Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2009	All	All	All	All

Condition

96 14 03 May 19, 2014 **2028820** Supersedes T.B. V961203 dated March 9, 2012 to update procedural steps using wiTECH™.

Vehicle Theft Alarm May Sound Intermittently or No Vehicle Start

Technical Background

The vehicle theft alarm intermittently sounds for no reason.
Multiple attempts are required to start the vehicle before the vehicle will start

Production Solution

Updated software as of May 9, 2011.

Service

Diagnosis:

- Using a wiTECH™ with Elsa and the appropriate Diagnostic Procedures, verify all engine systems are functioning as designed. If DTC's are present, record them on the repair order and repair as necessary <u>before</u> proceeding with this bulletin. If the customer describes the Symptom/Condition, or it can be reproduced, perform the Repair Procedure.

- From the vehicle view screen select TIPM-CWM, System Test, Record the "Last VTA Trigger" cause.

Was the "Last VTA Trigger" cause equal to (right rear door)?

YES: Perform this repair procedure.

NO: Check for DTC U0010 **AND** U0001 in the TIPM

Are DTCs U0010 **AND** U0001 present in the TIPM?

YES: Perform the repair procedure.

NO: This bulletin does not apply. Further diagnosis is required.

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Repair Procedure:

⚠️**Note:**

• wiTECH™ UPDATE PROGRAMMING FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

• wiTECH™ SOFTWARE LEVEL MUST BE AT RELEASE VW13.04.13 FOR THIS BULLETIN.

⚠️**Note:**

Install a battery charger to ensure battery voltage does not drop below 13.2V. **DO NOT** allow the charging voltage to climb above 13.5 V during the programming procedure.

If programming process in interrupted/aborted, programming should be restarted.

• Reprogram the TIPM using the wiTECH™ with the latest software.

• Clear any DTCs that may have been set in other control modules due to reprogramming.

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Warranty

All Routan pre and post road test, and wiTECH™ time units are included in the labor operation. Therefore, no road test time or wiTECH™ time units will appear in the designated area within the warranty table.

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**
Routan	**2009**	**All**	**All**	**All**	**All**
SAGA Coding					
Claim Type:			**Use applicable Claim Type [1]**		
Service Number:		**Damage Code**	**HST**		**Damage Location (Depends on Service No.)**
9035		**0039**	**CWM2028820**		**Use applicable when indicated in ElsaWeb (L/R)**
Parts Manufacturer		**Routan**			**USM [2]**
Labor Operation [3]: Inspect TIPM			**90350199 = 20 TU**		
OR					
Labor Operation [3]: Inspect and Reprogram TIPM			**90352599 = 20 TU**		
Causal Part:			**Select labor operation 9035XXXX**		
Diagnostic Time [4]					
GFF Time expenditure		01500000 = 00 TU max.			**NO**
Road Test		01210002 = 00 TU 01210004 = 00 TU			**NO**
Technical Diagnosis		01320000 = 00 TU max.			**NO**

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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	**InCharge 940 (INC-940)**
StarMOBILE® hand held tool	**CH9401**
StarMOBILE® vehicle cable	**CH9404D**
StarMOBILE® documentation kit	**N/A**
StarMOBILE® Ethernet cable, 12ft.	**CH9410**
TechCONNECT PC or equivalent with wiTECH™ version 13.04.13 desktop client installed	**SW13.04.13 available from Service Net/workshop equipment/service information**

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.