



90-20-01 - Digital Cockpit Fuel Gauge or Range Display Incorrect

Release date: 4/29/2020

Condition

Applicable Vehicles						
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Tiguan	2020	All	All	AX_LM001000	AX_LM026215	1X1 + 9S0

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2058904/1	4/29/2020	90-20-01	Original publication.

The customer reports one or more of the following conditions.

- The fuel gauge does not indicate the correct fuel level.
- The range display (driving distance to empty) does not change as fuel is used.
- The fuel gauge remains at empty after filling the tank.



Note:

This bulletin applies only to the above listed model and model year when equipped with 4-motion (PR code 1X1) together with a digital cockpit instrument cluster (PR code 9S0).

Technical Background

Incorrect software configuration of the instrument cluster **-J285-** (diagnostic address 17).

Production Solution

Corrected software configuration of the instrument cluster **-J285-** since VIN AX_LM026215.

Service

Step 1: Perform software configuration of the instrument cluster -J285-

- Start GFF and allow the full vehicle scan to complete.
- Select the “Special Functions” tab.
- Select “Software version management”.
- Select “Ctrl. module software configuration”.
- Select “SWC via diagnostic address”.
- Enter diagnostic address 17.
- Follow the on-screen prompts to complete the software configuration.



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**Tip:**

Software configuration is not the same as a software update. The software itself is not updated, nor does the software version number change. Rather, the software is only being configured with updated values.

**Note:****The following points must be observed before performing software configuration:**

- The ODIS tester patch version 5.2.6 or higher and the baseline version 2.40.0 or higher must be installed.
- Connect a GRX3000VAS or MTRMSP0702 battery maintainer/charger to the vehicle battery.
- Switch off all unnecessary electric consumers when updating/configuring software (for example ventilation, seat heater, lights and so on).
- Make sure that during the software update/configuration no electro-magnetic radiation sources (for example, mobile phones or cordless phones) are used in or near the vehicle.
- A cable connection between the ODIS tester and the vehicle must be used to ensure the highest transmission stability when updating/configuring control units. When using a Bluetooth or WIFI connection (diagnostic tool) the software update/configuration may fail.
- A cable connection between the ODIS tester and the workshop network must be used. When using a WIFI connection to the workshop network, the update/configuration may fail.
- The driver door must be open during the software update/configuration.
- Switch the hazard warning lights on during the software update/configuration, to ensure a constant CAN data bus activity of the vehicle.

Step 2: Exit GFF

- End the diagnostic session to erase DTC memory.

Step 3: Ignition Key Cycle

- Switch ignition "OFF" for 10 seconds.
- Switch ignition "ON" and continue with the additional steps below.

Step 4: Check function

- Check the fuel gauge.
- Check the remaining range display.



Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To	PR Codes
Tiguan	2020	All	All	AX_LM001000	AX_LM026215	1X1 + 9S0
SAGA Coding						
Claim Type:		Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)		
9025	0039	--		--		
Parts Manufacturer		Tiguan			3ME	
Labor Operation ³⁾: Charge Battery				27068950 = 10 TU		
Labor Operation ³⁾: Update Software Configuration				See GFF Time Expenditure		
Causal Part: Select Labor Operation				01500000		
Diagnostic Time ⁴⁾						
GFF Time expenditure	01500000 = Actual GFF Printout – 75 TU Max.				YES	
Road Test	01210002 = 00 TU 01210004 = 00 TU				NO	
Technical Diagnosis	01320000 = 00 TU max.				NO	
Claim Comment: Input “As per Technical Bulletin 2058904” in comment section of Warranty Claim.						
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only. ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and Procedures Manual.						



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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Maintainer	GRX3000VAS or MTRMSP0702
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with ODIS tester base version 5.2.6 or higher, and the baseline version 2.40.0 or higher must be installed.

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.