# Technical Bulletin

| Model(s) | Year(s) | Eng. Code(s) | Trans. Code(s) | VIN Range From | VIN Range To |
|----------|---------|--------------|----------------|----------------|--------------|
| Routan | 2010 | All | All | All | All |

## Condition

**96 14 05** May 19, 2014 **2028471** <mark>Supersedes T.B. V961201 dated March 9 2012 to update Causal Part comment in warranty table and update procedural steps using wiTECH™.</mark>

**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.

**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 | 2010 | 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 | CWM2028471 | | **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** |
| **Claim Comment: Input "As per Technical Bulletin 2028471" in comment section of Warranty Claim.** | | | | | |

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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.**