



# Emissions Service Action

## Code: 24AX

<b>Subject</b>	<b>ECM Software</b>
<b>Release Date</b>	November 10, 2015
<b>Revision Summary</b>	<b>The U.S. market was added to this action</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2011-2013 MY Volkswagen 2.0L TFSI Vehicles</b> <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	<p>Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.</p> <p>Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.</p>
<b>Corrective Action</b>	<p>Install updated ECM software to address this issue.</p> <p>Additionally, Volkswagen will provide an extended warranty for the injection pump in vehicles included in this service action. Refer to the Warranty Service Circular for terms and conditions of the extended warranty.</p>
<b>Parts Information</b>	This service action is a software update only; therefore no parts are required.
<b>Code Visibility</b>	<p>On or about November 10, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about November 10, 2015, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about November 10, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a>.</p>
<b>Owner Notification</b>	Owner notification will take place on or about November 18, 2015. Owner letter examples are included in this bulletin for your reference.
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at <a href="http://www.vwclub.com">www.vwclub.com</a> .
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.</p>

| Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).



This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AX – ECM Software and Warranty Extension for Injection Pump  
Certain 2011-2013 Model Year Volkswagen 2.0L TFSI Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action and extend the Emission Control Systems Warranty for injection pump replacement on certain 2011-2013 model year Volkswagen 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by these actions.

**What is the issue?**

Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**What will we do?**

In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

**Emissions Service  
Action 24AX – ECM  
Software**

Your authorized Volkswagen dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

**IMPORTANT!**

**Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

**Warranty Extension for  
Injection Pump**

Volkswagen will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Certain states have voluntarily adopted California-mandated emissions warranties only for vehicles equipped to meet California's Partial Zero Emissions Vehicle (PZEV) emissions requirements. These vehicles can be identified by inspecting the Vehicle Emission Control Information Label located under the hood. Because of this, the owner of a vehicle equipped to meet California's PZEV emissions requirements living in one of these states may have warranty rights that exceed the extended warranty offering described in this letter. Please refer to the warranty information that came with your vehicle for additional details as to whether or not this applies to your vehicle.

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components (“chipped” or “tuned” ECMs) not approved by Volkswagen.
- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle’s emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses**

If you have previously paid for repairs relating to the conditions described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don’t hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the “Contact Us” page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle’s eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking these actions to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (United States – California)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AX – ECM Software and Warranty Extension for Injection Pump**

**Certain 2011-2013 Model Year Volkswagen 2.0L TFSI Engine Vehicles**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action and extend the Emission Control Systems Warranty for injection pump replacement on certain 2011-2013 model year Volkswagen 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by these actions.

**What is the issue?**

Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**What will we do?**

In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

**Emissions Service Action 24AX – ECM Software**

Your authorized Volkswagen dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

**IMPORTANT!**

**Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

**Important information for California Vehicle Owners – California Regulations**

California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

**Warranty Extension for Injection Pump**

Volkswagen will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Certain states have voluntarily adopted California-mandated emissions warranties only for vehicles equipped to meet California's Partial Zero Emissions Vehicle (PZEV) emissions requirements. These vehicles can be identified by inspecting the Vehicle Emission Control Information Label located under the hood. Because of this, the owner of a vehicle equipped to meet California's PZEV emissions requirements living in one of these states may have warranty rights that exceed the extended warranty offering described in this letter. Please

refer to the warranty information that came with your vehicle for additional details as to whether or not this applies to your vehicle.

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.
- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses**

If you have previously paid for repairs relating to the conditions described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking these actions to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AX – ECM Software and Warranty Extension for Injection Pump**  
**Certain 2011-2013 Model Year Volkswagen 2.0L TFSI Engine Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Volkswagen has determined that a defect, which relates to a prescribed emission standard, exists in certain 2011-2013 model year Volkswagen 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**What will we do?** In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

**Emissions Service Action 24AX – ECM Software** Your authorized Volkswagen dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

### **IMPORTANT!**

**Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

**Warranty Extension for Injection Pump** Volkswagen will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 193,000 km, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

In our continuing efforts to assure proper performance of Volkswagen vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Volkswagen.



- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

**What should you do?**

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. On or about November 10, 2015 the necessary repair instructions and parts will be available to your authorized Volkswagen dealer.

**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses**

If you have previously paid for repairs relating to the conditions described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada  
 Attn: Customer Relations (24AX)  
 PO Box 842, Stn. A  
 Windsor, ON N9A 6P2  
 1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

### ATTENTION!

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

### Required Tools



- VAS6150C – Diagnostic Scan Tool (or equivalent)



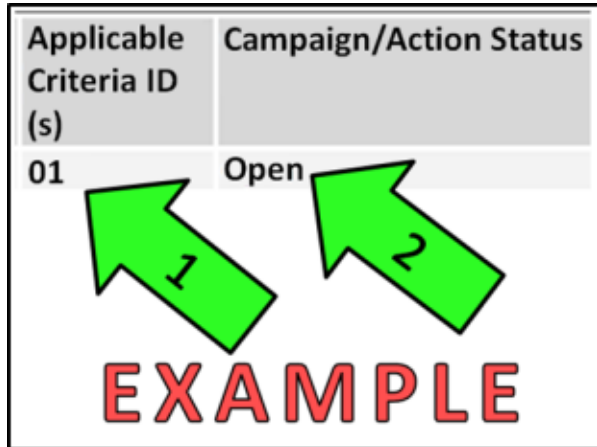
- INC-940 –Midtronics Battery Station/Testing Unit (or equivalent)



- VAS5054A – Remote Diagnosis Head

## Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open



**EXAMPLE**

**TIP**

If Campaign Completion label is present, no further work is required.

### Section A – Check for Previous Repair

- 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

### Proceed to Section B

## Section B – Software Update

### TIP

ECM settings will be reverted to basic parameters during the flash process, please keep I/M inspection requirements in mind prior to updating any software.

### 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.

Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

### 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!



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Middle right side behind WIRELESS door)



**VAS 6160/-VPC**  
(Upper left side behind SC/EX door)

- Switch the ignition OFF.
- Open the hood.
- Connect the battery charger to the vehicle.
- Connect the VAS 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 the 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>

**Prerequisites for SVM software update**

1. Ensure the customer's vehicle condition matches the conditions stated in the 24AX Campaign Circular.
2. Ensure the user has a valid GeKo ID and password.
3. Only perform operations explicitly stated in the **24AX** Campaign Circular.

4. Ensure that the following tester requirements are met:

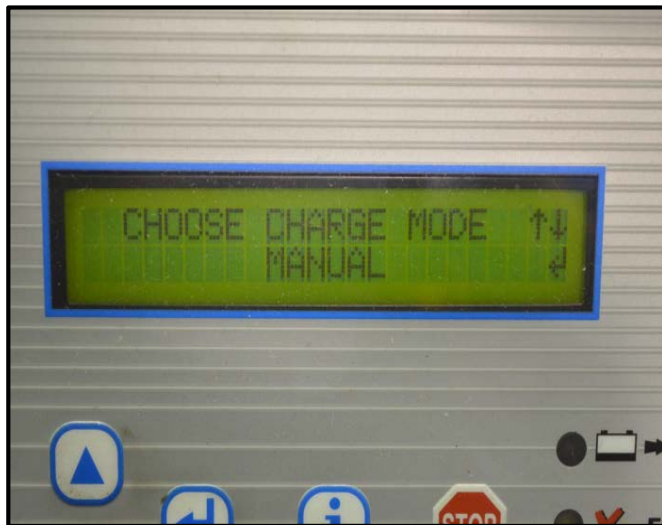
- Off-board Diagnostic Information System Service (ODIS) is installed and up to date.
- VAS tester is plugged into a 120V AC power supply at all times.
- The VAS tester is connected, via wired connection, to the internet.
- The VAS tester is connected via USB cable to the VAS5054A Bluetooth head **PRIOR** to launching the ODIS program.

 **NOTE**

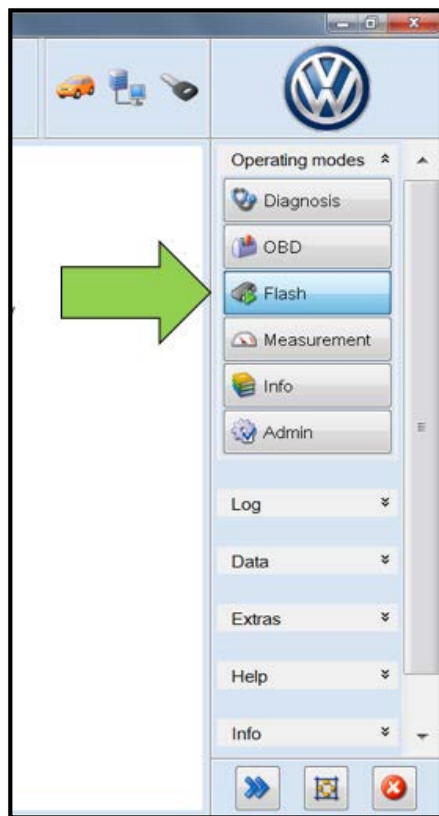
Prior to launching the ODIS application and starting the control module update process, confirm the tester screensaver and power settings are in accordance with Special Tools and Equipment - Service Information Document # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer and subsequent control module failure. When performing a flash procedure using a VAS tester in conjunction with a VAS 5054A wireless transmitter head, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure and may damage Control Modules.

5. Ensure the following vehicle requirements are met:

- Connect the vehicle to a powered, Volkswagen approved, Midtronics InCharge 940 (INC-940) tester/charger (or equivalent).
- The vehicle battery **MUST** have and **MUST** maintain a minimum no-load charge of 12.5V.
- Switch **OFF** the radio, HVAC, headlights, and all other accessories.
- Apply the parking brake to disable the daytime running lights (DRL).



- Install the inCharge 940 battery tester (or equivalent) onto the vehicle, switch the tester on, then select the “manual” option <as shown>.
- Follow the on screen prompts to charge the battery during the SVM procedure.

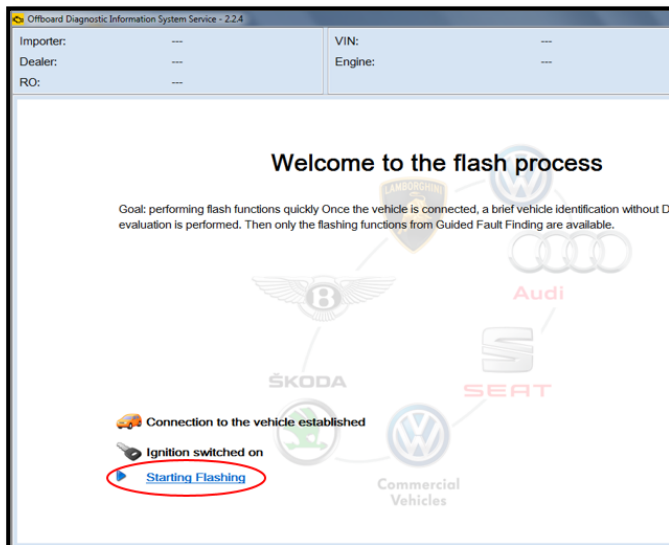


- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Attach the VAS tester to the vehicle.

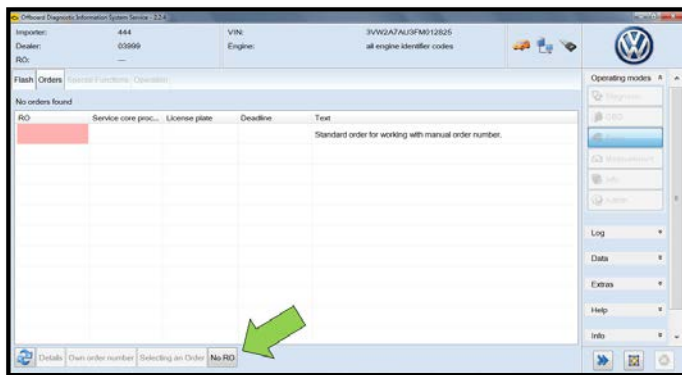
**NOTE**  
The VAS 5054A **MUST** be connected using the USB cable **PRIOR** to launching the ODIS program.

**NOTE**  
The wireless settings on the VAS tester **MUST** be switched OFF prior to launching the ODIS program.

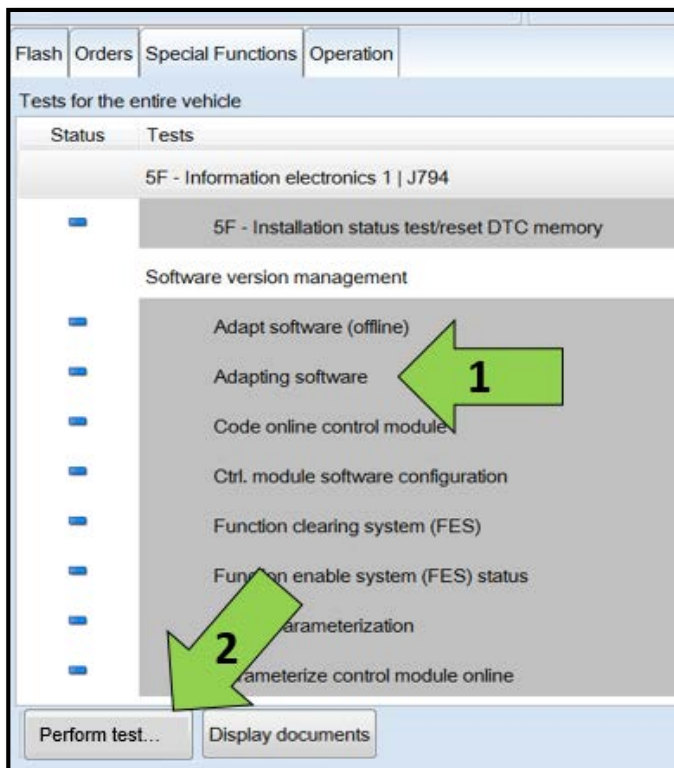
- Start the ODIS program.
- Upon ODIS startup, verify the “Flash” Operating mode is selected as shown <arrow>.



- Select “Start Flashing” <circle>.
- Follow the on-screen directions.

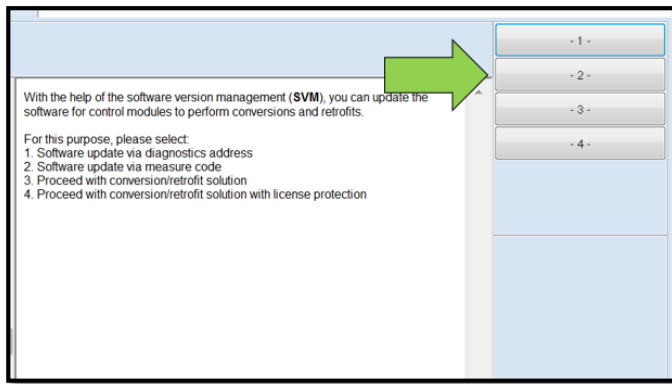


- Select “No RO” as shown <arrow>.



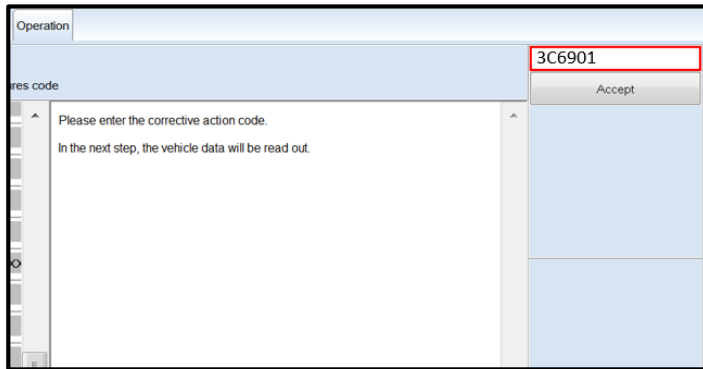
- Under the “Special Functions” tab, select “Adapting software” <arrow 1>, then select “Perform test” <arrow 2>.



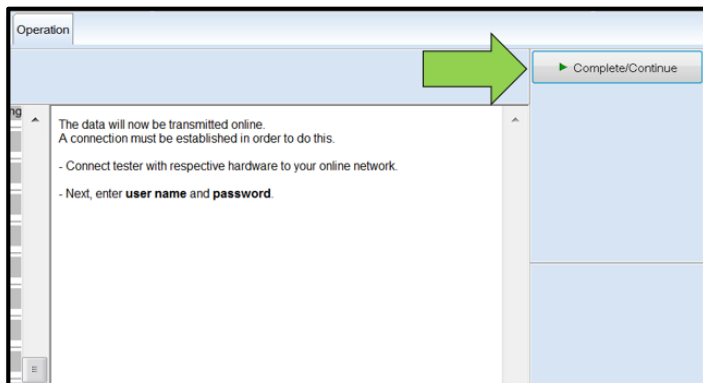


- Select “Software update via measure code” as shown <arrow>.

**NOTE**  
Read the on-screen options carefully. “Software update via measure code” may not be option #2.



- When prompted, enter SVM code “3C6901” <as shown>.

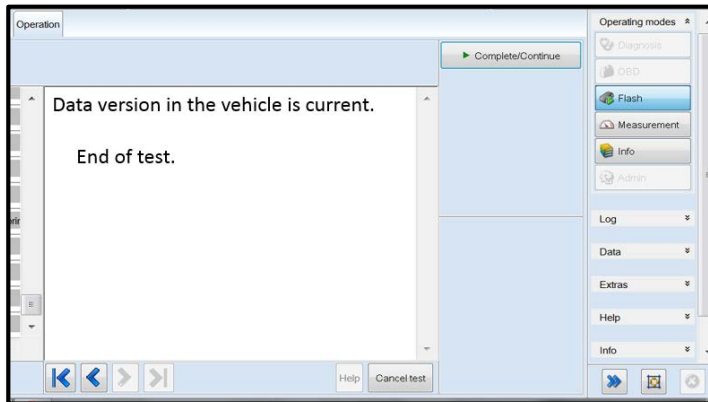


- Select “Complete/Continue” <arrow>.
- When prompted, enter your user name (Geko ID) and password.
- Follow the on-screen directions and complete the software update.
- Reference the chart below for applicable Part Number and Software Level information.

ECM Software Change Table					
		Original		New	
Model	Part Number	Software	Part Number	Software (or higher)	
CC	06J-906-027F	All	06J-997-029H	1513	
	06J-906-027G		06J-997-029L	1516	
	06J-906-027CK		06J-997-029F	1511	
	06J-906-027CL		06J-997-029G	1512	
	06J-906-027DC		06J-997-029J	1514	
	06J-906-027FD			1515	
	06J-906-027DD			1509	
	06J-906-027FE		1515		
Jetta	06J-906-027J	All	06J-997-029D	1509	
	06J-906-027K		06J-997-029E	1510	
	06J-906-027FH		06J-997-029B	1507	
	06J-906-027FJ		06J-997-029C	1508	
Tiguan	06J-906-027Q	All	06J-997-029M	1517	
	06J-997-027J			1521	
	06J-906-027R		06J-997-029R	1521	
	06J-997-027P			1517	
	06J-906-027BE		06J-997-029M	1517	
	06J-997-027K			1518	
	06J-906-027BG		06J-997-029N	1518	
	06J-906-027FB			1518	
	06J-997-027M		06J-997-029P	1519	
	06J-906-027BH			1519	
	06J-906-027FC		06J-997-029P	1519	
	06J-997-027R			1519	

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

ECM Software Change Table (continued)				
Original			New	
Model	Part Number	Software	Part Number	Software (or higher)
Beetle	06J-906-027AE	All	06J-997-028J	1495
	06J-906-027AG		06J-997-028K	1496
	06J-906-027CD		06J-997-028P	1500
	06J-906-027FK			
	06J-906-027CE			
	06J-906-027FL			
Eos	06J-906-027AR	All	06J-997-028Q	1501
	06J-906-027AS		06J-997-028R	1502
	06J-906-027CH		06J-997-028S	1503
	06J-906-027CJ		06J-997-028T	1504
	06J-906-027FF		06J-997-029	1505
	06J-906-027FG		06J-997-029A	1506
Golf/GTI	1K0-907-115AP	All	1K0-907-115AS	0040
	1K0-907-115AS			
	1K0-907-115AQ		1K0-907-115AT	0040
	1K0-907-115AT			



- When the SVM process is complete <as shown>, submit the GFF log on-line and clear any DTCs created during the process.
- Remove the battery charger.
- Close the battery cover (if applicable).

**Proceed to Section C - Campaign Completion Label**

### Section C – Install Campaign Completion Label

- If necessary, open the hood.

Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 <b>TIP</b>
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Ensure Campaign Completion label does not cover any existing label(s).
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- Close the hood.

### Proceed to Section D for California only

### Section D – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS\_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

 <b>TIP</b>
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Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV <i>only upon request</i> .
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### ALL WORK IS COMPLETE



## Frequently Asked Questions (FAQ)

### SUMMARY

**Campaign Code: 24AX**

**Affected Vehicles:** Certain 2011-2013 MY Volkswagen 2.0L TFSI engine vehicles

**Problem Description:** Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**Corrective Action:** Install updated ECM software to address this issue. Additionally, Volkswagen will provide an extended warranty for the injection pump in vehicles included in this service action. Refer to the Warranty Service Circular for terms and conditions of the extended warranty.

**California Dealers:** When this repair is completed, you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Additionally, you must affix a Campaign Completion label to vehicle. See the campaign circular for additional information.

### Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

### Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

### How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

### What is the parts allocation plan for this action?

This campaign is a software update only – no parts are required and therefore no allocation will take place.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.



**FOR USA ONLY:**

**vw.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility**

On or about November **10, 2015**, the campaign code will appear for affected vehicles in both the vw.com and the NHTSA [safecar.gov](http://safecar.gov) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by visiting the **Recall/Service Campaign Lookup** tool at [www.vw.com](http://www.vw.com) and entering the Vehicle Identification Number (VIN).

**IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.