DESCRIPTION:

After a failed SW download, either with VIDA or OTA, it is possible that some control modules do not respond when trying to recover them.

If the module is NOT RESPONDING in VIDA / SOFTWARE / ADVANCED, neither in DEFAULT session nor in PROGRAMMING session, then follow the advice under SERVICE.

SW = Software

OTA = Over the Air

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
3L	Technician information/Repair information/Not for warranty use
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		0000001-0999999	201835-999952
225							2019-9999		0000001-0999999	201817-999952
227							2019-9999		0000001-0999999	201846-999952
234							2017-2017		0000078-0095196	201617-201709
235							2017-2022		0009345-0177841	201624-202139
236							2017-2023		0000109-0165964	201646-202313
238							2018-2023		0004303-0345526	201710-202310
246							2018-9999		0000001-0999999	201717-999952
256							2016-9999		0000001-0999999	201505-999952
536							2018-9999		0000001-0999999	201746-999952
539							2022-9999		0000001-0999999	202139-999952

SERVICE:
Connect VIDA to read-out the car. If you find a control module that is not possible to put into programming mode, try the method below:

1. Open Vida -> Software Installation -> Advanced Test

2. Verify that the control module is "Not responding"

3. Disconnect its power supply by removing its fuse(s) or connector
    NOTE! There might be more than one fuse that is used to power up a control module

4. Enable programming mode and immediately reconnect its power supply

5. Verify the control module is in "programming" mode

6. Close the Advanced Test menu by clicking the X in the top right corner, do NOT click "Stop Programming Mode" or "Reset" before exiting

7. Purchase and install a reload for the control module and answer NO when asked if it was replaced

8. If available, purchase and install the Total Upgrade, Service 2.0, or PDS

** If the control module is "not responding" after step 5, perform steps 1-5 again (please try at least eight times) **

VEHICLE REPORT:
Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3000.