

Technical Service Bulletin

OUE7 - Over-the-Air (OTA) Software Update (SW Level 3.8.11) Dealer Recovery Process - OTA Software Update Not Successful



Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2021	2025	ID.4
CAN	2021	2025	ID.4

Revision History

Revision	Date	Purpose
2	February 03, 2026	Updated criteria information
1	September 30, 2025	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 CRITERIA INFORMATION

The OUE7 OTA is being released in waves.

Vehicles are added to the OUE7 when they are included in a rollout wave. Vehicles in future waves will not show the OUE7 visible in ELSA or Elsa2Go. Below is an example of a wave 1 VIN showing as criteria 1A.


Vehicle data						
VIN: T1226MPE80PC027632						
Campaigns/Actions						
Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
2	<u>OUE7</u>	2026-01-07	S-OTA - Over-The-Air - Software Update (SW Level 3.8.11) Dealer Recovery Process - OTA Software Update Not Successful		1A	Open

Close

! IMPORTANT SALES INFORMATION

Sales on vehicles in inventory can still be processed on vehicles with OUE7 showing open in ELSA.

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 OUE7 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

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

Additional Information

Additional Information

This bulletin applies ONLY to vehicles showing the OUE7 code in ELSA

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **OUE7** 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 OUE7 software update:

- The OUE7 code has been applied to vehicles that will be receiving an over-the-air update to software level 3.8.11. The software is being released to vehicles in waves. It provides enhancements to IT security, improved stability for the infotainment system, and a bug fix for the air conditioning refrigerant display.

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 – Update ICAS3 via USB update

Step 5 – Perform bus sleep

Step 6 – Complete software update via SVM

Step 7 – Perform bus sleep

Step 8 – Complete software configuration via SVM

Step 9 – Perform bus sleep

Step 10 – Perform “VKMS Adaptation” test plan

Step 11 – End Guided Fault Finding and clear faults

▲ CRITICAL REPAIR STEP



Only carry out the work outlined in this bulletin if all customer statements and workshop findings listed match.

An unwarranted implementation of this bulletin can cause irreparable damage to the control units.

IF THE WORK OUTLINED IN THIS BULLETIN IS PERFORMED AND THE CONDITIONS ARE NOT MET, THE CLAIM WILL NOT BE PAID.

Customer Statement

- One of the following messages appears in the driver information display (iID) and/or the display of the radio/navigation system:
 - "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

Scenario 1

The above customer statement(s) can be reproduced.

-AND-

The ignition cannot be switched on.

-AND-

The parking brake cannot be released / the vehicle does not have rolling capability.

-AND-

In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):

B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)

Scenario 2

The above customer statement(s) can be reproduced.

-AND-

In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):

B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)

NOTE: IF THIS BULLETIN IS COMPLETED AND THE ABOVE CONDITIONS WERE NOT MET, THE CLAIM WILL BE CANCELLED

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

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CRITICAL REPAIR STEP



Only carry out the work outlined in this bulletin if all customer statements and workshop findings listed match.

An unwarranted implementation of this bulletin can cause irreparable damage to the control units.

IF THE WORK OUTLINED IN THIS BULLETIN IS PERFORMED AND THE CONDITIONS ARE NOT MET, THE CLAIM WILL NOT BE PAID.

Customer Statement

- One of the following messages appears in the driver information display (iID) and/or the display of the radio/navigation system:
 - "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

Scenario 1

The above customer statement(s) can be reproduced.

-AND-

The ignition cannot be switched on.

-AND-

The parking brake cannot be released / the vehicle does not have rolling capability.

-AND-

In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):

B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)

Scenario 2

The above customer statement(s) can be reproduced.

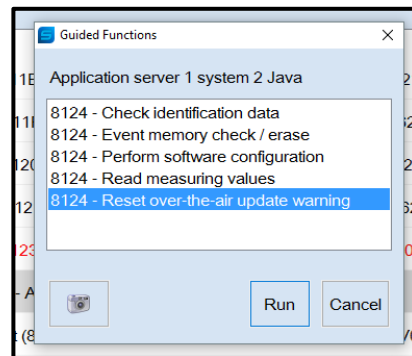
-AND-

In the "Application server 1 system 2 Java" control unit (diagnostic address 8124) the following event entry is logged (static):

B199AF0 over-the-air update software inconsistent (Symptom code = 8478976)

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:

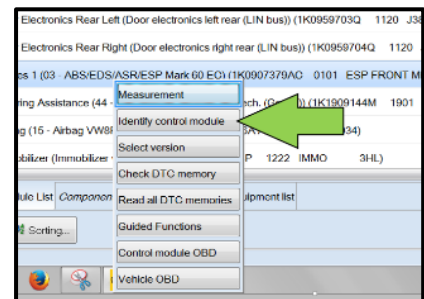
- Do not attempt any additional test plans or repairs.
- ODIS feedback must be sent.
- A TAC case must be opened.

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

VINs starting with 11A			
Control Unit	Diagnostic address	New Part Number	New Software Version
ICAS3	005F	10A-035-842-P	1771
OCU4	0075	11A-035-285-E	0716
10" Display unit (CONTI)	060E	10A-919-605-*	2108
10" Display unit (Alpine)	060E	10A-919-605-*	3082
12" Display unit	060E	10A-919-606-*	6091
HVAC electronics (Canada only)	0008	1EA-907-727-AM	0475

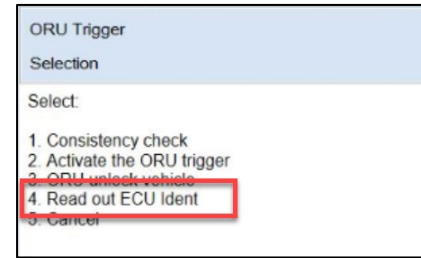
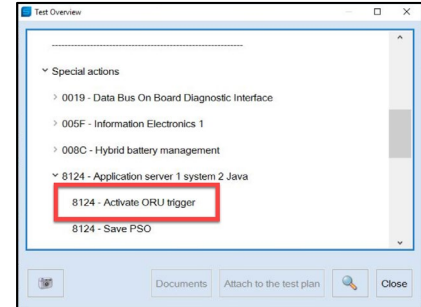
VINs starting with 11K			
Control Unit	Diagnostic address	New Part Number	New Software Version
ICAS3	005F	10A-035-842-P	1771
ICAS1	0019	1EA-937-012-AD	0329
OCU4	0075	11A-035-285-E	0716
10" Display unit (CONTI)	060E	10A-919-605-*	2108
10" Display unit (Alpine)	060E	10A-919-605-*	3082
12" Display unit	060E	10A-919-606-*	6091
Driver front door electronics	0042	1EA-959-593-E	0551
Passenger rear door electronics	0052	1EA-959-592-E	0551
Rear driver's side door electronics	00BB	1EA-959-597-E	0551
Rear passenger side door electronics	00BC	1EA-959-596-E	0551
HVAC electronics (Canada only)	0008	1EA-907-727-F	0475

- 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 ICAS3 Software via USB



- The required software will have to be downloaded onto a USB (or USB-C) drive using the Flash Media Creator (Edgebox).
- **Reference the latest information in Elsa2Go Service References for additional information about the Flash Media Creator.**
- **Use ONLY a 32 GB USB stick.**

NOTE

The required USB drives cannot be ordered via the parts ordering system, they must be created using the Flash Media creator.

The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.

The USB drive can be used for future software updates.

NOTE

If the search for the software part number returns no result, check if the certificate is valid.

Go to Settings and select the current, valid certificate used in ODIS.

Software Part Number

3G8.919.360.DF

TIP

As a best practice, the USB drive should be recreated on a regular basis to avoid file corruption which can lead to USB update errors.

NOTE

Only use the Flash Media Creator or SD card creator to make the USB drive. Do not use files saved locally to the PC. Loading files from a local source, such as files saved to the desktop, is not an acceptable method of creating the USB drive.

General information for creating the USB stick:

- The Infotainment system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.
- **Use ONLY a 32 GB USB stick.**
- USB type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.
- USB type A including type C (at least USB 2.0), reading/writing speed: at least 40 MB/s / 10 MB/s.
- Do not use a USB hub (USB distributor to use several USB devices on one USB port) to install the software update.
- Ensure the battery charger is connected.
- Ensure there is nothing connected to the OBD diagnosis connection.

NOTE

The ignition must remain on during the entire flashing process.

- **The hazards must remain on.**
- **The driver door must remain open.**
- **Buckle the seat belt into the driver seat belt buckle.**

NOTE

Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own. If this occurs, turn the ignition back on and the update should continue.



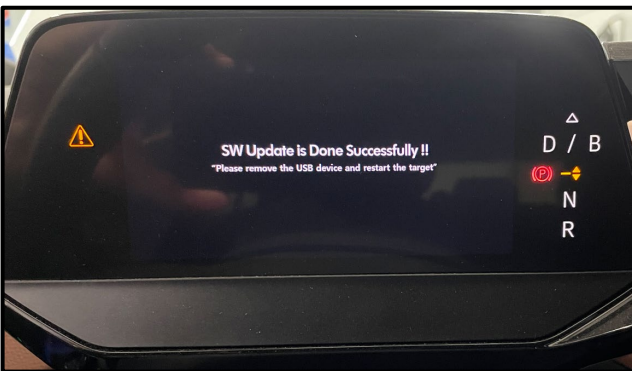
- Place the vehicle key over the reader coil in the center console cup holder.
- Any additional keys must be a minimum of 20 meters away from the vehicle.



- Insert the USB drive into one of the USB ports.
- Turn the ignition ON.

! NOTE

The radio display may display “No playable content” when the ignition is turned on. This is normal. DO NOT remove the USB drive from the USB port.



- The update will start on its own after about two minutes.
- During the update, the instrument cluster display will change multiple times.

NOTE

Observe the ignition status often. Even with the door open, seat belt buckled and hazards on, it may be possible that the ignition turns off on its own.

NOTE

If update does not start after five minutes, turn ignition off, remove USB and restart from the beginning.

CAUTION

Unless an error has occurred, the USB should never be removed from the USB port while the software update is in progress.

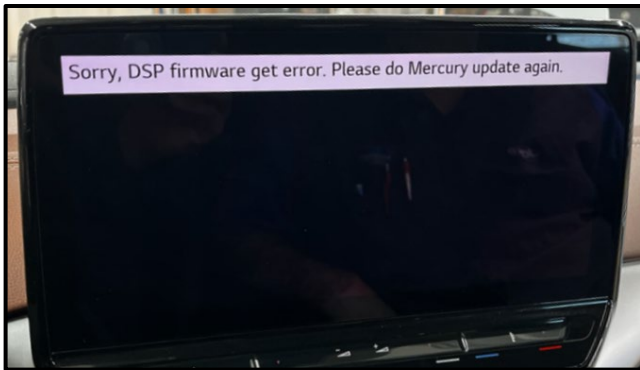
- The software update is complete when the message shown appears.
- Turn the ignition OFF.
- Once the update is complete, remove the USB drive from the USB port.

NOTE

The successful update message may remain, even if the ignition is switched OFF and back ON.

NOTE

The instrument cluster may remain off, even though the update is complete. If the cluster is off after 40 minutes, cycle the ignition off and back on. The successful message should now appear.



NOTE

If **“Updating CPU...”** message appears for longer than 40 minutes, or if any other error message occurs, restart the update:

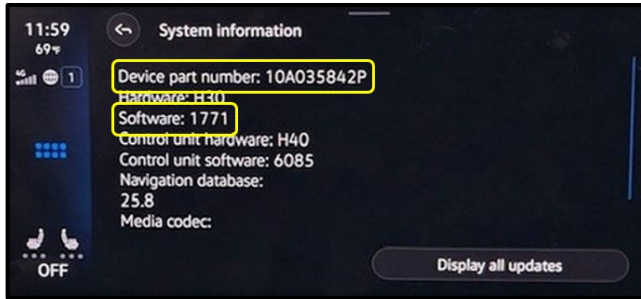
Turn off ignition

Remove USB

Reset ICAS3:

- Open driver door
- Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.



- Check SW version on infotainment display.

NOTE

If SW version did not update to 1771, or if the Device part number did not change to 10A035842P:

Turn off ignition

Remove USB

Reset ICAS3:

- Open driver door
- Remove fuse SC30 for at least 10 seconds, reinstall fuse and reattempt update from the beginning.

If the update still does not complete, recreate the USB using the SD Creator and restart from the beginning.

CRITICAL REPAIR STEP



If a diagnostic session was started, address 005F and address 8125 must be re-identified before performing the software update in Step 4.

Failure to do so can result in error code ERP0215E when the SVM is attempted in Step 4.

Continue to Step 5 for performing a bus sleep.

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 – 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**



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 **F38X** 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 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 **S38X** and follow the on-screen prompts.
- Continue to Step 9.

Step 9 – 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 10.

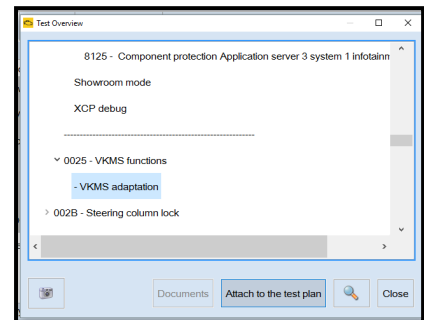
Step 10 - Perform “VKMS Adaptation” test plan

- 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 11.



Step 11 - 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>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 open on the day of repair 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>			
Service Number	OUE7		
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.		
Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.			
Criteria I.D.	ALL		
	LABOR		
	Labor Op	Time Units	Description
	0150 00 10	SEE ELSA	GFF/Guided functions (<i>setup + battery charger</i>)
	9710 25 99	60	Update ICAS3 with USB
	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.