	Technical Service Bulletin	Transaction No:	2058372/1
93-20-01 - High Voltage Battery Charge Management - No Start, 12 Volt Battery Drain While Plugged-In		Release date:	1/30/2020

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
e-Golf	2017 – 2019	All	All	AU_HW950000	AU_KW99999

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2058372/1	01/30/ 2020	93-20-01	Original publication.

One of the following conditions is present after the vehicle was left plugged-in to an AC charging station for an extended period of time after charging has finished:

- The vehicle cannot be started (“Ready” mode cannot be established).
- The 12 Volt battery is dead, or the vehicle requires a jump-start.
- The vehicle and/or charge socket cannot be unlocked using the remote control key.

Technical Background

Software-related deviation in the High-Voltage Battery Charging Voltage Control Module -**J966**-.

Production Solution

Optimized software in the High-Voltage Battery Charging Voltage Control Module -**J966**-.

Service

Step 1: Update Software of the High-Voltage Battery Charging Voltage Control Module -J966-




Note:

Prior to launching the ODIS service diagnostic applications and starting control module update process, confirm Date/Time & Time Zone.

The Windows date/time and time zone settings are used by the diagnostic software as a component of the diagnostic logs submitted for warranty purposes. If the date/time and time zone are incorrect on submitted diagnostic logs, warranty claim reimbursement may be questioned and/or delayed.

Ensure date/time etc. settings are correct as follows:

1. From the Windows desktop toolbar, double click on the local time indicator (typically found in the lower right corner of the desktop).
2. Use the tabs to ensure the current date/time, and time zone applicable to your location is set correctly.

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Tip:

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 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.

- ODIS tester: The ODIS tester patch version 5.1.6 and the baseline version 2.39.13 or higher must be installed.
- Connect a GRX3000VAS or MTRMSP0702 battery maintainer/charger to the vehicle battery.
- Make sure that during the software update no electro-magnetic radiation sources (for example, mobile phones or cordless phones) are used in or near the vehicle.
- A cable connection between the ODIS tester and the vehicle must be used. When using a Bluetooth or WIFI connection (diagnostic tool) the software update may fail.
- During the software update switch the hazard warning lights on to ensure a constant CAN data bus activity of the vehicle.



Note:

The vehicle must not be connected to a High Voltage charger during this update.


Using software version management (SVM), update the software of the charge manager module (diagnostic address BD).

- To perform the software update, after the full vehicle scan, click on the “Special Functions” tab and select “Adapting Software”.
- Follow the on screen prompts using the SVM unit code as listed in the table below.



Note:

This update is only applicable to the specific part numbers and software levels listed in the table below. If the SW level is already at the highest version shown this bulletin does not apply.

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Old Part Number	Old Version	New Part Number	New Version	SVM Unit Code
5QE 915 022 AD	SW 1094	5QE 915 022 BP	SW 1100	3E2D
5QE 915 022 AP	SW 1096			
5QE 915 022 AC	SW 1094	5QE 915 022 BN		
5QE 915 022 AH	SW 1095			
	SW 1097			
5QE 915 022 AK	SW 1095			
	SW 1097			
5QE 915 022 AN	SW 1096			



Note:

During the software flash process the sound generator may output noise. This is normal, and will stop once the flash process is complete.



WARNING:

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a 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!

Step 2: Ignition Key Cycle


After the software update process has finished completely, perform an additional ignition key cycle.

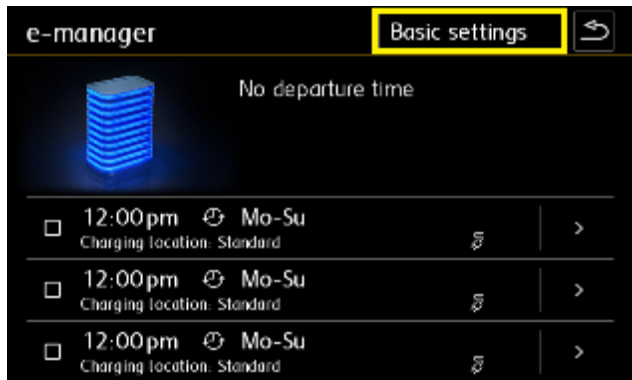
- Switch ignition “OFF” for 5 seconds.
- Switch ignition “ON” and continue with the additional steps below.

This will reactivate the high voltage battery system for the remainder of this procedure.

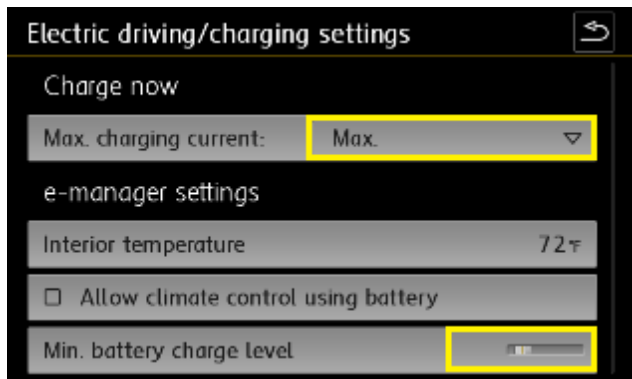
Step 3: Set Default Charge Settings in the e-manager

After updating the software of the High-Voltage Battery Charging Voltage Control Module **-J966-** the settings for maximum charge level, minimum charge level, and charging current must be adjusted to default values in the e-manager.

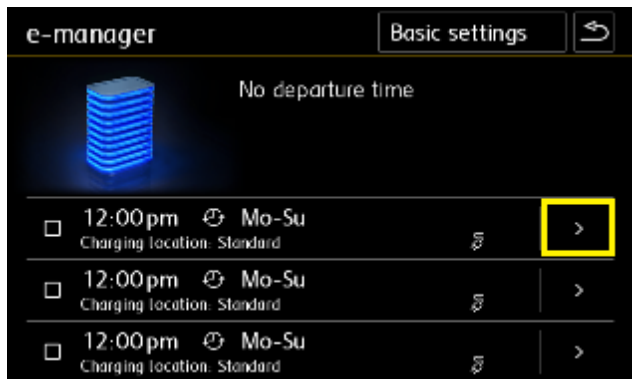
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- Navigate to the e-manager in the Infotainment system, and select the “Basic settings” function.

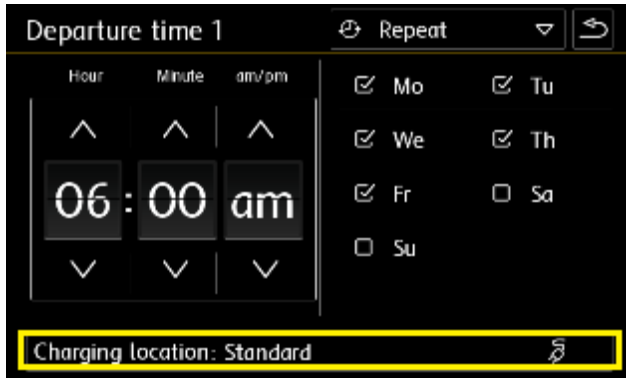


- Select the drop down box and set maximum charging current to “Max.”
- Select the slide bar and set the minimum battery charge level at **30%**.

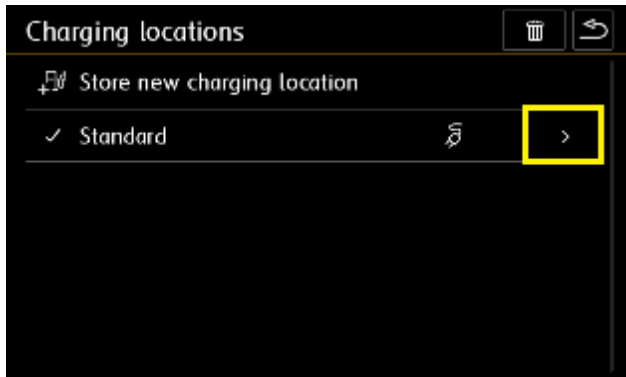


- At the e-manager screen, select the arrow button to access settings.
- No departure time should be checked

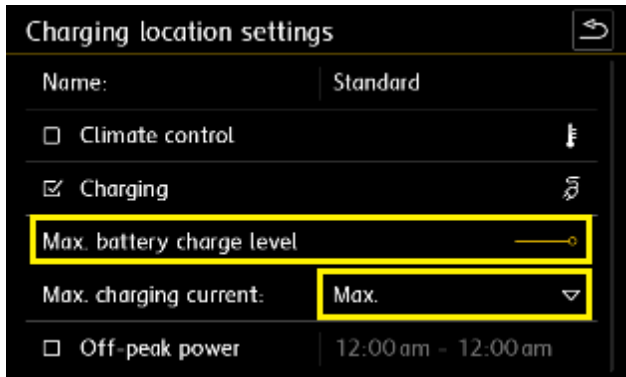
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- In departure time settings screen, select the charging location.
- No departure time settings are needed.




- In the charging locations screen, select the arrow button to access settings.



- Set the Max battery charge level to **100%**.
- Set the Max charging current to **“Max.”**
- Exit back to the e-manager.

Step 4: Exit GFF

If necessary during GFF exit, perform calibration of the three-phase current drive -**VX54**-.

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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
e-Golf	2017 – 2019	All	All	AU_HW950000	AU_KW99999

SAGA Coding

Claim Type:	Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
9351	0039	--	Use applicable when indicated in Elsa (L/R)

Parts Manufacturer

e-Golf

SJ8 ²⁾

Labor Operation ³⁾ : Charge Battery

27068950 = 10 TU

Labor Operation ³⁾ : Update Programming

See GFF Time expenditure

Causal Part: Select Labor Operation

01500000

Diagnostic Time ⁴⁾

GFF Time expenditure	01500000 = actual GFF printout - 75 TU max.	YES
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU	NO


Claim Comment: Input "As per Technical Bulletin 2058372" in comment section of Warranty Claim.

¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.

²⁾ Code per warranty vendor code policy.

³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.

⁴⁾ Documentation required per Warranty Policy Procedures Manual.

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Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Maintainer	GRX3000VAS or MTRMSP0702
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with ODIS Service with current online updates

Additional Information

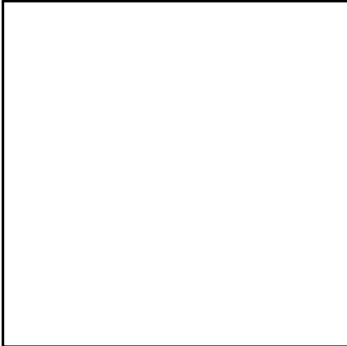
All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

Signature of Customer