



Service Action

Code: 91SK

Subject Emergency Call Module

Document History

Date	Summary
03/04/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	ID. BUZZ	8

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.

About this Service Action

Volkswagen will replace the emergency call module for vehicles included in this service action to help address an issue that may cause complications when attempting to enroll (register) the primary user.

Code Visibility

On or about March 04, 2025, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2025. An owner letter example is included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **June 30, 2030**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

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.vwuhub.com.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
02	1	14A-035-285-A	CONTR.UNIT	Reference POC comments individually by part number, or in the POC Campaign List

Initial Allocation: **NO**

Dealers will be sent an initial allocation for inventory vehicles. If no initial allocation was received, please reference your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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.

Service Number	91SK		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CONTR.UNIT* as causal part		
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.		
Criteria I.D.	02		
	LABOR		
	Labor Op	Time Units	Description
	9170 55 99	40	Replace emergency call module (OCU)
	2706 89 50	SEE ELSA	Charge battery
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions
	PARTS		
	Quantity	Part Number	Description
	1.00	14A035285A	CONTR.UNIT*

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: Service Action 91SK - Emergency Call Module Software

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Volkswagen will replace the emergency call module for vehicles included in this service action to help address an issue that may cause complications when attempting to enroll (register) the primary user.

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.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Additional Information

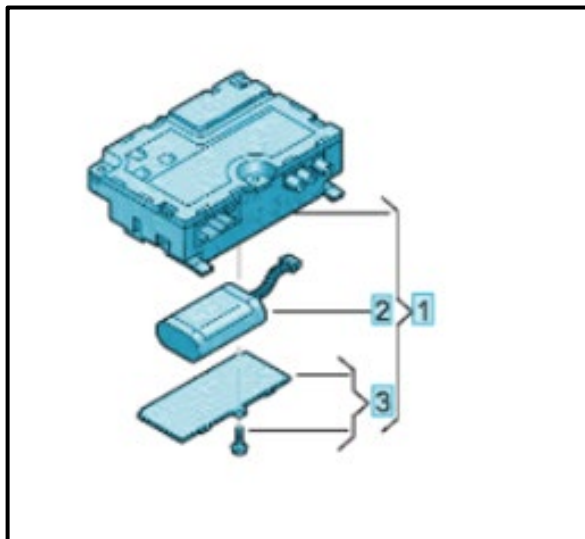
- This service action will be available for you free of charge **only until June 30, 2030**. If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, 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 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 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

Repair Overview



- Replace emergency call module (OCU).

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools



Battery Tester/Charger
capable of **minimum 70
Amp** continuous supply
-VAS5908KIT-
(or equivalent)





Diagnostic Tester
-VAS6150X/6160X-
(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 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	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.

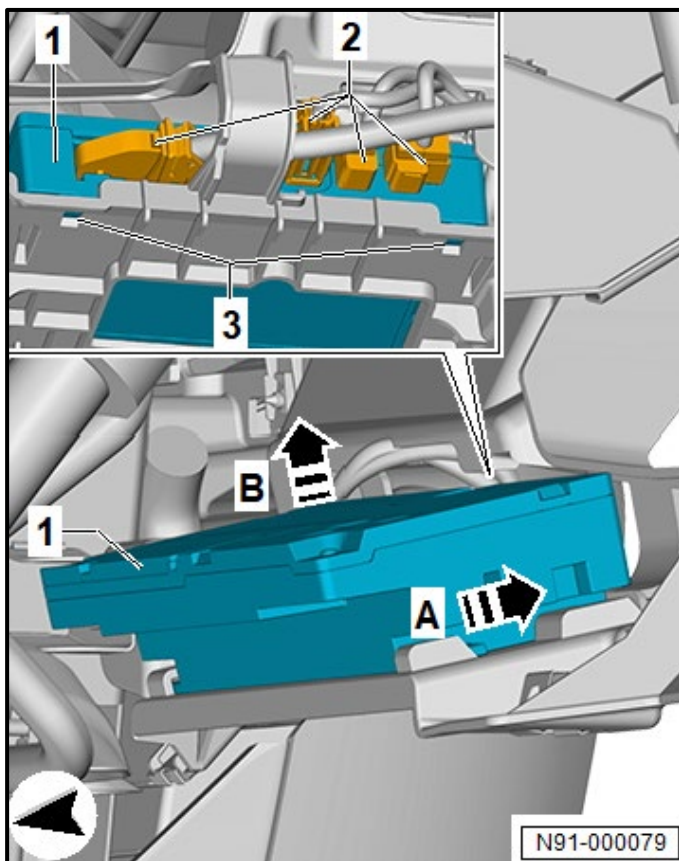
CRITICAL REPAIR STEP



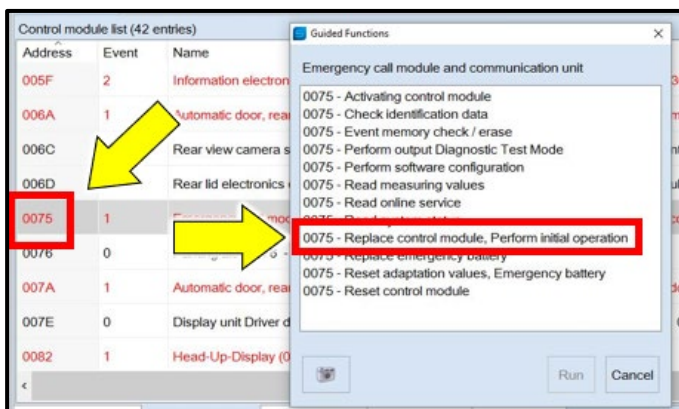
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

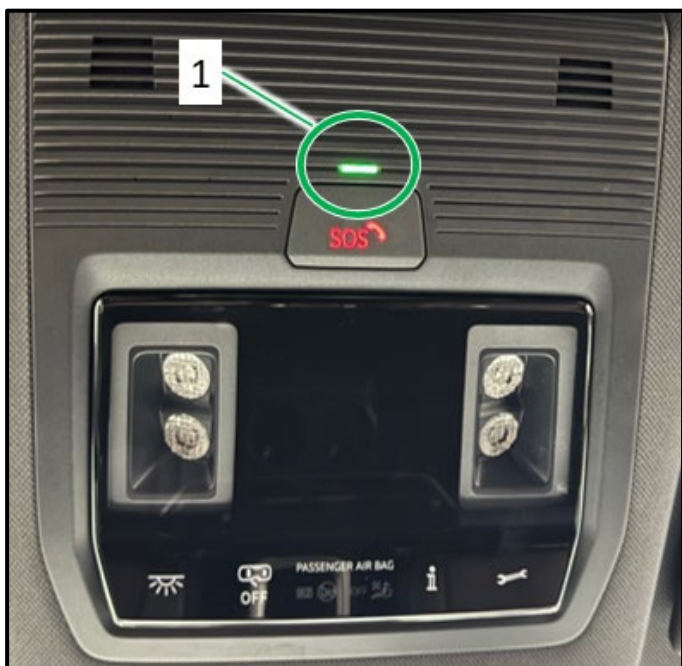
Section B – Repair Procedure



- Replace the emergency call module per the ELSA repair manual:
 - *Repair manual > Electrical System > Communication > 91 Communication > Components/Control Modules > Control Module for Emergency Call Module and Communication Unit J949, Removing and Installing.*



- Perform the replacement test plan for the emergency call module:
 - *Operating mode - Diagnosis > DA 0075 > Guided Functions > 0075 - Replace control module, Perform initial operation.*
- Follow the on-screen prompts.
- Exit GFF and send diagnostic protocol online.



- Verify that the green light <1> in the overhead console for the Car Net system is illuminated.

NOTE

Depending on the location of the vehicle, GPS and mobile data reception may be limited. The vehicle may need to be moved to an area that has sufficient reception for the green light to illuminate. For example: The vehicle may need to be brought outside with a clear line of sight to the sky if reception inside the shop is poor.

NOTE

If the green light does not illuminate and there is sufficient GPS and mobile data reception found during the replacement test plan, there may be other issues outside the scope of this campaign.



CRITICAL REPAIR STEP

STOP! 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.

Proceed to Section C

Section C – Campaign Completion Label

Install 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

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.