



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
GTI/Golf	2015	All	All	All	All

Condition

87 14 11 September 30, 2014 2038081

Air Conditioning Inoperative and or DTC B10A911 Present HVAC Fault Memory

Technical Background

The following conditions may be present:

- Fault in HVAC control module, B10A911: Activation A/C compressor Short circuit to ground.
- The air conditioning may or may not be inoperative.

Production Solution

Final production solution pending.

Service

Condition1: AC inoperative, DTC B10A911 stored in HVAC control module

- Verify Customer concern of AC inoperative with DTC B10A911 stored in HVAC control module.
- Check HVAC control module software level.
- If the HVAC control module software can be updated, perform the SVM process below using GFF.

⚠ Note:

If the SW level is already at 1001 this bulletin does not apply. Further diagnosis is required.

- After SVM update, verify air conditioning compressor is operational and AC is cooling. Take vehicle on extended road test to be sure compressor is operating properly.

⚠ Note:

If the Air Conditioning is still inoperative after updating the HVAC software further diagnosis is required.

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Condition 2: DTC B10A911 is stored in HVAC control module during vehicle scan using GFF

DTC B10A911A may be present in the HVAC control module fault memory without causing an air conditioning concern. Check the HVAC controller software level and update using the SVM process using GFF.

Tip:

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 ODIS application and starting control module update process, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VVT-12-02. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

Update Programing Procedure:

 **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!

- Make sure that a Volkswagen approved battery charger/maintainer is connected to the vehicle battery.
- To perform the software update, after the full vehicle scan, click on the “Special Functions” tab and select “Adapting Software”.
- Update the software of the air conditioning control module (diagnosis address 08) via the Software Version Management (SVM) according to the following table. Observe the **SVM code**.

Model(s)	Engine	Old Software Version	New Software Version	Released	SVM Code
GTI/Golf	2015	0705	1001	27/2014	3AF0
GTI/Golf	2015	0805	1001	27/2014	3AF0
GTI/Golf	2015	0907	1001	27/2014	3AF0

The SVM flash procedure can be found in GFF under Functions/ Component Selection, Software Version Management, Adapting Software.



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Warranty

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
GTI/Golf	2015	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
8704	0039	--		Use applicable when indicated in Elsa (L/R)	
Parts Manufacturer		GTI/Golf		WVO ²⁾	
Labor Operation ³⁾ : Charge Battery			27068950 = 10 TU		
Labor Operation ³⁾ : Update Programming			See GFF Time expenditure		
Causal Part: Select Labor Operation			01500000		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 50 TU max.			YES	
Road Test	01210004 = 10 TU (claim for condition 1 only)			YES	
Technical Diagnosis	01320000 = 00 TU max.			NO	
Claim Comment: Input "As per Technical Bulletin 2038081" in comment section of Warranty Claim.					
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only					
²⁾ Code per warranty vendor code policy.					
³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.					
⁴⁾ Documentation required per Warranty Policies and Procedures Manual.					



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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with ODIS Service with: current online updates

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.