

UPDATE Technical Bulletin



December 03, 2014

37J2 UPDATE – AQ250 TCM Software (FED_EMS)

NOTE:

- This action is a vehicle UPDATE, ***not a Recall.***
- Perform this UPDATE on all applicable vehicles within 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 37J2 – AQ250 TCM Software (FED_EMS)

Model(s)	Year	Engine Code	Trans. Code
Passat	2015	All	AQ250
Jetta	2015	All	AQ250
Beetle, Beetle Convertible	2015	All	AQ250
Golf	2015	All	AQ250

REVISION HISTORY		
Revision	Date	Purpose
1	December 03, 2014	Original publication

Condition

This update has been proactively released to prevent harsh shifting and perceived hesitation.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 37J2 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.

UPDATE Technical Bulletin



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Technical Background

It is possible that some customers may experience harsh shifting concerns and/or perceived hesitation concerns under certain driving conditions related to TCM software calibration.

Production Solution

New software introduced CW49/14.

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.*

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

EXAMPLE

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 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.



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!

SVM Update Instructions




- Connect the 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 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>

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*.

UPDATE Technical Bulletin



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Model	Engine	Old Software Part No.	Old Software Version	New Software Part No.	New Software Version (or higher)	SVM Action Code
Passat	1.8T	09G927749B	2784	09G927749B	2855	3B8B
Jetta		09G927749A	2785	09G927749A	2856	
Beetle, Beetle Convertible		09G927749	2495 2507 2528 2568 2660 2740 2786	09G927749	2857	
Golf		09G927749D	2509 2549 2563 2694 2697	09G927749D	2866	

- Exit GFF and send the diagnostic protocol on-line when prompted.

UPDATE Technical Bulletin



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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 37J2 Claim Entry Procedure
Check Elsa to confirm that this UPDATE code is open <u>on the day of repair</u>.
Service No.: 37J2 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/UPDATE not present. Install new TCM software. Repair operation: 3730 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.



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
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS

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.

UPDATE Technical Bulletin



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UPDATE FACT SHEET – UPDATE Code 37J2

Dear Volkswagen Customer,

Today we performed UPDATE code 37J2 on your vehicle. This UPDATE installs the latest available production level software for your transmission control module, 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!