



# Service Action

## Code: 24FN

**Subject** Remote Start System Software (USA Only)

**Release Date** May 19, 2020

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	PASSAT	2,498

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**

A software error in the Engine Control Module (ECM) 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 momentarily, and then stop). The software also includes on-board diagnostic (OBD) updates to improve vehicle diagnostics.

**Corrective Action**

Update ECM software.

**Parts Information**

Software update only; no parts needed.

**Code Visibility**

On or about May 19, 2020, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in June 2020. 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 parts and labor cost 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.vwclub.com](http://www.vwclub.com).

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	24FN		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  <b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	2470 25 99	Time stated on diagnostic protocol (up to 50 TU)	Update engine control module software

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 24FN – Software for Remote Start System**

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 Passat vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** A software error in the Engine Control Module (ECM) 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 momentarily, and then stop).
- What will we do?** Your authorized Volkswagen dealer will update the ECM software. 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 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](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

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(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 ← <b>2</b>	Open ← <b>1</b>

EXAMPLE

Campaign/Action	Start	Designation
← <b>3</b>	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

#### CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B**

#### 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.

## Section B – Update Engine Control Module Software

### 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.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi 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 or WiFi.

### 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.

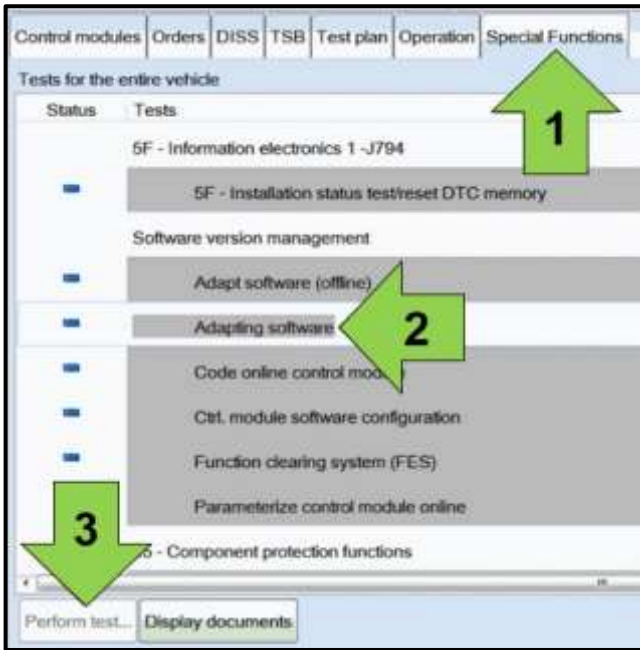
- Turn the hazards on.

 **CAUTION**

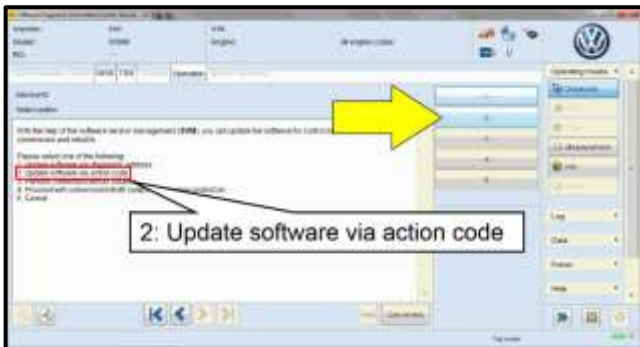
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



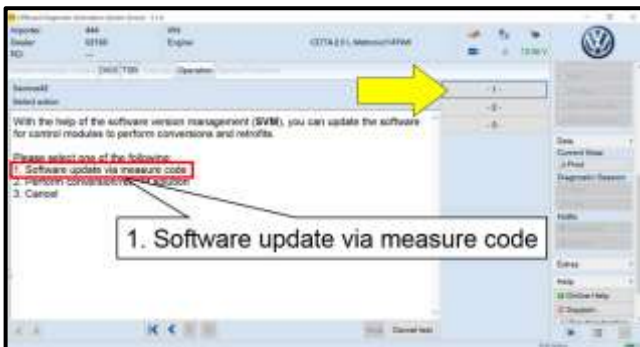
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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



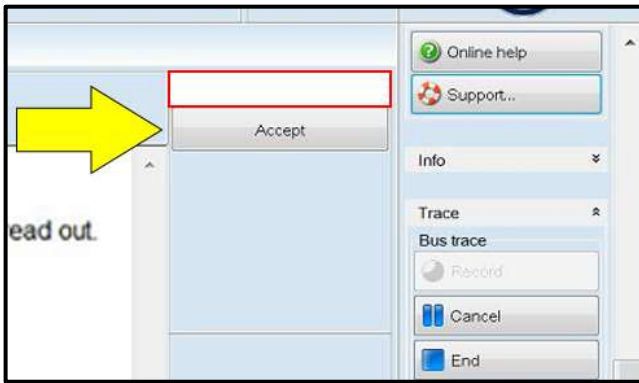
- Select the correct option to “Update software via action code” OR “Software update via measured code”.



**NOTE**  
The different options to perform the SVM operation may vary based on model.







**NOTE**

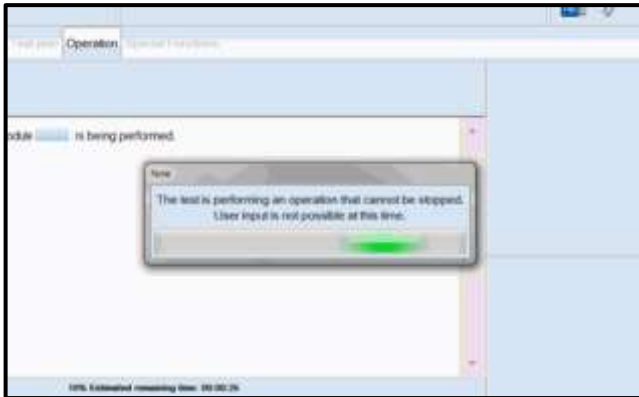
***Using Bluetooth or WiFi for this action is PROHIBITED!***

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

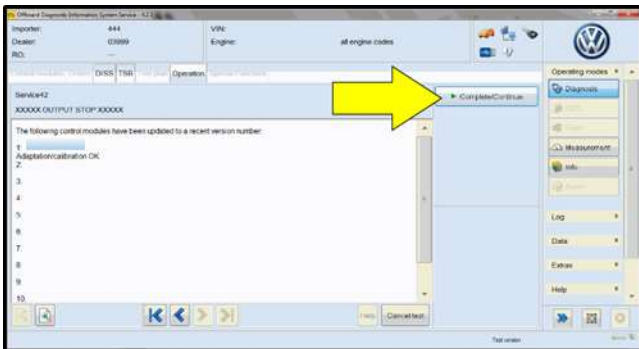
- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>43FE</b>

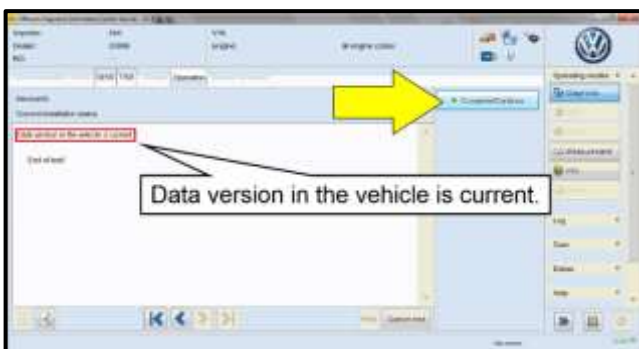
- Select "Accept" <arrow> and follow the on screen prompts.
- During the flash, this screen appears when each operation is performed:



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



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



**TIP**

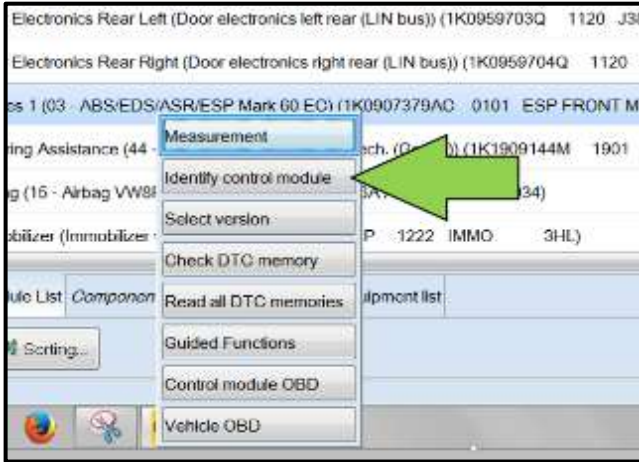
If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.



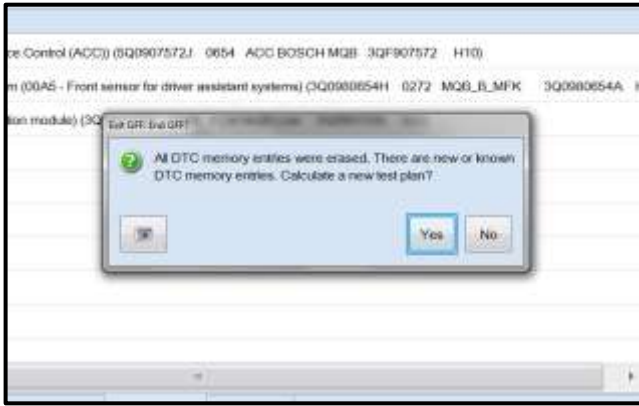


**NOTE**

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



- 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 (0001).
  - Select “Identify Control Module” <arrow>.



- 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 C.**

## 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).