



87-24-01 - Various Issues with Heated Steering Wheel

Release date: 3/18/2024

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
2073348/1	3/18/2024	87-24-01	Original publication.

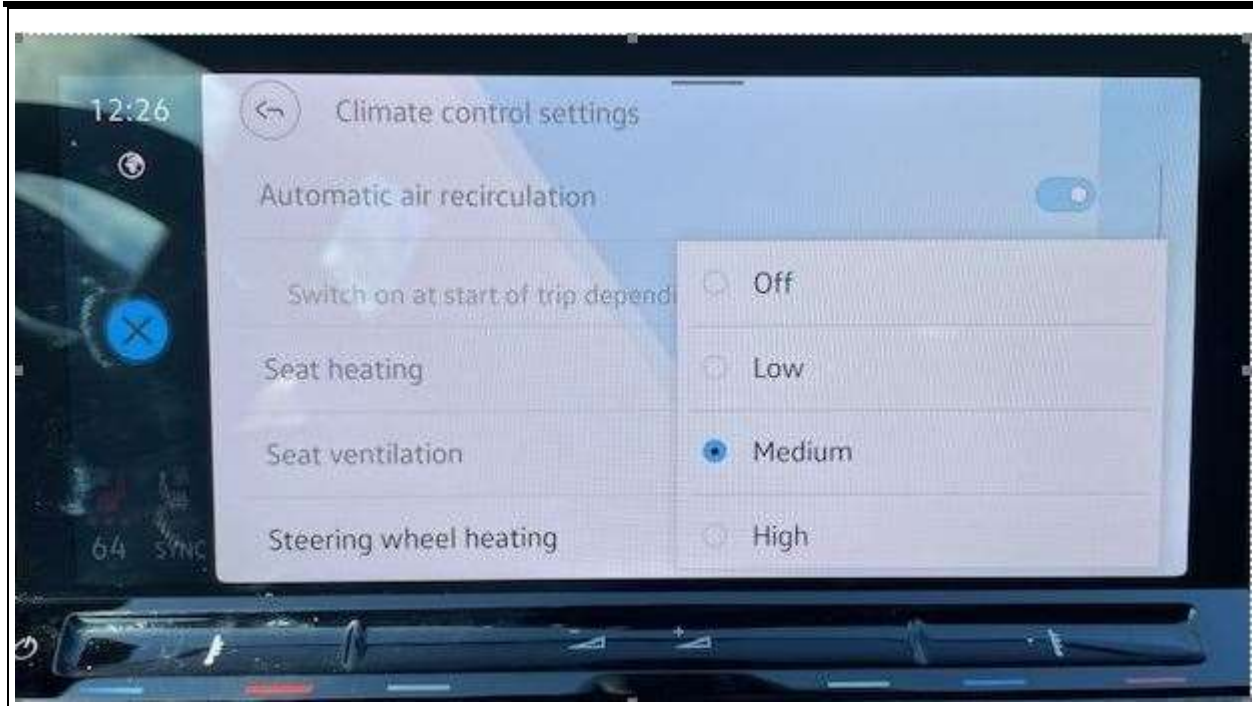
Customer statement:

- The steering wheel heating:
 - Automatically switches itself on after the vehicle starts.
 - Switches itself on after a stationary period of the vehicle of more than 10 minutes.
 - Switches itself on again after deactivation.
- The heating level of the temperature-related steering wheel heating cannot be adjusted.
- The heating level of the temperature-related steering wheel heating cannot be saved.



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**Workshop findings:**

- One or several of the customer statements can be reproduced.
- No relevant event entry indicating a complaint regarding the steering wheel heating is logged in the air conditioning and heating electronics (diagnosis address 0008).



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Technical Background

Software-related deviation in Climatronic Control Module -**J255-** (diagnosis address 0008).

Production Solution

Not applicable.

Service

Software update of the Climatronic Control Module -J255- (diagnosis address 0008)

- Update the software of the Climatronic Control Module -J255- unit (diagnosis address 0008) with software version management (SVM) according to the following table. Observe the action code.

NOTICE

The software versions listed in the following table were up-to-date when this TB was published. Further software versions may have been released since. At least the software version listed in the "New" column (or higher) must be used.

Old part number	Old software version	New part number	New software version	Action code	Online from week*
5WA.907.727.S	0240	5WA.907.727.AC	0462	KLIMASW	19/2023
5WA.907.727.S	0341	5WA.907.727.AC	0462	KLIMASW	19/2023
5WA.907.727.N	0340	5WA.907.727.AC	0462	KLIMASW	19/2023
5WA.907.727.N	0341	5WA.907.727.AC	0462	KLIMASW	19/2023
5WA.907.727.AC	0440	5WA.907.727.AC	0462	KLIMASW	19/2023
5WA.907.727.T	0240	5WA.907.727.BC	0462	KLIMASW	19/2023
5WA.907.727.T	0341	5WA.907.727.BC	0462	KLIMASW	19/2023
5WA.907.727.P	0340	5WA.907.727.BC	0462	KLIMASW	19/2023
5WA.907.727.P	0341	5WA.907.727.BC	0462	KLIMASW	19/2023



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5WA.907.727.AD	0440	5WA.907.727.BC	0462	KLIMASW	19/2023
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Software Update/Reprogramming Conditions:

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

- ODIS tester: The ODIS patch version 11.0.0 and the baseline version (diagnosis dib_GFF-v) from 2.60.0 or higher must be installed.
- Make sure that a battery charger is connected to the vehicle battery.
- The closed-circuit voltage of the vehicle must be at least 12.5 V during the software update/reprogramming
- 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 the control units use the diagnostic 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.

Procedure:**HVAC control unit software update (via action code)**

Update the software of the onboard supply control unit (diagnosis address 0008) according to the ⇒ [Guided Fault Finding](#) or the ⇒ [Guided Functions](#) via action code.

Update the software with action code:

Select the affected vehicle in the ⇒ [Guided Fault Finding](#) or ⇒ [Guided Functions](#):

- Run the complete vehicle system test.
- Special functions.
- Update software.
- Select and enter action code **KLIMASW**.



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 **WARNING**

The Midtronics battery charger must be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module. Control modules damage by inadequate voltage will not be covered under warranty policy. The technician should verify the vehicle voltage prior to starting the update process and should monitor the voltage for the duration of the update.

 **WARNING**

The procedure may cancel itself if the hazard warning light are not switched ON. The hazard light prevents the system from switching to bus sleep mode during the update. ODIS-Service tester should be updated to the latest GFF technical version 11.0.0 or higher and SW version.

 **WARNING**

Prior to launching the ODIS Service diagnostic applications and starting control module update process, confirm tester screen saver and power settings in accordance with Diagnostic Device Hardware & Windows® - VHW-20-02 Change Power Options After Windows®10 Upgrade. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure. When using a VAS 6150/X or 6160/X tester in conjunction with a VAS 6154 wireless transmitter head for a flash procedure, connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash.



VAS tools must be used with their power adaptors plugged in. Under no circumstances should they be used on batter power alone during the programming.



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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.)
8711	0039	--	Use applicable when indicated in Elsa (L/R)

Parts Manufacture	Golf	WWO ²⁾
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Labor Operation ³⁾: Charge battery 01500010 = See Elsa for the latest time units

Diagnostic Time ⁴⁾

GFF Time expenditure		
	01500060 = 50 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 2073348" 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.

Required Parts and Tools

No special parts required.



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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



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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.

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