



Customer Satisfaction Campaign

Code: 91W4

Subject Performance Monitor

Release Date September 13, 2019

Affected Vehicles

Country	Model Year	Vehicle
USA	2019	GOLF R GP
CAN	2019	GOLF R GP

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

Problem Description The Performance Monitor was not activated for certain 2019 model year Volkswagen Golf R vehicles.

Corrective Action Enable the Performance Monitor feature.

Parts Information No parts needed.

Code Visibility On or about September 13 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.

On or about September 13, 2019, this campaign code will show open on affected vehicles in Elsa.

On or about September 13, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com.

Owner Notification Owner notification will take place in September 2019. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date This campaign expires on **December 31, 2022**. 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 costs associated with this repair will apply.

Additional Information **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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 www.vw.com.

Claim Entry Instructions

After campaign 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:

- ✓ 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	91W4	
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	<p>Do not claim wash/loaner under this action</p> <p>U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>	
Criteria I.D.	01	
	Connect battery charger Labor operation: 2706 89 50 -AND- Enable Performance Monitor Labor operation: 9193 25 99*	10 T.U. Time stated on diagnostic protocol (Max 40 T.U.)

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Customer Satisfaction Campaign 91W4 - Performance Monitor
Certain 2019 Model Year Volkswagen Golf R Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a customer satisfaction campaign on certain 2019 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?** The Performance Monitor was not activated for certain 2019 model year Volkswagen Golf R vehicles. Please see your vehicle owner's manual for more information on this feature.
- What will we do?** Your authorized Volkswagen dealer will enable the Performance Monitor feature. This work will take less than 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.

This customer satisfaction campaign 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 costs 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 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 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: Customer Satisfaction Campaign 91W4 - Performance Monitor
Certain 2019 Model Year Volkswagen Golf R Vehicles**

Dear Volkswagen Owner,

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

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- 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.

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)

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 ← 2	Open ← 1

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 before starting this Campaign.**

Proceed to Section B.

Section B – Obtaining a SWaP key

- A VTA WEB ticket <arrow> must be created to obtain a SWaP key activation code to activate the Performance Monitor feature.

Technical Assistance

Create Ticket

Ticket Information

Concern Type:	<input type="text"/>	Technician Email:
Technician Name:	<input type="text"/> Valid tech name	Dealer Code:

Vehicle Information

VIN:	<input type="text"/>	Make:
Model:	<input type="text"/>	Model Year:
Mileage:	<input type="text" value="4278"/>	Engine Code:
Contact Options:	<input type="radio"/> I will call now <input checked="" type="radio"/> I will wait for web response (up to 2 business hours)	Transmission Code:

Web ticket →

- When creating the WEB ticket, be sure to enter a contact phone number at the bottom of the Technician's Questionnaire.
- After the VTA Technical Consultant reviews the vehicle information, the WEB ticket will be updated with the following information that will be entered during the test plan:
 - Activation code
 - Activation number
 - Activation PIN
- Once the WEB ticket is updated with the necessary information, Proceed to Section C.

TIP

SWaP keys provided by the helpline can only be used on the VIN they have been provided for. Once they have been used they cannot be used again.

Section C – Activating Performance Monitor Feature

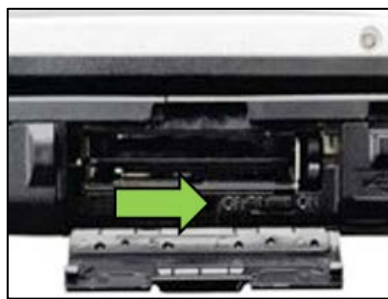
NOTE

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.

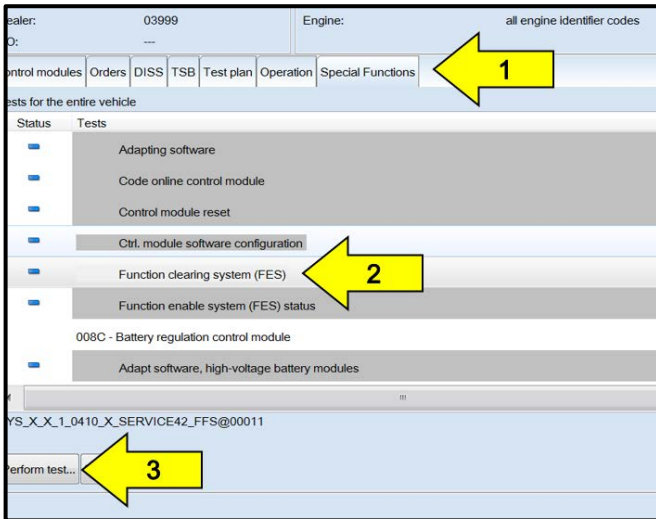
! NOTE

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

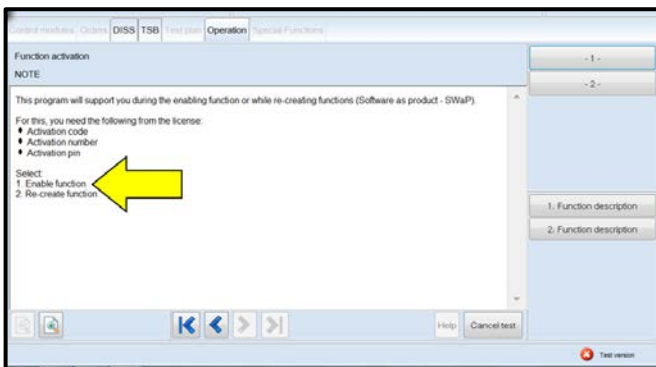
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.



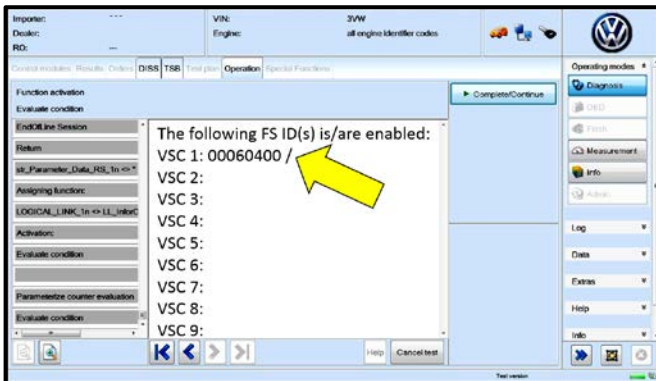
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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



- Once the GFF scan is complete, select “Special functions” <arrow 1>, then “Function clearing system (FES)” <arrow 2>, then select “Perform test” <arrow 3>.



- Select the option to “Enable function”.
- Follow the on-screen prompts and enter the activation code, activation number and activation PIN when prompted.
- Follow the on-screen prompts.
- Enter your GEKO ID when prompted and follow the on-screen prompts.



- Verify the license ID number <arrow> is displayed.

TIP

- The license ID number <arrow> assures that the Performance Monitor feature has been activated.
- The list of enabled FS ID(s) may vary based on what other features are already enabled.

- Select “Complete/Continue” and follow the on-screen prompts.

- Exit GFF and send diagnostic protocol online when prompted.
- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.



TIP

Advise the customer to reference the owner's manual for information regarding the Performance Monitor feature.

- The feature may not activate until the following is performed:
 - Disconnect scan tool from vehicle.
 - Shut ignition off.
 - Remove key from vehicle and lock vehicle with remote.
 - Wait approximately one minute for cluster to go blank.
- When the ignition is turned back on, the feature should now be available.
- The Performance Monitor feature can be accessed as follows:
 - Select **CAR** <arrow 1>.
 - Open the **Selection** menu <arrow 2>.
 - Select **Sport** <arrow 3>.



TIP

If the feature does not appear to be active right away, an additional key cycle and longer "bus sleep" may be required.

Proceed to Section D.

Section D – 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).