



97-23-02 - "Remote Engine Start" and/or "Remote Door Lock/Unlock" does not work via "myVW" smartphone application

Release date: 12/12/2023

Condition

| Applicable Vehicles      |           |           |             |                |              |
|--------------------------|-----------|-----------|-------------|----------------|--------------|
| Models                   | Year      | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Atlas, Atlas Cross Sport | 2020-2023 | All       | All         | All            | All          |
| Jetta, Tiguan            | 2020-2024 | All       | All         | All            | All          |
| Taos                     | 2021-2024 | All       | All         | All            | All          |

| Revision Table  |                |                |                       |
|-----------------|----------------|----------------|-----------------------|
| Instance Number | Published Date | Version Number | Reason For Update     |
| 2072446/1       | 12/12/2023     | 97-23-02       | Original publication. |

**Customer states:**

"Remote Engine Start" and/or "Remote Door Lock/Unlock" does not work via "myVW" smartphone application, but does work normally via key fob.

Vehicle may or may not be equipped with remote start, but issue can still occur on vehicles equipped with remote door lock/unlock only.

If "remote engine start" and/or "remote door lock/unlock" do not work via key fob, then this bulletin does not apply. Please continue with diagnostics.



**This bulletin only applied to vehicles with equipment (PR Code) EL2, or EL5, or EL6.**

The below examples of customer facing error message on myVW app. (See Figures 1 and 2).



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|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Remote stop is not possible. Please try again later.</li></ul> |
|--|--|

Figure 1.

|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• All other mobile online services (for example,</li></ul> |
|--|--|

Figure 2.

All other mobile online services (for example::sound horn and flash indicators” and so on) work and can be used.

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## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service

### Workshop findings:

- The customer statements can be reproduced.
- The customer is registered as the main user in the vehicle.
- Verify AW009 for part # 5Q0.937.085\* with PR Code EL2, or EL5, or EL6.
- If all present continue with BCM -**J519**- control module reset. If criteria is not met, this TSB does not apply, continue with diagnostics.

### Restart onboard supply control unit (control module reset)

1. Reset central control module (BCM)-Diagnostic Address “0009”
  - Connect the vehicle diagnostic tester to perform diagnosis access.
  - Switch to the “Special Functions” tab.
  - Select and start the “Control module reset” test program in Software Version Management.
  - Switch **OFF** the ignition.



**The step above (Switch OFF the ignition) must be completed before continuing with the test plan for ECU reset. If this is NOT completed you will receive an error if you try to perform the reset with key on (KL15=on).**

- During the test program select option 1 “ECU Reset (Key OFF/Key ON)”.
- The enter diagnosis address 0009 and press “Accept”.
- The restart of the control unit is confirmed with the message “The ECU Reset (Key OFF/Key ON) was carried out for the following control unit: diagnosis address 0009”
- End the test program. Then disconnect diagnostic connector from the vehicle without ending the diagnosis session.



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- Wait 10seconds. Then carry out and ignition cycle (switch ignition on for 10 seconds and then switch off again).
  - Lock the vehicle from the outside and await bus sleep (about 5 minutes).
  - Unlock the vehicle from the outside, switch on the ignition and reattach the vehicle diagnostic tester.
  - End the diagnosis session in order to delete the event entries caused by the restart.
2. Re-test to determine if "Remote Engine Start" and/or "Remote Door Lock/Unlock" now function normally via "myVW" smartphone application.
3. If not successful, continue with diagnostics.

Warranty

| <b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b> |   |   |  |                |              |
|--|---|---|--|----------------|--------------|
| Model(s)   | Year(s)                                     | Eng. Code(s)                                    | Trans. Code(s)                           | VIN Range From | VIN Range To |
| Atlas, Atlas Cross Sport, Jetta, Tiguan, Taos  | 2020-2024                                   | All   | All                                      | All            | All          |
| <b>SAGA Coding</b>   |   |   |  |                |              |
| <b>Claim Type:</b>   |   | <b>Use applicable Claim Type <sup>1)</sup></b>  |  |                |              |
| Service Number:  | Damage Code                                 | HST   | Damage Location (Depends on Service No.) |                |              |
| 9710   | 0039  | --  | --                                       |                |              |
| Parts Manufacturer   | Atlas, Atlas Cross Sport                    |   | WG8 <sup>2)</sup>                        |                |              |
|  | Jetta, Tiguan, Taos                         |   | 3ME <sup>2)</sup>                        |                |              |
| <b>Labor Operation <sup>3)</sup>: Charge Battery</b>   |   | 27068950 = Refer to Elsa for latest time units. |  |                |              |
| <b>Diagnostic Time <sup>4)</sup></b>   |   |   |  |                |              |
| GFF Time expenditure   | 01500060 = Actual GFF print out. 70 TU max. |   | YES                                      |                |              |



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|  |                                      |    |
|--|--------------------------------------|----|
| <b>Road Test</b>   | 01210002 = 00 TU<br>01210004 = 00 TU | NO |
| <b>Technical Diagnosis</b>   | 01320000 = 00 TU max.                | NO |
| <b>Claim Comment:</b> Input "As per Technical Bulletin 2072446" in comment section of Warranty Claim.  |                                      |    |
| <p>1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policies and Procedures Manual.</p> |                                      |    |

### Required Parts and Tools

No Special Parts required.

| Tool Description                  | Tool No:   |
|-----------------------------------|--|
| Midtronics Battery Tester/Charger | InCharge 940 (INC-940)<br>Or<br>GRX3000VAS                               |
| VAS Diagnostic Tool               | VAS 6150/X & VAS 6160/X and ODIS Service with:<br>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.