



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: February 13, 2017

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Upcoming Update 97CH – Body Control Module Software Update
2016-2017 MY Volkswagen Golf, GTI and Golf Sportwagen

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

This is to inform you of an upcoming Update that will be visible in Elsa and ServiceNet on or about February 14, 2017.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle, and look to Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Volkswagen corporate policy governing Updates, Volkswagen is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

If you have any questions or require additional assistance, please contact Warranty.

Volkswagen Customer Protection

Attachment: Update Data Sheet (1)



UPDATE DATA SHEET

SAGA CODE		97CH
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2016-2017 MY Volkswagen Golf, GTI and Golf Sportwagen
CODE VISIBILITY DATE		On or about February 13, 2017
TOPIC		Body Control Module Software Update
PROBLEM DESCRIPTION		On vehicles produced within a specific timeframe it is possible that a light bulb is defective but is not detected and therefore not displayed in the instrument cluster. Furthermore it is possible that a correctly functioning light bulb shows as defective.
CORRECTIVE ACTION		Perform body control module software update on affected vehicles.
VEHICLE WARRANTY PARAMETER		New Vehicle Limited Warranty
VEHICLE COUNT	TOTAL AFFECTED	USA: 24,712 Canada: 8,827
APPROXIMATE REPAIR TIME		Up to 50 TU
SPECIAL TOOLS NEEDED?		SEE UPDATE TECHNICAL BULLETIN
PARTS REQUIRED		Not parts. Software Update only.
ADDITIONAL INFORMATION		Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers. Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle UPDATE , <i>not</i> a recall.

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions. ©2016 Volkswagen Group of America/Volkswagen Canada, Inc.

UPDATE Technical Bulletin



February 14, 2017

97CH UPDATE – Body Control Module Software Update (NVLW)

NOTE:

- Perform the UPDATE on all applicable vehicles within the New Vehicle Limited Warranty
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:

Required DMS Wording/Programming Text (SAGA claim comments):

97CH Update – Body Control Module Software Update (NVLW)

Model(s)	Year	Engine Code	Trans. Code
Golf	2016-2017	ALL	ALL
GTI	2016-2017	ALL	ALL
Golf Sportwagen	2016-2017	ALL	ALL

REVISION HISTORY

Revision	Date	Purpose
1	February 14, 2017	Original publication

Condition

This update has been proactively released to prevent false light bulb failure detection in the instrument cluster.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 97CH code in Elsa, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the New Vehicle Limited Warranty
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.



Technical Background

On vehicles produced within a specific timeframe it is possible that a light bulb is defective but is not detected and therefore not displayed in the instrument cluster. Furthermore it is possible that a correctly functioning light bulb shows as defective.

Production Solution

Perform body control module software update on affected vehicles.

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	Open

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

- Ensure that the Status is "Open" <arrow 2>
- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated



Update Programming Procedure

TIP

To Update-Programming using SVM, **review and follow** instructions in **Technical Bulletin Instance 2014603** "Software Version Management".

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

Prior to launching VAS Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings are off.

Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure:

- Connect the tester using an Ethernet "hard line" cable between the tester and the on-line network. **DO NOT USE WI-FI.**
- Connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.
- **DISABLE BLUETOOTH and ensure that the tester is NOT communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. DO NOT USE BLUETOOTH for flashing. Control module failures caused by flashing via Bluetooth will not be covered.**

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module.

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!



SVM Update Instructions



- Connect the tester to the on-line network using an Ethernet cable.
- Connect the VAS 5054A transmitter head to the VAS tester using the USB cable.
- Disable Bluetooth by physically turning the switch to the off position.



NOTE

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.



WARNING

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>

1. Connect battery charger and scan tool to vehicle and navigate to Guided Fault Finding=>Diagnosis=>Special Functions=>Adapting Software=>Perform Test.
2. Update the Body Control Module using SVM Unit code **3F24**
3. If necessary, refer to instructions in TB, 2014603: *00 Software Version Management (SVM), operating instructions*.
4. Exit GFF and send the diagnostic protocol on-line when prompted.

UPDATE Technical Bulletin



Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in Elsa on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	<u>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.



Required Tools

Tool Description	Tool No:
Always ensure the ODIS Service application and brand diagnostic data versions are up-to-date prior to performing SVM.	VAS Diagnostic Device
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

UPDATE Technical Bulletin



UPDATE FACT SHEET – UPDATE Code 97CH

Dear Volkswagen Customer,

Today we performed UPDATE code 97CH on your vehicle. This software update to the body control module was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!