

UPDATE Technical Bulletin



October 10, 2012 2031196

UPDATE – 23K9 Touareg TDI Software (FED_EMS)

NOTE:

- Perform this UPDATE on all applicable vehicles within **FEDERAL EMISSIONS 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): UPDATE 23K9 Touareg TDI Software (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code	From	To
Touareg	2011	3.0L (CATA)	All	WVG__BP_BD001104	WVG__BP_BD007581
Touareg	2012	3.0L (CATA)	All	WVG__BP_CD000029	WVG__BP_CD012261

REVISION HISTORY

Revision	Date	Purpose
1	October 10, 2012	Original publication

Condition

This update has been proactively released to prevent a MIL ON condition with the following DTCs stored in ECM/EDC Fault Memory:

- P208C – Reductant Pump “A” Control Circuit Low
- P208E – Reductant Injection Valve Stuck Closed Bank 1 Unit 1
- P20EE – SCR NOx Catalyst Efficiency Below Threshold Bank 1
- P150A – Engine Off Timer Performance

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 23K9 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the **FEDERAL EMISSIONS 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

Diagnostic strategy of ECM software is too sensitive causing the MIL to illuminate and the following faults to set in the ECM/EDC memory during system checks:

- P208C – Reductant Pump “A” Control Circuit Low
- P208E – Reductant Injection Valve Stuck Closed Bank 1 Unit 1
- P20EE – SCR NOx Catalyst Efficiency Below Threshold Bank 1
- P150A – Engine Off Timer Performance

Production Solution

Not applicable.

Service

NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ElsaWeb 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 ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *ElsaWeb 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.*

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.

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Note:

Prior to launching VAS-PC application and starting control module update process, confirm tester screen saver and power settings in accordance with ServiceNet=> Workshop Equipment=> VAS Tester=> Service Information=> 2012=> Circular # VVT-12-02. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150/5051B or VAS 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

VAS tools 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.

Update the Engine Control Module using the SVM Unit code as listed in the table below:

Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
Touareg	3.0L (CATA)	7P0 907 401E	Y945	7P0 907 401J	0003	363C
			0002			
0003						
0004						
0005						
		7P0 907 401J	0001			
			0002			

The procedure can be found in GFF under Functions/ Component Selection, Software Version Management, Adapting Software.



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!



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 ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	U.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. Canadian dealers - 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.

SAGA Code 23K9 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

Service No.: 23K9

Damage Code: 0099

Parts Manufacturer/Vendor Code: BPG

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Check/UPDATE present. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check software level. Installed new Software.

Repair operation: 2360 25 99 65 TU

There is NO reimbursement for wash or loaner vehicle!

If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR if customer refused repairs.

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date



Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	INCharge 940 (INC-940)
VAS Diagnostic Tool	VAS-PC, 5051B, 5052A, 6150X (Base CD V19.01.00 and Brand DVD V19.18.00 or higher)

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

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UPDATE FACT SHEET – UPDATE 23K9

Dear Volkswagen Customer,

Today we performed UPDATE code 23K9 on your vehicle. This UPDATE installs new ECM/EDC software to prevent a false illumination of the check engine light. This UPDATE 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!