


Release Date	09/19/2024	Technical Service Bulletin		
<b>247H UPDATE</b> <b>ECM Software Update – (FED_EMS)</b>				

Applicable Vehicles				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	JETTA GLI	4,894
CAN	2024	2024	JETTA GLI	2,768

Revision History		
Revision	Date	Purpose
2	September 20, 2024	Corrected SVM code
1	September 19, 2024	Original publication

## Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	The Start/Stop OBD CARB legislation section (e) (15.1.1) requirements for MY24 are not completely fulfilled.


## Remedy

Criteria	Remedy
01	Update ECM software

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **247H** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

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## Service

### NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- 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 UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) 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).

### 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!

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**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.

**TIP**

As a best practice, customer presets should be documented prior to performing any update in the event these settings are lost during the update.

**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.

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**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.

**IMPORTANT**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.


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.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Use operating mode, DIAGNOSIS.
- Select “SVM – Code Input”.
- Enter SVM code **4E83** and follow the on screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless after completion.




**IMPORTANT**

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

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## Warranty

<b>Claim Entry Instructions</b>			
<p>The labor times listed here may differ from the labor operations and labor times listed in ELSA.</p> <p>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 <u><i>open on the day of repair</i></u> to the repair order.</p> <p>If a customer declines campaign work, refer to the “Customer Declines Campaign/Update Repair” section in the Campaign/Update Policy and Procedures Manual.</p>			
<b>Service Number</b>	247H		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	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.		
<b>Criteria I.D.</b>	01		
<b>LABOR</b>			
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0150 00 10	SEE ELSA	Software update <i>(setup + battery charger)</i>
	0150 00 60	Time stated on diagnostic protocol	Software update <i>(GFF Operations)</i>

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- 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 Update, *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 Update.

## Required Special Tools

	<p>Battery Tester/Charger</p> <p>-VAS5908-</p> <p>(or equivalent charger with a current rating of at least 70A)</p>		<p>Diagnostic Tester</p> <p>-VAS6150X/VAS6160X-</p> <p>(or equivalent)</p>
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## Additional Information

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