



Service Action – USA Only

Code: 91X9

Subject Car-Net® Button Array

Release Date July 29, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	TIGUAN	12,792

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 On certain vehicles, the Car-Net button array was not enabled.

Corrective Action Enable Car-Net button array.

Parts Information No parts required.

Code Visibility On or about July 29, 2020, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in July 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.

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.

Service Number	91X9		
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	Do not claim wash/loaner under this action Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	X1 or X2		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	9193 25 99	Time stated on diagnostic protocol (up to 40 TU)	Perform software configuration test plan

Customer Letter Example (USA) - NOT GIFT CARD ELIGIBLE (Criteria X2)

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

Subject: Service Action 91X9 – Car-Net® Button Array

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

What is the issue? On certain vehicles, the Car-Net button array was not enabled at the factory.



What will we do? Your authorized Volkswagen dealer will enable the Car-Net button array. 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.

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 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 (USA) - GIFT CARD ELIGIBLE (Criteria X1)

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

Subject: Service Action 91X9 – Car-Net® Button Array

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

What is the issue? On certain vehicles, the Car-Net button array was not enabled at the factory.



What will we do? Your authorized Volkswagen dealer will enable the Car-Net button array. 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.

In the future, a customer satisfaction gift card program will be implemented. If you are eligible for this program, you will be notified via mail as soon as it is available. If you have any questions about the gift card program, please contact Volkswagen Customer CARE; please do not contact your dealer.

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 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.

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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

Repair Overview



- Perform software configuration for the infotainment control module.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

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 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	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.**

Section B – Perform Infotainment Control Module Software Configuration

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.



⚠ CRITICAL REPAIR STEP

STOP! STOP!

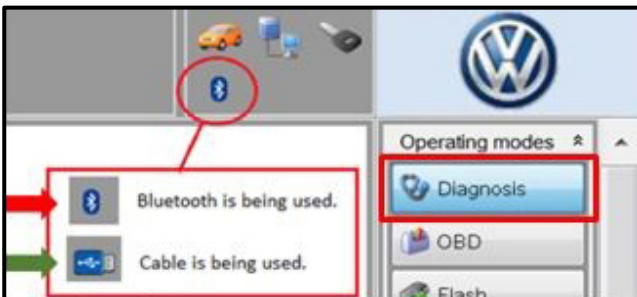
Prior to performing the software configuration, take note if the Car-Net status light <arrow> is either green or not illuminated.

- 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.

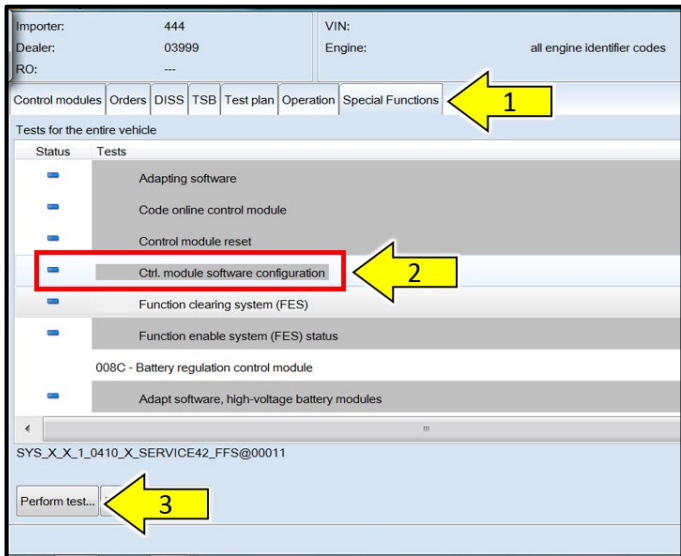
! NOTE

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

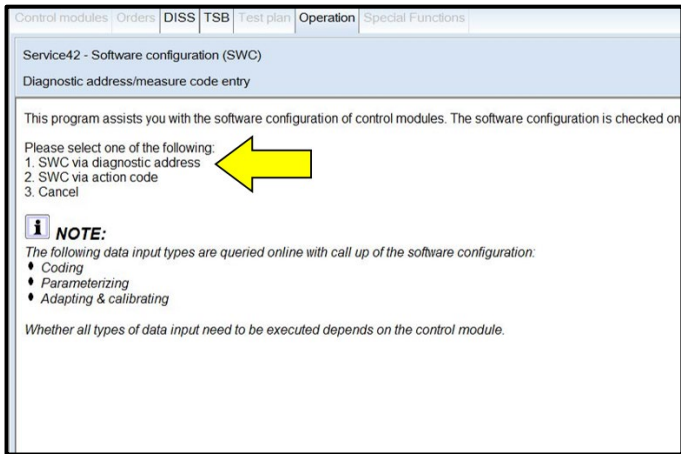
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.



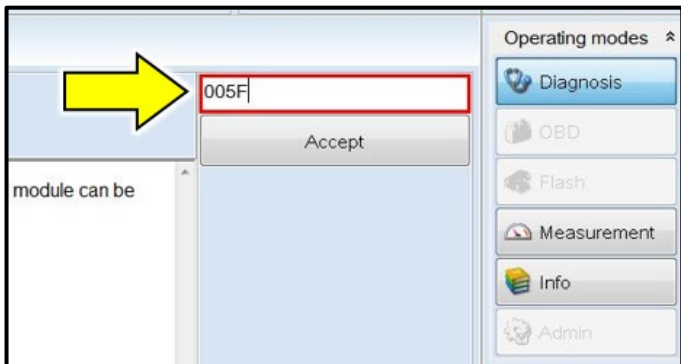
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify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



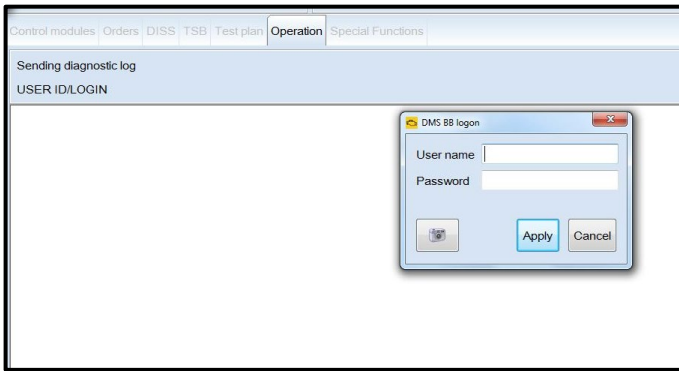
- Once the GFF scan is complete, select “Special functions” <arrow 1>, then highlight “Ctrl. module software configuration” <arrow 2>, then select “Perform test” <arrow 3>.



- Select the option to perform the operation via “diagnostic address” <arrow>.



- Enter diagnostic address **005F** <arrow> when prompted and press “Accept”.
- Follow the on-screen prompts.



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



- Verify the button array is working by pressing the “i” call button <arrow>.

TIP

- It may take a few minutes for the button array to start working.
- If the button array does not start working after 10 minutes:
 - Take the vehicle outside with clear line of sight to the sky.
 - Initiate a bus sleep by locking the car for a few minutes with the remote.
 - Recheck operation after 10 minutes.

NOTE

- A green light means that the system is active and the subscription status is good. You will initiate a call to the Verizon Car-Net call center when pressing the “i” call button (you should have the option to end the call after pressing the “i” call button).
- No light means the system is not active and there is no subscription. A pre-recorded message will be played when pressing the “i” call button.

NOTE

Regardless of the status of the Car-Net light, if the software configuration test plan completed without errors, any additional diagnosis and repair will not be covered under this action.

Proceed to Section C.

Section C – Campaign Completion Label

Install 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).