



# Service Action

## Code: 91U8

<b>Subject</b>	<b>Infotainment System Software – Security Patch</b>
<b>Release Date</b>	July 18, 2019
<b>Affected Vehicles</b>	<b>U.S.A.: Certain 2016 MY Volkswagen e-Golf</b> <b>CANADA: Certain 2016-2017 Volkswagen Golf R</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>	Volkswagen has determined that a software update is needed to improve the security of the vehicle’s infotainment system.
<b>Corrective Action</b>	Update infotainment system software.
<b>Parts Information</b>	Software update only; no parts needed.
<b>Code Visibility</b>	On or about July 18, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about July 18, 2019, this campaign code will show open on affected vehicles in Elsa.  On or about July 18, 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 July 2019. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2022</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>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>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.vwclub.com">www.vwclub.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 91U8 - Infotainment System Software – Security Patch  
Certain 2016 Model Year Volkswagen e-Golf**

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 2016 model year Volkswagen e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Volkswagen has determined that a software update is needed to improve the security of the vehicle's infotainment system.
- What will we do?** Your authorized Volkswagen dealer will update the infotainment system software in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- 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, 2022**. 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

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Subject: Service Action 91U8 - Infotainment System Software – Security Patch  
Certain 2016-2017 Model Year Volkswagen Golf R**

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 2016-2017 model year Volkswagen Golf R vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Volkswagen has determined that a software update is needed to improve the security of the vehicle's infotainment system.

**What will we do?** Your authorized Volkswagen dealer will update the infotainment system software in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

This service action will be available for you free of charge only until December 31, 2022. 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, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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**

- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

**Required Tools**



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)

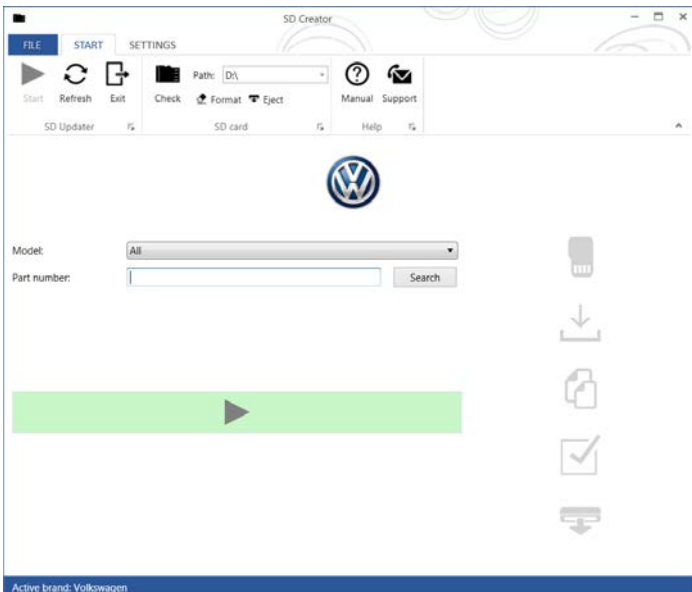


Diagnostic Tester  
-VAS6150X/VAS6160-  
(or equivalent)

**NOTE**

The VAS6154 is the preferred diagnostic head. Using the VAS5054 may cause a SVM failure that could result in control module failure.

**Required SD Card**



- SD Card part # **3G0.919.360.FN** will need to be created using the SD Creator program.
- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**

**NOTE**



- The required SD cards cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
- The required SD cards are a servicing material. Therefore the cost of the SD card will not be reimbursed.
- The SD card can be used for future software updates.

## 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 	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.

- 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.
- **All safety recalls must be completed prior to completing this Service Action.**

**Proceed to Section B.**

## Section B – Repair Procedure

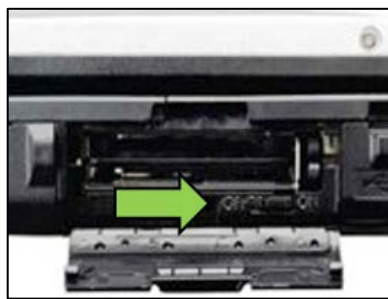
### NOTE

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

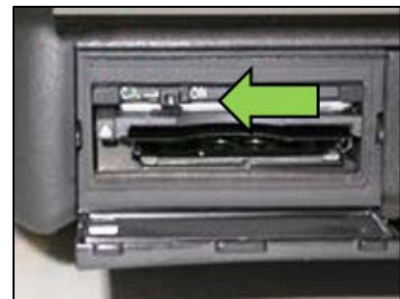
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above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

 **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.

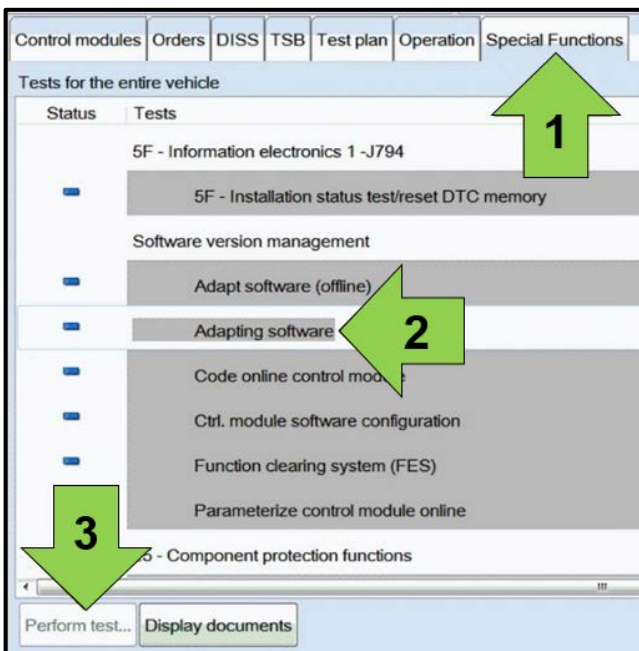


**NOTE**

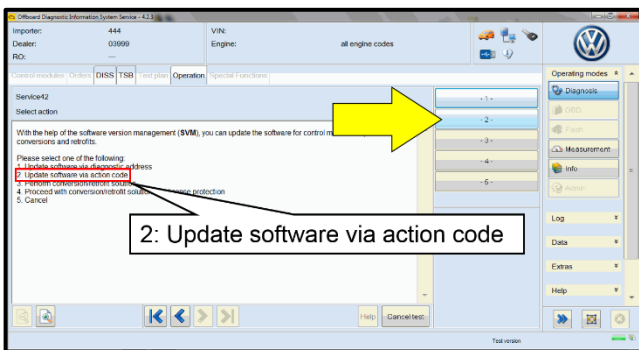
- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all GFF Paperless logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.



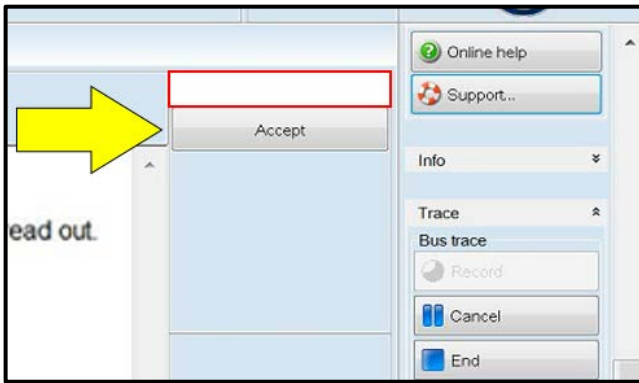
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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

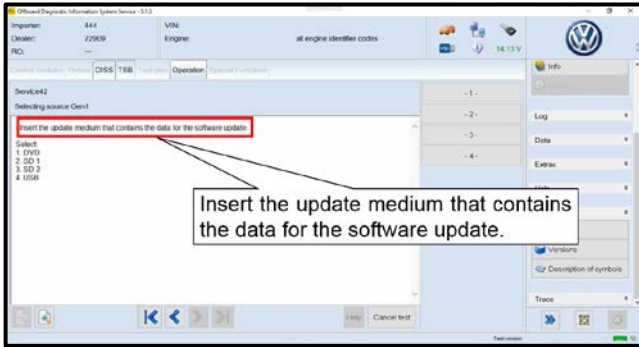
**Using Bluetooth for this action is PROHIBITED!**

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

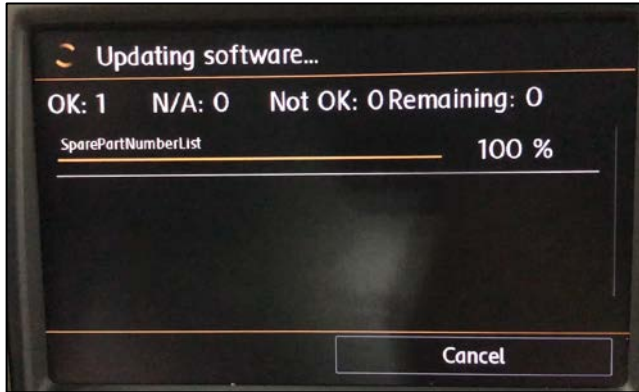
- Enter the corrective action code (SVM code) as listed below.

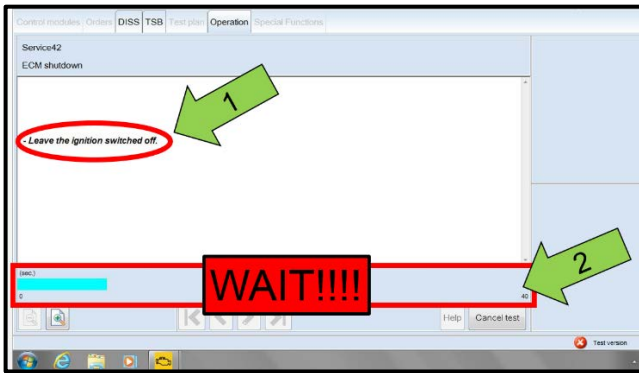
<b>SVM code</b>
<b>SFIX</b>

- Select “Accept” <arrow> and follow the on screen prompts.
- Insert the SD card the in the vehicle’s SD card reader when prompted.
- Follow the on screen prompts.



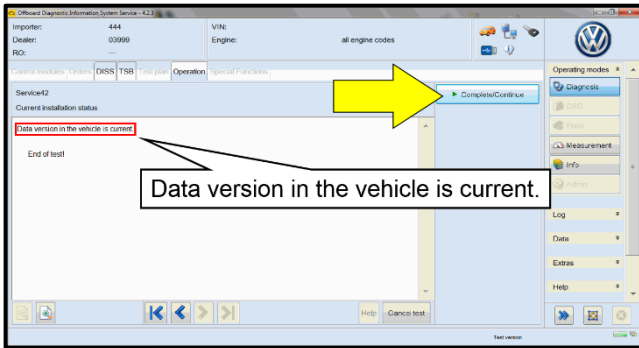
- During the update process, the infotainment system will enter the update mode and the system will reboot on its own.
- No input on the infotainment system should be required.



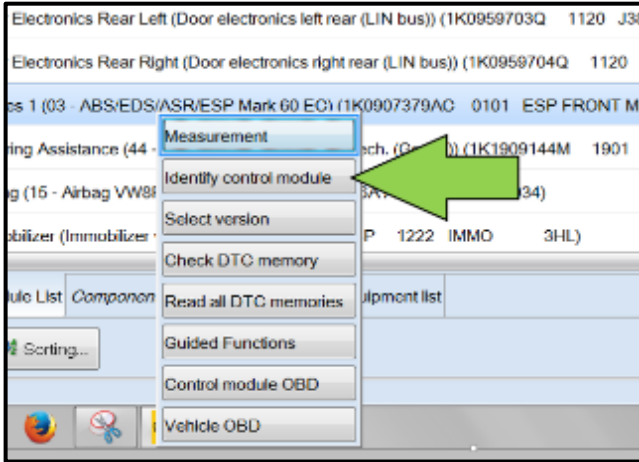


**NOTE**

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this 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.



- When the SVM update 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 module that was updated (005F).
  - Select "Identify Control Module" <arrow>.
- Exit GFF and send diagnostic protocol online when prompted.

- Remove the SD card from the card reader in the vehicle.
- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.

**Proceed to Section C.**

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Section C – 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).