

UPDATE Technical Bulletin

SB-10057038-8493



October 1st, 2014

23N7 UPDATE - TDI Battery Management Software (FED_EMS)

NOTE:

- Perform this UPDATE on all applicable vehicles within the Federal Emissions Warranty.
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:

Required DMS Wording/Programming Text (SAGA claim comments): UPDATE Code 23N7 TDI Battery Management Software (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code
Passat	2015	2.0L TDI (CVCA)	All
Jetta	2015	2.0L TDI (CVCA)	All
Golf	2015	2.0L TDI (CRUA)	All
Beetle, Beetle Convertible	2015	2.0L TDI (CVCA)	All

REVISION HISTORY		
Revision	Date	Purpose
1	October 1st, 2014	Original publication

Condition

This update has been proactively released to prevent the battery from becoming discharged due to a unique set of circumstances during the CAN bus diagnostic phase, leading to excessive parasitic draw and a discharged battery while the vehicle is parked.

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This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 23N7 code in Elsa, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

The battery can become discharged when the ECM “wakes-up” the CAN bus to do a diagnostic (~9 hours after vehicle shut-off). During that diagnostic time-window, if the door is opened or the ignition is switched ON, the ECM goes into a mode that can continuously wake-up the CAN bus, leading to excessive parasitic draw and a discharged battery while the vehicle is parked.

Production Solution

New software implemented into production CW37.

Service

NOTE:

- *Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE 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 UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

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

EXAMPLE

Two green arrows labeled '1' and '2' point to the '01' and 'Open' cells respectively.

Step 1:

- 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

Step 2:

- According to the table below, check and if necessary, update software:
ODIS – enter Start Diagnosis=> Special Functions=> Adapt Software test plan.



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 in accordance with Special Tools and Equipment - Service Information Circular # 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 using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure. **Also, ensure that the tester is not communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. 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!

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1. Connect battery charger and scan tool to vehicle and navigate to Guided Fault Finding=>Diagnosis=>Special Functions=>Adapting Software=>Perform Test.
2. Update the Engine Control Module using the SVM Unit code as listed in the table below:
3. If necessary, refer to instructions in TB, 2014603: 00 Software Version Management (SVM), operating instructions.

Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
Passat	CVCA	04L906016AF	All	04L906016AF	8275	3B57
		04L906016AE		04L906016AE	8272	
Jetta	CVCA	04L906016AJ	All	04L906016AJ	8273	
		04L906016AK		04L906016AK	8276	
Golf	CRUA	04L906021D	All	04L906021D	8278	
		04L906021C		04L906021C	8277	
Beetle, Beetle Convertible	CVCA	04L906016AG	All	04L906016AG	8271	
		04L906016AH		04L906016AH	8274	



Tip: After the software update, when the ignition is switched on, it is possible that the TPMS light may flash and/or remain illuminated and DTC 01325 tire pressure monitoring control module no signal/communication may be present. If this condition occurs, clear the fault codes in the ABS control module to correct the condition.

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Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in Elsa on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	<u>U.S. dealers</u> - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. <u>Canadian dealers</u> - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

SAGA Code 23N7 Claim Entry Procedure
Check Elsa to confirm that this UPDATE code is open <u>on the day of repair</u>.
Service No.: 23N7 Damage Code: 0099 Parts Manufacturer/Vendor Code: WWO <u>Claim Type</u> Sold vehicle = 7 10 Unsold vehicle = 7 90
<u>Accounting Instructions</u> Criteria I.D. 01 Check/UPDATE present. No further work required. Repair operation: 0183 00 99 10 TU -- OR -- Check software, new software available. Install new ECM software. Repair operation: 2360 25 99 40 TU <p style="text-align: center;"><i>There is NO reimbursement for wash or loaner vehicle!</i></p>
<u>If the vehicle is outside of the specified warranty period OR if customer refused repairs.</u> <u>U.S. dealers:</u> Submit the request through WISE under the <u>Campaigns/Update/Recall Closure</u> option. <u>Canadian dealers:</u> Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

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Required Parts and Tools

Tool Description	Tool No:
Always ensure the ODIS Service application and brand diagnostic data versions are up-to-date prior to performing SVM.	VAS Diagnostic Device

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

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UPDATE FACT SHEET – UPDATE Code 23N7

Dear Volkswagen Customer,

Today we performed UPDATE code 23N7 on your vehicle. This UPDATE ensures the latest software is present in your vehicle, and was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!