97-23-01 - Vehicle Does Not Start / Cannot be Opened / DTC U014000 Stored

Release date: 5/30/2023

Condition

Applicable Vehicles					
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**
GTI/ Golf R	2022-2023	All	All	All	All

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2070504/1	5/30/23	97-23-01	Original publication.

The customer may state:

- The vehicle does not start/travel readiness cannot be created.

or

- The ignition cannot be switched ON with the vehicle key or via the start button.

or

- The vehicle cannot be opened from outside via the remote control.

In the diagnosis interface for data bus control unit (diagnosis address 0019) the following event entry is (sporadically) logged:

- U014000: Computer 1/ Onboard Supply Control Unit / Central Electronics Box, No Communication

⚠️ **Note:**

If various event entries are logged for one low voltage in several control units, this TPI <u>does not</u> apply.

In this case, the event entry must be completed with Guided Fault Finding. The costs for processing the event entries cannot be accounted on this Technical Bulletin.

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Technical Background

In very high/summer outside temperatures there can at times be a malfunction of a semiconductor device in the Vehicle Electrical System Control Module -*J519*- (AW 0009). As a result the Vehicle Electrical System Control Module may permanently stay in bus silence (does not wake up again).

This complaint affects only the Vehicle Electrical System Control Module (diagnosis address 0009) listed in the following table:

Diagnosis address	SW part number	SW version	HW part number	HW version
0009 – electronic central electrics	5WA.937.086.AE	0175	*	028
0009 – electronic central electrics	5WA.937.086.AF	0175	*	028
0009 – electronic central electrics	5WA.937.086.AG	0175	*	028
0009 – electronic central electrics	5WA.937.086.L	0174	*	026
0009 – electronic central electrics	5WA.937.086.M	0174	*	026
0009 – electronic central electrics	5WA.937.086.N	0174	*	026
0009 – electronic central electrics	5WA.937.087.C	0174	*	026
0009 – electronic central electrics	5WA.937.087.F	0175	*	028

Production Solution

Not applicable.

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Service

⚠️ **Note:**

The following requirements must be observed and maintained for the software update/reprogramming:

– Off-board Diagnostic Information System (ODIS) is installed and up-to-date.

– Battery MUST have and MUST maintain a minimum no-load charge of 12.5V and 70 amps in order to avoid problems during software updates and flash campaign/actions.

– The closed-circuit voltage of the vehicle must be at least 12.5 V during the software update/reprogramming. Connect the vehicle battery to an external power supply (battery charger). For further information see the maintenance manual or the repair manual.

– During the software update/reprogramming switch OFF all unnecessary electric consumers (ventilation, seat heater, interior lighting and so on).

– Because of the highest transmission stability for the software update/reprogramming of control modules, use the diagnosis interface –VAS 6154A-(WiFi diagnostic tool) only in USB operation or use the cable connected -VAS 5055-. If these devices are not available, use the VAS 5054 in USB connection mode.

– If installed, remove the hotfix from the vehicle diagnostic tester, otherwise event entries may be logged during the application (only if necessary).

– Put selector lever in position P (for vehicles with automatic/dual clutch gearbox only).

– Switch on hazard warning lamps in order to ensure a continuous CAN data bus activity on the vehicle side.

– The driver door must be open during the software update/reprogramming.

Vehicle Electrical System Control Module -*J519*- software update (via action code)

Update the software of the Vehicle Electrical System Control Module -*J519*- (diagnosis address 0009) according to ⇒ Guided Fault Finding or ⇒ Guided Functions via action code.

Update the software with action code:

Select the affected vehicle in ⇒ Guided Fault Finding or ⇒ Guided Functions:

• Run the complete vehicle system test.

• Special functions.

• Update software.

• Select and enter action code **4A08**.

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Electronic central electrics software update:

Old part number	Old SW version	New part number	New SW version	Action code
5WA.937.086.AE	0175	5WA.937.086.AM	177	
5WA.937.086.AF	0175	5WA.937.086.AN	177	
5WA.937.086.AG	0175	5WA.937.086.AP	177	
5WA.937.086.L	0174	5WA.937.086.AM	177	**4A08**
5WA.937.086.M	0174	5WA.937.086.AN	177	
5WA.937.086.N	0174	5WA.937.086.AP	177	
WA.937.087.C	0174	5WA.937.087.J	177	
5WA.937.087.F	0175	5WA.937.087.J	177	

Tip:

If, upon completion of the software update the ignition no longer switches ON, the vehicle must be allowed to stand for at least 10 minutes (but a bus silence is not necessary). If the ignition is still not responsive after 10 min, disconnect the VAS6154A from the DLC for 30 seconds, re-secure connection with DLC, and switch ON the ignition again.

After the software update event entries may be logged in various control modules. These must be completed according to ⇒ Guided Fault Finding.

If event entries are logged:

– Complete the entries according to ⇒ Guided Fault Finding.

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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**
GTI, Golf R	2022-2023	All	All	All	All

SAGA Coding			
Claim Type:	Use applicable Claim Type [1]		
Service Number:	**Damage Code**	**HST**	**Damage Location (Depends on Service No.)**
9710	0039	--	--
Parts Manufacturer	GTI, Golf R		WG8 [2]
Labor Operation [3] **:** Charge Battery	27068950 = 10 TU		
Labor Operation [3] **:** Perform software change documentation via SVM	97102699 = See GFF Time expenditure		

Diagnostic Time [4]		
GFF Time expenditure	01500000 = Actual GFF print out	YES
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO

Claim Comment: Input "As per Technical Bulletin 2070504" 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/Charger	MTRMSP0702 battery maintainer/charger
VAS Diagnostic Tool	- VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates

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.