

Release Date	07/23/2024	Technical Service Bulletin	
OUF7 - Over-the-Air (OTA) Software Update (SW Level 3.2.11) Dealer Recovery Process - OTA Software Update Not Successful			

Applicable Vehicles			
Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2021	2022	ID4
CAN	2021	2021	ID4

Revision History		
Revision	Date	Purpose
3	July 23, 2024	Updated circular to include Canadian market. Updated work instructions. Updated warranty section.
2	November 17, 2023	Added several reminders that this bulletin applies only to vehicles that have had an OTA software update failure.
1	November 14, 2023	Original publication

THIS BULLETIN ONLY APPLIES TO VEHICLES THAT HAVE HAD AN OTA SOFTWARE UPDATE FAILURE.

DO NOT PERFORM THE WORK OUTLINED IN THIS BULLETIN IF THE CUSTOMER STATEMENTS AND WORKSHOP FINDINGS DO NOT MATCH.



IMPORTANT INFORMATION

The OUF7 code is added to ALL cars eligible to receive the OTA update. The actual OTA is being released in waves.



ALL cars are assigned criteria 99. As the OTA waves roll out, the VINs will be assigned an accompanying criteria. Below is an example of a wave 1 VIN. If this vehicle were to come to a dealer, the dealer would *only follow the OUF7 bulletin if the OTA update was not successful*.

Campaigns/Actions						
Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
1	<u>OUF7</u>	2023-11-14	S-OTA-UPDATE 3.2.11 (only USA/CAN)		01, 99	Open

If you see OUF7 assigned to a VIN, but only criteria 99 is assigned (see below), this means it will be receiving the OTA in a future wave. If this vehicle were to come into a dealer, no work should be performed under the OUF7.

Campaigns/Actions						
Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
1	<u>OUF7</u>	2023-11-14	S-OTA-UPDATE 3.2.11 (only USA/CAN)		99	Open

Customer Statement / Workshop Findings

 CRITICAL REPAIR STEP	
	<p>Only carry out the work outlined in this bulletin if the vehicle meets these conditions:</p> <ul style="list-style-type: none">The VIN is assigned code OUF7 and the code is showing open in ELSA. <p>AND</p> <ul style="list-style-type: none">All customer statements and workshop findings listed match. <p>An unwarranted implementation of this bulletin can cause irreparable damage to the control units.</p> <p>IF THE WORK OUTLINED IN THIS BULLETIN IS PERFORMED AND THE CONDITIONS ARE NOT MET, THE CLAIM WILL NOT BE PAID.</p>

Customer Statement
<ul style="list-style-type: none">One of the following messages appears in the driver information display (iID) and/or the display of the radio/navigation system:<ul style="list-style-type: none">"Over-the-air update failed. Please contact your service facility!""System update not completed. Note warning displays. Service wallet."The ignition cannot be switched on.

Workshop Findings	
<p>Scenario 1</p> <p>The above customer statement(s) can be reproduced.</p> <p>-AND-</p> <p>The ignition cannot be switched on.</p> <p>-AND-</p> <p>The parking brake cannot be released / the vehicle does not have rolling capability.</p> <p>-AND-</p> <p>In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):</p> <p>B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)</p>	<p>Scenario 2</p> <p>The above customer statement(s) can be reproduced.</p> <p>-AND-</p> <p>In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):</p> <p>B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)</p>
<p>NOTE: IF THIS BULLETIN IS COMPLETED AND THE ABOVE CONDITIONS WERE NOT MET, THE CLAIM WILL BE CANCELLED</p>	

Technical Background

Technical Background
<p>During the Over-the-Air (OTA) software <u>installation</u> process, in rare cases the update may not be successful and/or a vehicle may become immobilized.</p>

Additional Information

Additional Information

This bulletin applies ONLY to vehicles showing the OUF7 code in ELSA

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **OUF7** code in the ELSA Campaign/Action Information screen on the day of repair.
- Procedure must be performed within the allotted timeframe stated in this Technical Service Bulletin.

About the OUF7 software update:

- The OUF7 code has been applied to vehicles that will be receiving an over-the-air update to software level 3.2.11. The software is being released to vehicles in waves. It provides enhancements to electronic control module parameters, resulting in improvements to the over-the-air installation process.

Service

NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this repair will be performed to verify vehicle eligibility for the repair. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this repair.
- Contact the Warranty Helpline (U.S.) if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

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.

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

EXAMPLE

⚠ CRITICAL REPAIR STEP

STOP! STOP!

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

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.

OVERVIEW of REPAIR STEPS

Step 1 – Complete test plan to restore terminal 15 and rolling capability

Step 2 – Check software version of module(s) updated during the Over-the-Air (OTA) update

Step 3 – Read out identification data

Step 4 – Complete software update via SVM


Step 5 – Perform bus sleep

Step 6 – Complete software configuration via SVM

Step 7 – Perform bus sleep

Step 8 – Perform “VKMS Adaptation” test plan

Step 9 – End Guided Fault Finding and clear faults

⚠ CRITICAL REPAIR STEP	
	<p>Only carry out the work outlined in this bulletin if all customer statements and workshop findings listed match.</p> <p>An unwarranted implementation of this bulletin can cause irreparable damage to the control units.</p> <p>IF THE WORK OUTLINED IN THIS BULLETIN IS PERFORMED AND THE CONDITIONS ARE NOT MET, THE CLAIM WILL NOT BE PAID.</p>


Customer Statement
<ul style="list-style-type: none">• One of the following messages appears in the driver information display (iID) and/or the display of the radio/navigation system:<ul style="list-style-type: none">○ "Over-the-air update failed. Please contact your service facility!"○ "System update not completed. Note warning displays. Service wallet."• The ignition cannot be switched on.

Workshop Findings	
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Step 1 - Complete test plan to restore terminal 15 and rolling capability

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⚠ CRITICAL REPAIR STEP

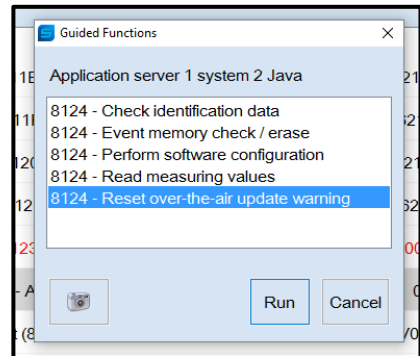
	<p>Only carry out the work outlined in this bulletin if all customer statements and workshop findings listed match.</p> <p>An unwarranted implementation of this bulletin can cause irreparable damage to the control units.</p> <p>IF THE WORK OUTLINED IN THIS BULLETIN IS PERFORMED AND THE CONDITIONS ARE NOT MET, THE CLAIM WILL NOT BE PAID.</p>
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Customer Statement	
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Workshop Findings	
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NOTE: IF THIS BULLETIN IS COMPLETED AND THE ABOVE CONDITIONS WERE NOT MET, THE CLAIM WILL BE CANCELLED

- Open the hood.
- Open the battery cover.
- Attach the battery charger to the 12V battery charging posts.
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- In diagnostic address 8124, select the test plan, “8124 – Reset over-the-air update warning.”
- Follow the test plan instructions to restore vehicle operation.
- Activate bus sleep:
 - Remove battery charger
 - Remove diagnostic interface from vehicle
 - Close all doors and hood
 - Lock vehicle with remote and leave vehicle locked for at least five minutes.
- Switch on ignition.
- Reconnect diagnostic interface.
- Continue to Step 2.



⚠ CRITICAL REPAIR STEP

STOP! STOP!

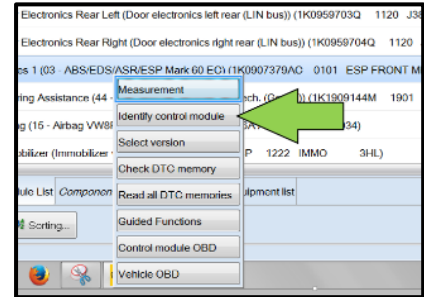
If the test plan fails to restore terminal 15 and/or vehicle’s rolling capability:

- Do not attempt any additional test plans or repairs.
- ODIS feedback must be sent.
- A TAC case must be opened.

Step 2 - Check software version of module(s) updated during the OTA update

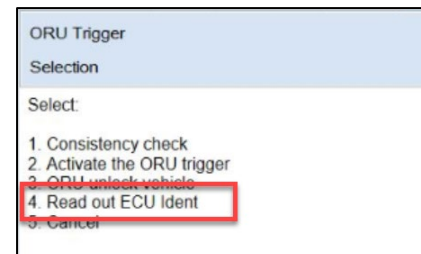
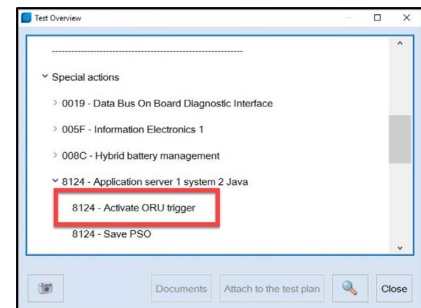
Control Unit	Diagnostic address	New Part Number	New Software Version
Electric Drive 2	00CE	1ED-907-121-AS	8353

- The above module(s) are updated during the OTA update.
- Select the control module tab.
- Find the listed control module(s) in the control module list.
- Right click on the module(s) and select “Identify control module” for all modules listed above.
- Continue to Step 3.



Step 3 - Read out identification data

- Read out the required extended identification data as follows:
 - Select the “Test Plan” tab.
 - Select “Self test.”
 - Select “Software version management.”
 - Select “Special actions.”
 - Select “8124 – Application server 1 system 2 Java.”
 - Select “8124 – Activate ORU trigger.”
 - Attach to the test plan and start the test plan.
- Select the option to “Read out ECU ident.”
- When prompted, enter the diagnostic address that has not yet been updated via OTA.
- Ensure the diagnostic log is sent to GFF Paperless.
- Continue to Step 4.



NOTE

This step is needed to gather data for improvements on future OTA actions.

Step 4 – Update Software via SVM

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 “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **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.

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.

 **NOTE**

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

Before starting the software update, the following conditions must be met:

- ODIS Service version **MUST** be completely up to date.
- Refer to the current information found in Elsa2Go Service References on the following topics:
 - ODIS Feedback must be set up correctly.
 - Dealership’s internet firewall settings must meet the specified requirements.
 - ODIS user must have SFD access.
 - Windows Power Options must be set according to the ODIS tester setup directions.
- Only one key can be in the vehicle when performing this software flash.
- The vehicle key’s battery must be ok.
- Any additional keys must be a minimum of 20 meters away from the vehicle.
- The car **MUST NOT** be hooked up to a high-voltage charger.
- If the work steps have to be interrupted for any reason, the best stopping point is at one of the bus sleep steps.

 **CRITICAL REPAIR STEP**

 **STOP!** 

Before starting programming, it is essential to perform the following actions for the -VAS5908- battery charger.

The battery charger’s default setting will switch the charger off automatically after a period of time. To prevent this, the following must be carried out.

Switch it OFF and then ON again each time the charger is connected.

The battery charger’s display must have switched off before it’s restarted.

The charging time can be changed in the charger’s settings menu (access code = 6161). Refer to the owner’s manual for further information. **DO NOT** change any settings that will damage the charger or the vehicle.

 **CRITICAL REPAIR STEP**

 **STOP!** 

- Check for pre-existing faults.
- If any of the modules being updated are offline, the communication issue must be addressed prior to starting this procedure.
- Diagnosis and repair of pre-existing conditions are not covered under this action.

 **NOTE**

If the customer is enrolled in Car-Net and they have the myVW app downloaded on their phone, they may receive several notifications during the update process.

Software update instructions:

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Select “Special functions” > “Adapting software” > “Perform test”

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- Enter SVM code **4C6E** and follow the on-screen prompts.
- Continue to Step 5.

Step 5 – Perform Bus Sleep

- Switch off the ignition.
- Turn off the hazards.
- Remove diagnosis interface from the vehicle diagnosis connection.
- Remove battery charger from the 12V battery.
- Close front and rear lid as well as all doors.
- Lock vehicle.
- Move vehicle key (remote control) at least 20 meters away from the vehicle.
- Wait at least 5 minutes until the vehicle is in bus sleep.
- Then unlock vehicle again.
- Connect and switch on battery charger.
- Insert diagnosis interface on vehicle diagnosis connection.
- Switch on the ignition.
- Place a vehicle key (remote control) in the center console on the reader coil.
- Continue to Step 6.

Step 6 – Perform Software Configuration via SVM

- Reconnect battery charger.
- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Select “Special functions” > “Adapting software” > “Perform test”
- Enter SVM code **4C6F** and follow the on-screen prompts.
- Continue to Step 7.

Step 7 – Perform Bus Sleep

- Switch off the ignition.
- Turn off the hazards.
- Remove diagnosis interface from the vehicle diagnosis connection.
- Remove battery charger from the 12V battery.
- Close front and rear lid as well as all doors.
- Lock vehicle.
- Move vehicle key (remote control) at least 20 meters away from the vehicle.
- Wait at least 5 minutes until the vehicle is in bus sleep.
- Then unlock vehicle again.
- Connect and switch on battery charger.
- Insert diagnosis interface on vehicle diagnosis connection.
- Switch on the ignition.
- Place a vehicle key (remote control) in the center console on the reader coil.
- Continue to Step 8.

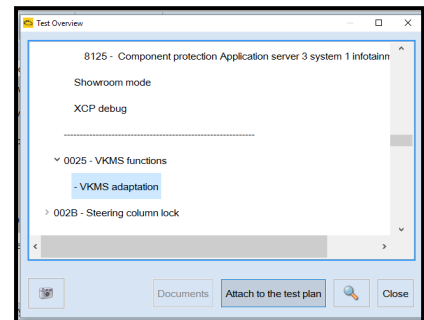
Step 8 - Perform “VKMS Adaptation” test plan

- Perform 0025 Immobilizer “VKMS Adaptation” test plan.

TIP

After selecting “Self Test,” use the search function and enter “VKMS” to aid in finding the test plan.

- Follow the on-screen prompts.
- Pay close attention to all steps outlined in the test plan and follow them exactly as described.
- Continue to Step 9.



Step 9 - End Guided Fault Finding and Clear Faults

- Exit Diagnosis and select “Yes” to end the diagnostic session.
- When prompted to continue Guided Fault Finding, select “NO”.
- GFF will be exited and faults will be erased.
- Static faults created by the flash process will remain.
- When prompted, select “YES” to populate new test plans.
- Work through all test plans for faults created by the flash process.
- Reference any applicable TSBs that address “ghost” faults.
- Pay close attention to all steps outlined in the test plans and follow them exactly as described.
- Exit GFF and send diagnostic protocol online.

NOTE

Driver assist systems will not require re-calibration due to this software update.

CRITICAL REPAIR STEP

 **STOP!** 

Perform a test drive above 20 mph/35 kph to calibrate the three-phase drive -VX54-.





When performing this road test, the vehicle will momentarily lose acceleration when the three-phase drive -VX54- calibrates. Ensure the road test is performed in a safe manner.

Warranty

Claim Entry Instructions		
<p>After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action <u>open on the day of repair</u> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> ✓ <u>U.S. dealers</u>: Submit request via WISE under the <i>Campaigns/Update/Recall Closure</i> option. ✓ <u>Canada dealers</u>: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure. 		
Service Number	OUF7	
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 current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.	
<p>Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.</p>		
Criteria I.D.	ALL	
	LABOR	
	Labor Op	Time Units
	Description	
	0150 00 10	SEE ELSA
	GFF/Guided functions <i>(setup + battery charger)</i>	
	2706 02 99	30
	Perform three bus sleep procedures	
	0121 00 04	10
	Test drive	
	0150 00 60	Time stated on diagnostic protocol
	GFF/Guided functions <i>(perform software update)</i>	
	<p><i>NOTE: If the software update and related GFF work is performed on more than one diagnostic session, the multiple GFF logs can be added together.</i></p> <p><i>Ensure the GFF logs are added together correctly. For example, two logs from the same diagnostic session are not allowed.</i></p> <p><i>Claims and GFF logs may be audited to ensure that the actual GFF log time is being claimed.</i></p>	

- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this repair, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Volkswagen Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this repair.

Required Special Tools

 <p>Battery Tester/Charger -VAS5908-</p>	 <p>Diagnostic Tester -VAS6150D- (or higher)</p>
 <p>Diagnostics Interface W-LAN -VAS6154A- (or newer equivalent)</p>	 <p>USB Module -VAS6154/4A- (included with -VAS6154A-) (or newer equivalent)</p>

Additional Information

All parts and service references provided in this bulletin are subject to change and/or removal. Always check ELSA for the most current version of this document.