



Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat GP	2019	All	All	All	All

PSS - Remote Start Function Becomes Inoperative

Technical Background

A software error in the Engine Control Module (ECM) **-J623-** prevents the remote start running time counter from being reset when a driver cycles the ignition. Instead, after 20 minutes of total remote start running time is reached, any further attempts to use remote start will be cancelled automatically (the engine will crank, run for a second, and then stop).



Tip:

This condition may be present regardless of whether the remote start was installed at the factory or added to the vehicle later as an MDO or dealer-installed accessory.



Note:

Do not replace any components for this issue (including, but not limited to the ECM, BCM, Remote Keys, or Key Batteries).

Production Solution

Revised software is under development.

Service

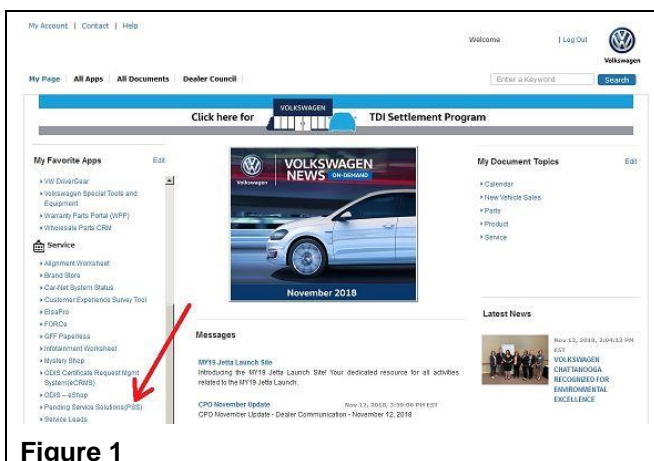


Figure 1

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application via the hyperlink in vwhub.com (Figure 1).

Warranty

This TSB is informational only and not applicable to any Volkswagen warranty.



Required Parts and Tools

No Special Parts required.

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

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