



57-21-02TT - Keys Cannot Be Adapted, Test Plan Fails Stating: "Immobilizer Participant Instrument Cluster Could not be Adapted"

Release date: 05/07/2021

## Condition

**ATTENTION:**

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.**

**TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

### Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Arteon	2019-2021	All	All	All	All
Atlas	2018-2021	All	All	All	All
Atlas Cross Sport	2020-2021	All	All	All	All
Golf/GTI/eGolf	2015-2021	All	All	All	All
Jetta	2019-2021	All	All	All	All
Tiguan LWB	2018-2021	All	All	All	All

### Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2063322/1	5/7/21	57-21-02TT	Original publication.

## Technical Background

While attempting to adapt keys via the "Adapt immobilizer" test plan, the test plan will not complete. The following message is received: "The immobilizer participant instrument cluster could not be adapted. The following malfunction has occurred:" No malfunction is specified. The test plan may also say: "The immobilizer participant instrument cluster is not an active participant of the immobilizer".

## Service

The test plan checks to see if the vehicle's hood is open. If the hood was not open when attempting the test plan, open the hood and re-try the test plan. If the hood was open during the test plan, close and re-open the hood and re-attempt the test plan.



## Technical Tip

Transaction No: xxxxxx/x

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### Additional Information

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