Volkswagen

TDI Dealer FAQs, Checklist and Common Errors

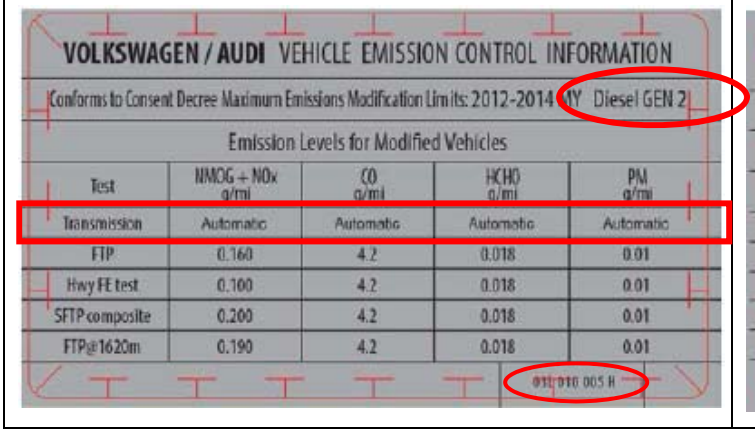
FAQs

1. **Is it possible to perform multiple updates on a vehicle during a single ODIS Session?**
   No. When performing an emissions recall such as the 23U4 during the same repair visit as a 69M9/69M8 recall, **technicians MUST NOT complete more than one software update during a single ODIS Diagnostic Session. You MUST fully complete one update and send all GFF Paperless logs before beginning the other update.** Failure to perform these recalls separately may cause errors updating the FAZIT server in Germany. These errors create reporting anomalies and will likely result in delayed payment of any submitted emissions modification claim.

2. **What are some differences in the Gen 2 and Gen 3 VECI Labels?**
   - Each label will state their specific generation and MY affected.
   - The lower right corner will have a part number unique to their generation.
   - Gen 2 will show only automatic transmission information.
   - **It is critical to apply the correct VECI label to the vehicle due to strict legal requirements.**

Example: Gen 2 VS Gen 3 VECI Label

VECI Gen 2 (23U4)



VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION

Conforms to Consent Decree Maximum Emissions Modification Limits: 2012-2014 MY Diesel GEN 2

Emission Levels for Modified Vehicles

Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Automatic	Automatic	Automatic	Automatic
FTP	0.160	4.2	0.018	0.01
Hwy FE test	0.100	4.2	0.018	0.01
SFTP composite	0.200	4.2	0.018	0.01
FTP@1620m	0.190	4.2	0.018	0.01

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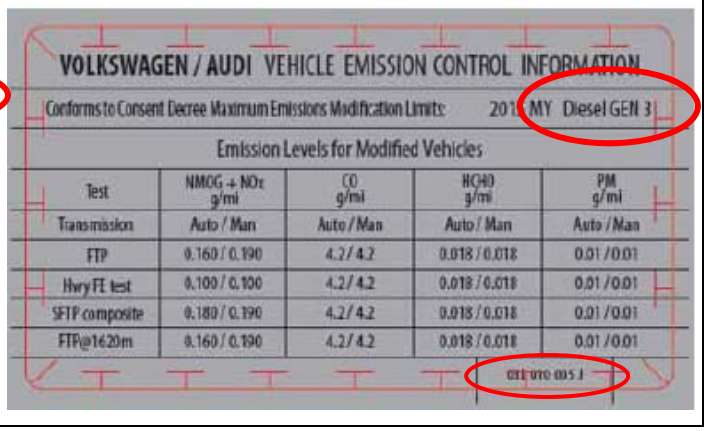
VECI Gen 3 (23Q3)



VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION

Conforms to Consent Decree Maximum Emissions Modification Limits: 201 MY Diesel GEN 3

Emission Levels for Modified Vehicles

Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.100 / 0.100	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.180 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

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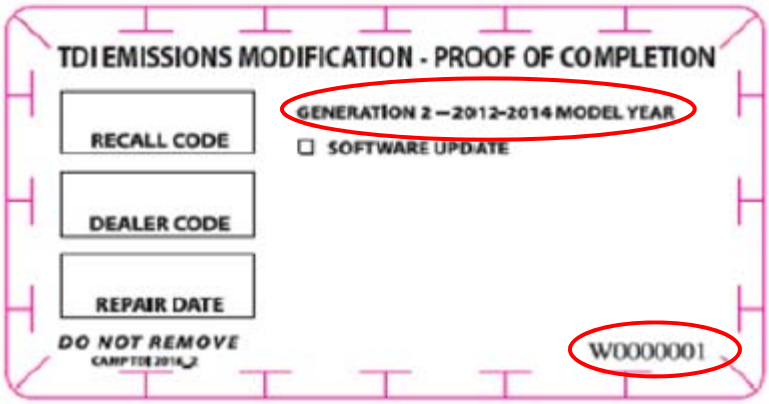
3. **How do I know I have the latest Campaign work procedure?**
   Because Recall/Campaign Circulars are frequently updated, **it is critical always to verify on ServiceNet for the latest version.**

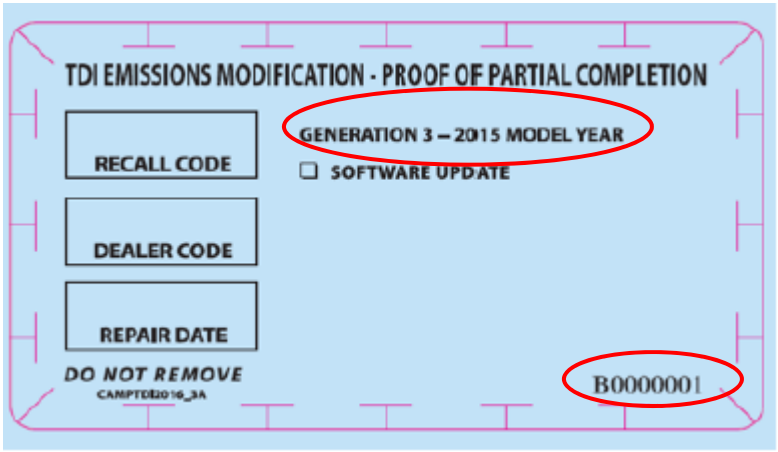
4. **What are some differences in the Gen 2 and Gen 3 Partial Completion Labels?**
   - Each label will state their specific generation and MY affected.
   - The label number in the lower right corner will start with a "W" for Gen 2 and "B" for Gen 3.
   - The Gen 2 label is white.
   - The Gen 3 label is blue.

Example: Gen 2 VS Gen 3 Partial Completion Label

Partial Completion Gen 2 (23U4)



Partial Completion Gen 3 (23Q3)



5. **Can the 23U4 and 24CX be done independently from each other?**
   Yes. The 23U4 will check the O2 sensor in the background, whereas, the O2 sensor will need to be checked manually during the 24CX.

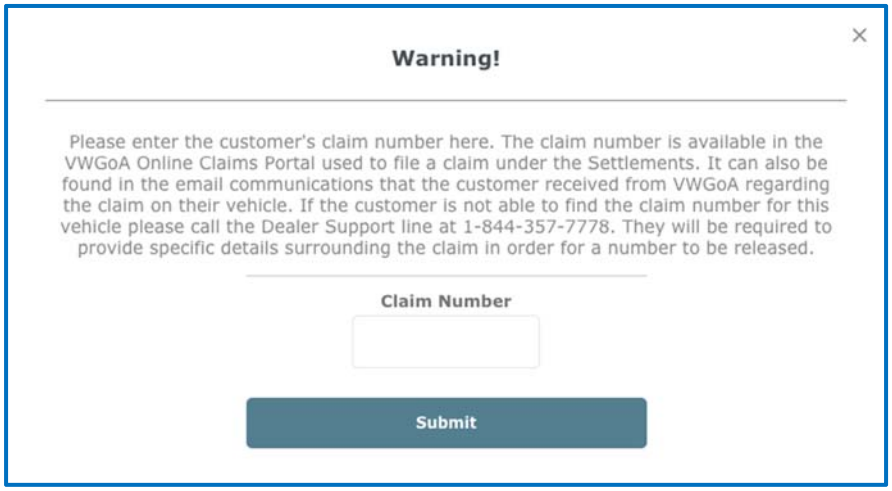
6. **How do I access the Service Forms?**
   To gain access to the Service Forms, you must request access under your "Settings" page. If access is "pending", your Service Manager or Shop Foreman will need to login to the IN-FORM Tool and grant your requested access from their "Permissions" page.

7. **I am the Manager/Foreman and completed the Modification, why can't I complete the Validation?**
   A user is not authorized to validate their own work. For example a Manager who performs the modification is unable to complete the Manager Validation Documentation Form. If you do not have another Manager available, you may grant another user who has the proper training to complete the Manager Validation Documentation. Additionally, it is imperative that individuals do not share logins; you must use your own.

8. **I validated the VIN, but I realized afterwards that the pictures/information is incorrect. Can the forms be reopened?**
   The forms cannot be reopened once the Manager Validation Form is submitted. If submitted, the next step is to contact your FOM or QTM so they can begin the appropriate process to correct the photo(s).
   Note: If forms have not been validated, the original submitter of a picture(s) for their specific form may edit and submit until the Manager Validation Form is submitted.

9. **I am a new Service Manager/Foreman, how do I gain access to the tool?**
   Make sure your information is correctly registered in the Certification Resource Center and VWHub. Please login to VW Cup to ensure your information is accurate. After validating your information, you may now access the IN-FORM Tool. (Note: It may take up to 48 hours for information to update.)

10. **Why is the IN-FORM tool asking for a claim number?**
    The TDI settlement process is an important step in 'making things right' with our customers. On May 22, 2017 we implemented a new step for Service Consultants and Service Managers for customer owned vehicles that are receiving an Approved Emissions Modification. To confirm that the correct customer receives the restitution payment, a Service Consultant or Service Manager will see the following pop-up asking for the "Claim Number" upon selecting the "Continue to Service" button in the IN-FORM Tool.

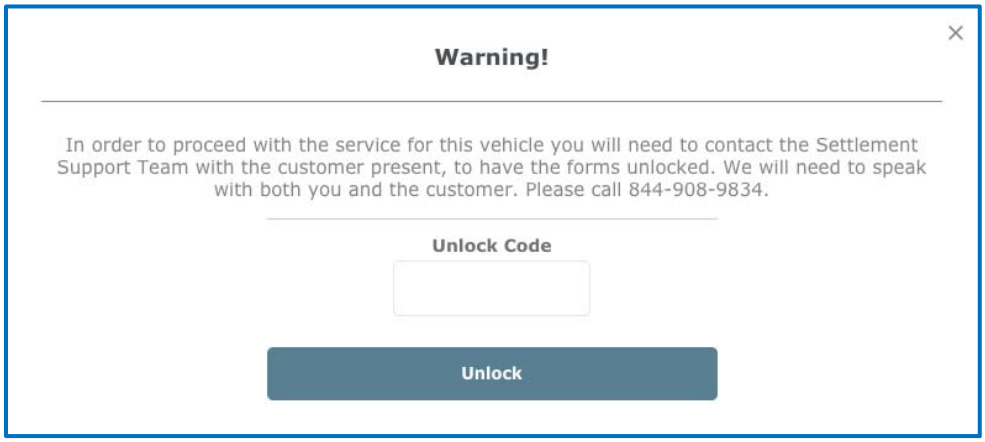


11. **What is the customer's claim number?**
    This is the customer's TDI settlement claim number. It is not the Repair Order or SAGA/Warranty Claim Number.

12. What if the customer doesn't know their claim number?

The TDI Settlement Claim Number is available in the VWGoA Online Claims Portal used to file a claim under the Settlement agreement. You can also call the Dealer Support line at 1-844-357-7778.

13. Why am I getting a pop-up requesting an unlock code in the IN-FORM Tool?

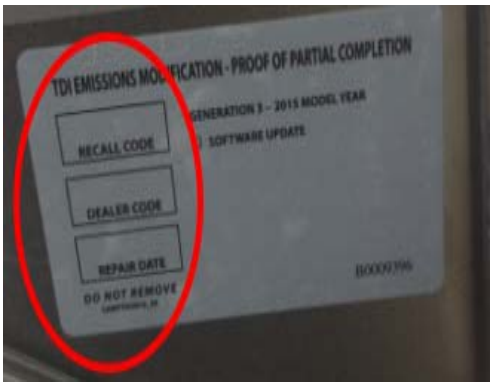
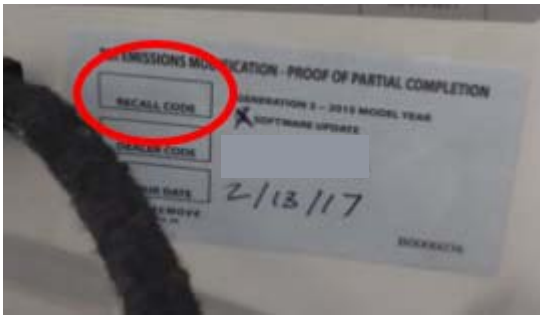


Follow the instructions within the pop-up and contact 1-844-908-9834. The IN-FORM tool is locked and no further actions can be taken until an unlock code is submitted into the tool.

IN-FORM Tool Checklist

- ✓ The Mileage entered into IN-FORM matches the odometer photo.
- ✓ Gen 2 vehicles require a photo of the new snow-flap installed during the 24CX campaign.
- ✓ The Partial Completion label is completely filled out with recall code "23Q3" or "23U4", dealer code and date of completion.
- ✓ New VECI label is NOT placed over old VECI label.
- ✓ Correct labels are installed for corresponding generation.
- ✓ All AEM labels are placed on the correct location per Campaign Circular.
- ✓ Verify all photos are accurate and legible prior to Validation.
- ✓ All 17 digits of the VIN are legible in the Validation photo.
- ✓ Validation photo includes business card next to VIN.
- ✓ All photos must be clear and legible.

Common Errors

Empty TDI Label	Incorrect Recall Code
	
TDI Label Missing Recall Code	**Photo of Old VECI Label**