



# Emissions Service Action

## Code: 37U2

Subject Document History	Start/Stop System	
	Date	Summary
	12/20/2024	Original publication

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	TIGUAN	10,076
CAN	2024	2024	TIGUAN	2,148

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**Problem Description** Vehicles included in this action may have been built with incorrect settings in the Transmission Control Module (TCM) which results in the Start / Stop system not working correctly. A disabled Start / Stop system will increase engine idle time while vehicle is stationary, however, the vehicle emissions remain within certified tailpipe standards.

**Corrective Action** Set TCM data container parameters to factory specifications.

**Code Visibility** On or about December 20, 2024, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in December 2024. Owner letter examples are included in this bulletin for your reference.

**Emissions Campaigns Requirements (CALIFORNIA ONLY)** The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Order certificates online via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.com).

**Additional Information** **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.com).

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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 open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	37U2		
<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	GFF/Guided Functions <i>(setup + battery charger)</i>
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions <i>(software update)</i>

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Emissions Service Action 37U2 – Start/Stop System**

Dear Volkswagen Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Vehicles included in this action may have been built with incorrect settings in the Transmission Control Module (TCM) which results in the Start / Stop system not working correctly. A disabled Start / Stop system will increase engine idle time while vehicle is stationary, however, the vehicle emissions remain within certified tailpipe standards.

### **What will we do?**

Your authorized Volkswagen dealer will set the TCM data container parameters to factory specifications. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

**IMPORTANT! Please note that if any control module(s) in your vehicle has been “chipped,” “tuned,” or otherwise modified from factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the control module(s) to factory specifications is NOT covered under this action.**

### **What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Additional Information**

- **California owners:** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer’s repair order, including a signed “Proof of Correction” certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed “Proof of Correction Certificate” with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.
- To check your vehicle’s eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Emissions Service Action 37U2 – Start/Stop System**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Vehicles included in this action may have been built with incorrect settings in the Transmission Control Module (TCM) which results in the Start / Stop system not working correctly. A disabled Start / Stop system will increase engine idle time while vehicle is stationary, however, the vehicle emissions remain within certified tailpipe standards.

### **What will we do?**

Your authorized Volkswagen dealer will set the TCM data container parameters to factory specifications. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule. On or about December 20, 2024 the necessary repair instructions and parts (if applicable) will be available to your authorized Volkswagen dealer.

**IMPORTANT! Please note that if any control module(s) in your vehicle has been “chipped,” “tuned,” or otherwise modified from factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the control module(s) to factory specifications is NOT covered under this action.**

### **What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this work.

### **Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our “Contact Us” page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Required Tools



Battery Tester/Charger  
-VAS5908-  
(or equivalent charger with  
a current rating of at least  
70A)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

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

**EXAMPLE**

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

**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.

#### CRITICAL REPAIR STEP



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).

Proceed to Section B

#### 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!

## Section B – Update TCM Control Module

### 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 **(or higher, if directed in the work instructions)** 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.

### 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.

## **⚠ IMPORTANT**

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.

- 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 **4E91** and follow the on screen prompts.
- Ensure the diagnostic log is sent to GFF Paperless after completion.



**Proceed to Section C**

## **⚠ 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.

## Section C – Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

- **Proceed to Section D (California only)**

## Section D – California Only Requirements

### **CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS\_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.com).

### TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.