

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please contact Warranty.**



Service Action

Code: 45D8

Subject: 2015 Jetta
Front Assist Software

December 19, 2014

Problem Description

Front Assist distance and advance warning indicators do not function as intended.

Corrective Action

Update Distance Regulation Control Module Software.

Affected Vehicles

U.S.A. and CANADA:

2015 Jetta

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".
- If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.
- Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.
- Contact Warranty if you have any questions.

Inventory Vehicle Open Campaign/Action Report (VIM)

On or about December 19, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwhub.com & VIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

This is a software update only; no parts are needed.

Owner Notification Mailing

In January 2015 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

- This service action will be available for customers free of charge **only until December 31, 2016**. Vehicles repaired under this action must have this service completed on or before **December 31, 2016** to be eligible for payment.
- **Inspections/repairs performed after December 31, 2016 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.
- If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 45D8

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **3ME**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 02

Check/Software update present. No further work required.

Repair operation: 0183 00 99 20 TU

-- OR --

Check Distance Regulation Control Module software, new software available. Update Distance Regulation Control Module software.

Repair operation: 2783 25 99 40 TU

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 45D8 – Front Assist Software Update
2015 Model Year Volkswagen Jetta**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2015 model year Volkswagen Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In some vehicles, the Front Assist distance and advance warning indicators do not function as intended.

What will we do? Your authorized Volkswagen dealer will update the software for the Front Assist feature in your vehicle. This work will take less than one hour to complete and will be performed for you free of charge.

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. 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.

This service action will be available for you free of charge only until December 31, **2016**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

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 condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 of America, Inc.,
Attn: Customer CARE (45D8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

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 visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). 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 this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

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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 (45D8)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
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. Thank you for driving a Volkswagen!


Sincerely,

Volkswagen Customer Protection



Required Tools:

	<ul style="list-style-type: none"> • VAS 6150C Scan Tool (or equivalent)
	<ul style="list-style-type: none"> • INC-940 Battery Charger (or equivalent)

Work Procedure

 **Tip:** If Campaign Completion label is present, no further work is required


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

EXAMPLE

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

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. ©2014 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Update Programming Procedure



Tip:

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



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.



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.
- Switch off the headlights, radio, HVAC, and all other battery consumers.
- Open the hood.
- If necessary, open/remove the battery cover.
- Connect the battery charger to the vehicle.
- Connect the VAS tester to the online 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.



WARNING:

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update.
<See pictures>

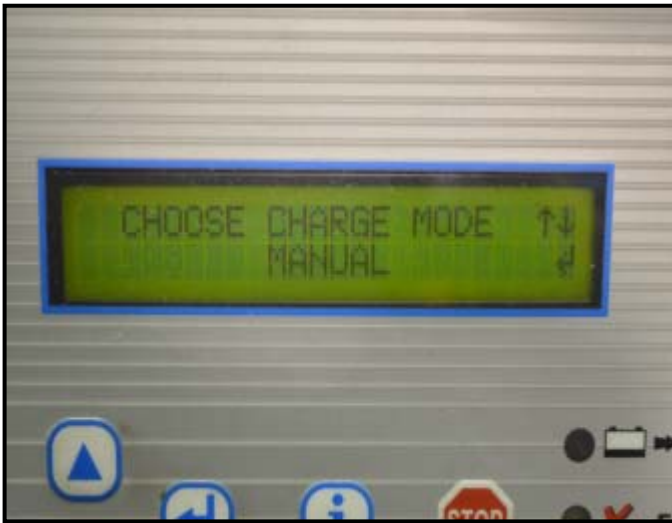
Prerequisites for SVM software update

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



CAUTION: 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.

Proceed to Section C



Section C – Update Distance Regulation Control Module Software.

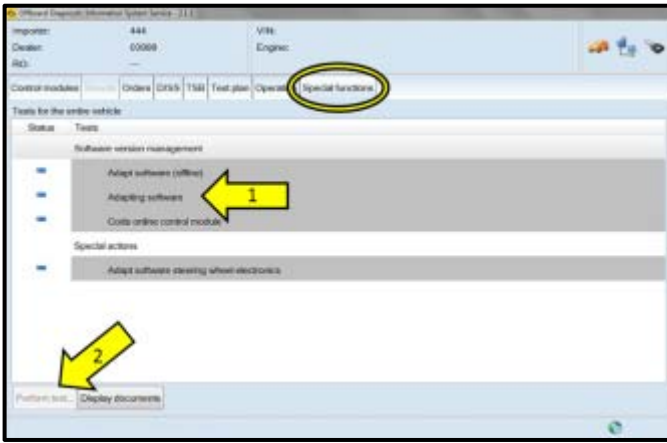
- ⇐ Install the inCharge 940 battery tester onto the vehicle, switch the tester on, then select the “manual” option <as shown>.
- Follow the on screen prompts to charge the battery during the SVM procedure.



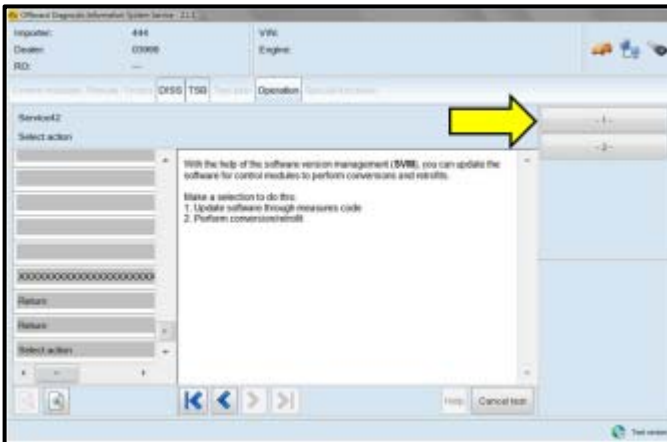
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Attach an appropriate VAS tester to the vehicle.
- Start the ODIS program.
- ⇐ Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.

- Using ODIS, perform a Guided Fault Finding scan of the vehicle.

Note: If GFF does not interrogate all control modules, manually select and interrogate remaining modules before proceeding. Address or record all DTCs related to a customer concern before continuing. Sporadic communication DTCs will be created during the flash procedure and must be erased with all other sporadic DTCs by GFF after exiting the flash test plan.

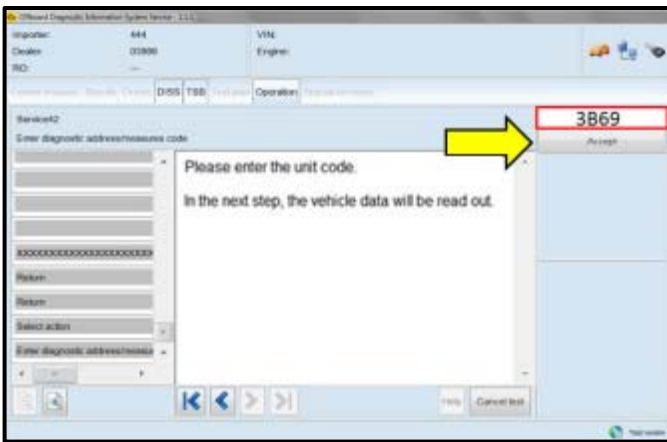


← Once the GFF scan is complete, select “Special functions” <circle>, then “Adapt software” <arrow 1>, then select “Perform test” <arrow 2>.



← Select the appropriate option to update “through measures code” <arrow>.

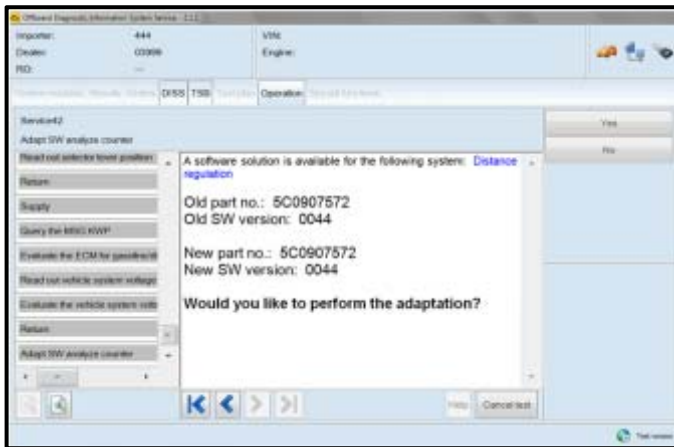
⚠ Note: Read this screen carefully. The option to update software through measures code is **NOT** always selection #1 on this screen.



← Enter “3B69” <as shown>.

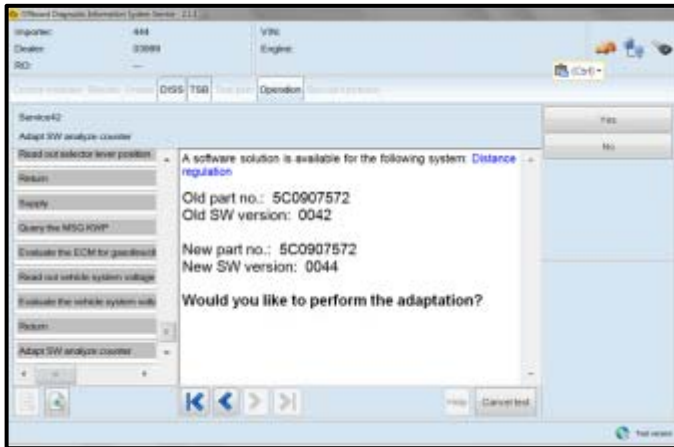
← Select “Accept” <arrow>.

Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
Jetta	All	5C0 907 572	0042 0043	5C0 907 572	0044	3B69



⇐ Compare the old and new part number and software version.

⇐ If the old and new software versions displayed are the same <as shown>, **proceed to Section D.**



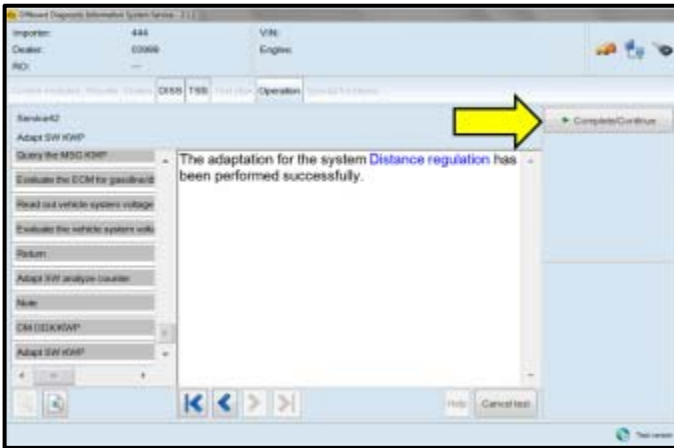
⇐ If the old and new software versions displayed are not the same <as shown>, Select “Yes” and follow the on-screen prompts to complete the test plan.

- Reference the Software Change Table above for affected control modules.



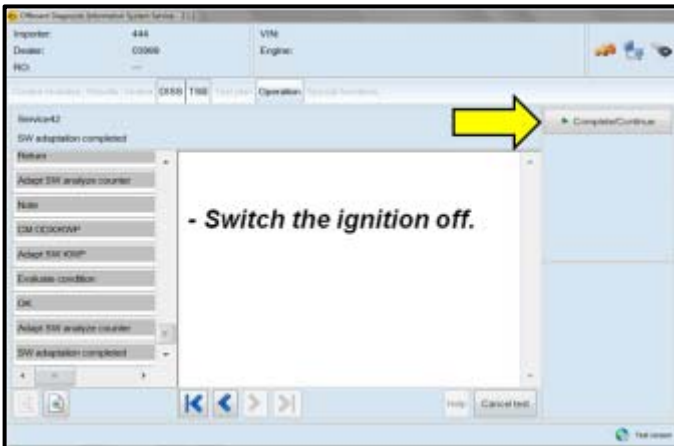
CAUTION:

The windshield wipers may cycle during any software update. DO NOT set anything on the windshield during any flash procedure. Damage to the windshield, wipers, or etc. will not be covered under this action.

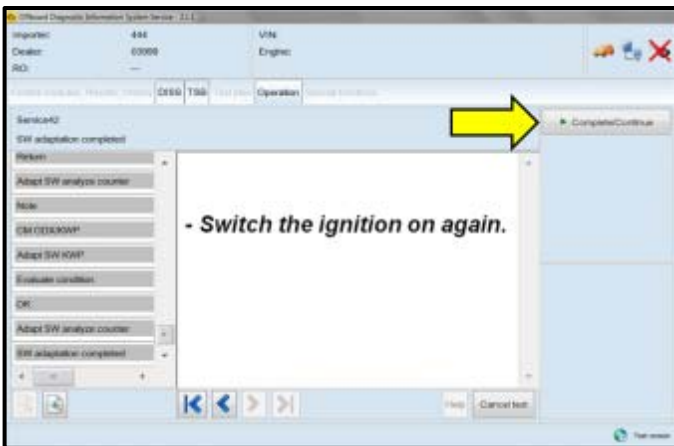


⇐ When the SVM update is complete a confirmation message is displayed <as shown>.

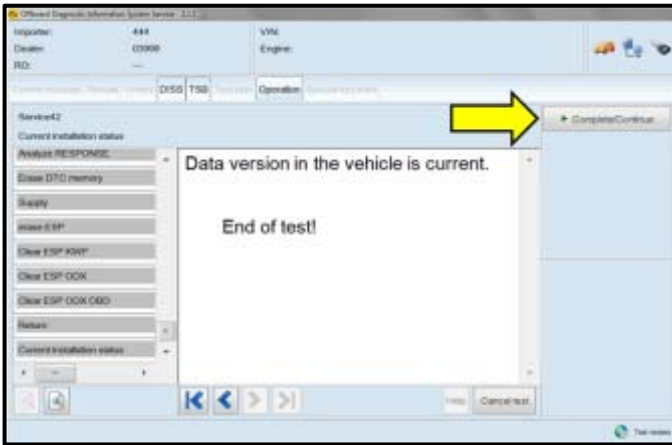
⇐ Select "Complete/Continue" <arrow>.



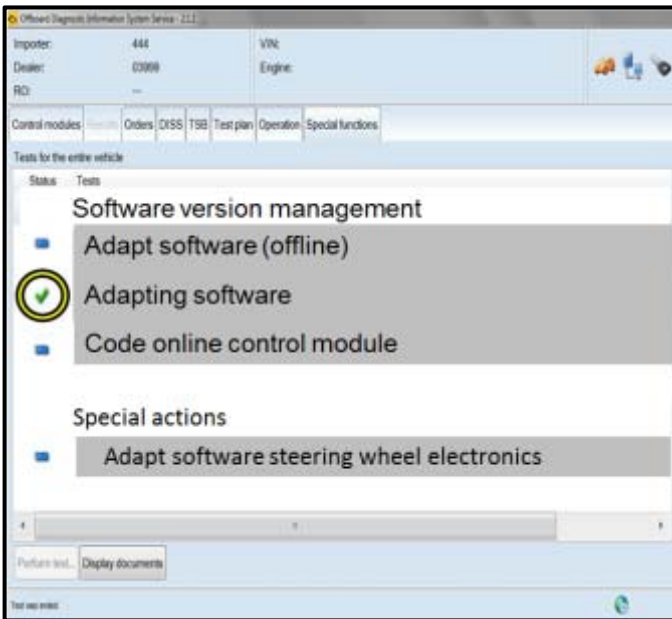
⇐ Switch the ignition off, then select "Complete/Continue" <arrow>.



⇐ Switch the ignition on, then select "Complete/Continue" <arrow>.



← Select “Complete/Continue” <arrow>.



← The green check mark <circle> indicates the test plan was successfully carried out.

- Clear all DTCs.



Tip: In order to clear all DTCs from the vehicle it may be necessary to re-scan the vehicle using GFF prior to clearing faults.

- Release the parking brake.
- Disconnect the VAS tester.
- Switch off and disconnect the inCharge 940.
- Reinstall/close the battery cover.
- Close the hood.

Proceed to Section D



Section D – Verify the Front Assist Feature is Activated


- ⇐ Using the steering wheel controls, navigate to the “Settings” menu in the MFI <as shown>.
- ⇐ Select “Assistants” <arrow>.




- ⇐ Select “Front Assist” <as shown>.



← Activate the “Front Assist” option <as shown>.

 Note: Completion of this software update and activation of the Forward Collision Warning System (Front Assist) in the MFI serve as validation of the Front Assist system operation.

 **WARNING:**
DO NOT attempt to test the operation of the Front Assist system, or validate customer complaints related to the Front Assist system under any circumstances. The proper functionality of this feature CANNOT be validated safely during real world driving conditions or on any public street.


Work Complete – Proceed to Section E

Section E – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.

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

 **Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

ALL WORK IS COMPLETE