



Service Action

Code: 47DM

Subject Vehicle Software Update for Travel Assist/Emergency Assist

Document History

Date	Summary
08/06/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	TIGUAN	50,625
CAN	2025	2025	TIGUAN	10,582

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

About this Service Action

Volkswagen is providing a software update designed to prevent the Travel Assist/Emergency Assist feature from inadvertently deactivating when a brake-jolt warning is detected.

Code Visibility

On or about August 06, 2026, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in August 2026. Owner notification examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **September 19, 2030**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	47DM		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0150 00 10	SEE ELSA	GFF/Guided Functions (setup + battery charger)
	0150 00 60	Time stated on diagnostic protocol (up to 30 TU)	GFF/Guided Functions (software update)
	NOTE: Only the time on the diagnostic protocol should be claimed under LO 0150 00 60. Claims may be audited to ensure the time claimed matches the time stated on the diagnostic protocol related to this repair.		

Customer Notification Example - POSTCARD TEXT (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE><LAST 8 OF VIN>

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Volkswagen is providing a software update designed to prevent the Travel Assist/Emergency Assist feature from inadvertently deactivating when a brake jolt warning is detected. This work will take about an hour to complete and will be performed for you free of charge.

Please contact your authorized Volkswagen dealer to schedule this work or visit www.vw.com to find a dealer near you.

This service action will be available free of charge **only until September 19, 2030.**

Volkswagen Customer Protection

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

Customer Notification Example - POSTCARD TEXT (CANADA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE><LAST 8 OF VIN>

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Required Tools



Battery Tester/Charger
-VAS5908-
(or equivalent charger with
a current rating of at least
70A)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

i TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

⚠ CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B.

⚠ 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!

Section B – Update Brake Booster Control Module Software

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts **(or higher, if directed in the work instructions)** for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

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.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure the scan tool is configured to the dealer's Edgebox (not the WebFD workaround).
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.

- Ensure the key is placed on the reader coil located in the cupholder.



- Use operating mode, DIAGNOSIS.
- Select "SVM – Code Input".
- Enter SVM code **54BF** and follow the on screen prompts.
- When the message below is displayed on the screen, the engine must be started, ran for five seconds, shut off and ignition (15 power) turned back on. This must be done for communication faults to be automatically cleared when exiting Diagnosis. If faults do not clear automatically, they can be cleared using Self-Diagnosis (*Self-diagnosis > OBD customer service > Mode 04: Erase DTC memory*).



Action: Message

The following control modules have been updated to a recent version number:

1: 0023 Brake boost Flashing OK + DSDL2 OK + Adaptation/calibration OK

- Ensure the diagnostic log is sent to GFF Paperless after completion.

Work is Complete

NOTE

If fault "P160900: Crash shut-off was triggered" is stored, perform the following steps to automatically clear the faults:

- Switch the ignition off
- Start and run the vehicle for approx. 5 seconds
- Switch the ignition off
- Switch the ignition on
- Continue with diagnostic exit to clear the remaining fault

DA	Old SW Part Number	Old SW Version	New SW Part Number	New SW Version
0023	3WA909059L	0485	3WA909059R	0486

IMPORTANT

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.