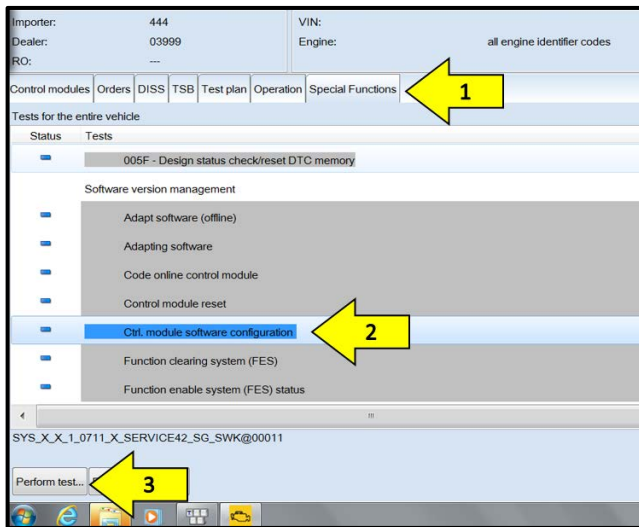
- When the SVM operation is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.



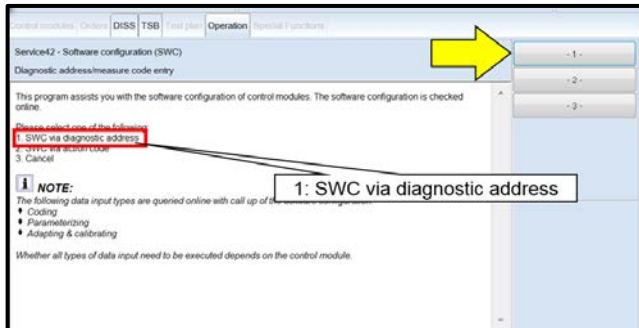
- After the software update is completed and before sending the GFF Log Online:
  - Select the "Control Module" tab.
  - Scroll down and right click on the modules that were updated (0019 and 0009).
  - Select "Identify Control Module" <arrow>.

**Leave the battery maintainer connected and proceed to Section D:**

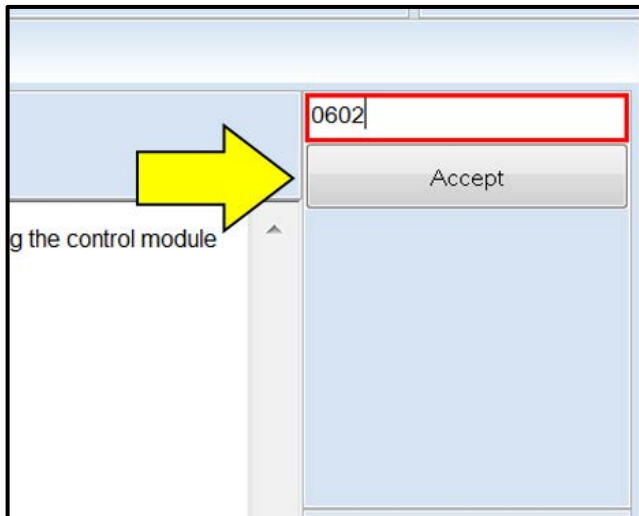
## Section D – Rain/Light Sensor Adaptation



- Select “Special Functions“ tab <1>.
- Select “Ctrl. Module software configuration” <2>.
- Select “Perform test...” <3>.



- Select “1: SWC via diagnostic address“ <arrow>.



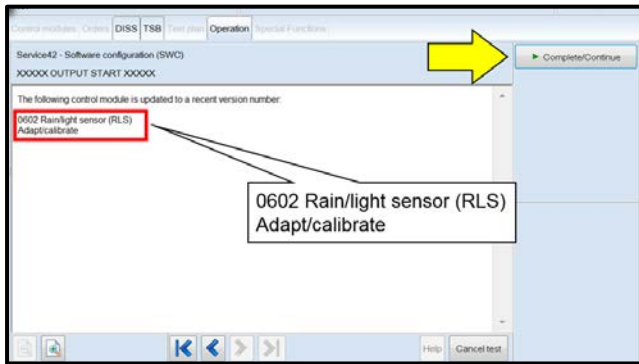
- Enter the diagnostic address as listed below.

**Diagnostic address**

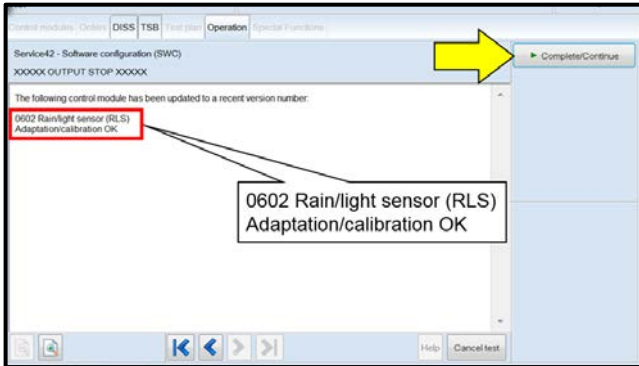
**0602**

- Select “Accept” <arrow> and follow the on screen prompts.

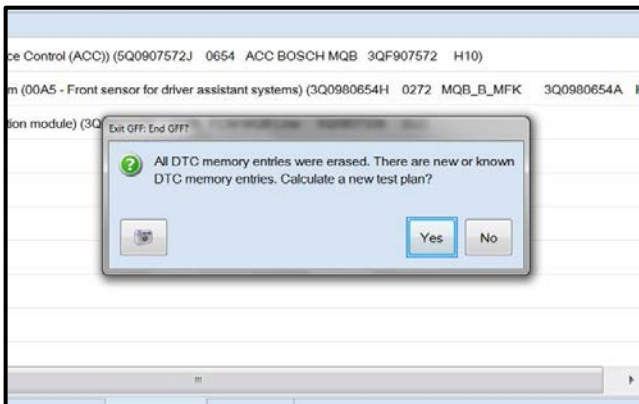




- This screen appears indicating the Rain/light sensor will be updated.
- Select “Complete/Continue” <arrow>.



- When the operation has completed, this message will appear.
- Select “Complete/Continue” <arrow>.
- Follow the on-screen prompts.



- 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.

**Proceed to Section E.**

## Section E – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

**Proceed to Section F**

## Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S.