

VW ElsaWeb Newsletter



Das Auto.

Edition 13: November 26, 2012

Content

- [Quality Rewards Program](#)
- [Feedback Corner](#)
- [Technical Bulletins](#)
- [Tech Tips](#)
- [Campaigns](#)
- [Updates](#)
- [Repair Manuals](#)
- [Wiring Diagrams](#)
- [Suggestions](#)



Quality Rewards Program

The ElsaWeb Feedback Quality Rewards program was a huge success in 2012 and we thank all of you who took the time to participate by providing so much valuable feedback. The Quality Rewards program will be coming to a close at the end of 2012, but you can still earn generationVW bucks for each feedback that you send in until the end of the year.

Just because the rewards program is ending does not mean the feedback should. In 2013 we encourage you to continue sending in feedbacks to help increase the quality of the Service Information and make the content better for everyone. So, keep those feedbacks coming, and remember, the generationVW bucks are automatically added to your account and can be used for a variety of great prizes.

Rewards:

- 5 Feedback Submissions: Copper-colored magnetic coin, plus 500 generationVW bucks
- 10 Feedback Submissions: Silver-colored magnetic coin, plus 500 generationVW bucks
- 15 Feedback Submissions: Gold-colored magnetic coin, plus 5,000 generationVW bucks
- (Total of 6,000 Winner's Circle points possible)

Feedback Corner

This week's feedback is from Rene, regarding a 2010 Routan Tech Tip. He states:

"This Tech Tip doesn't apply to the Routan even though it pulls up by VIN. I was looking for info for the fuel filter and this Tech Tip didn't apply."

This feedback was reviewed by the Service Information Team and was updated in ElsaWeb to not show up for Routans, being it doesn't apply. Rene included his full name and email address with the feedback and will be receiving Generation VW Bucks for helping improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
4	15	2

*Please note that this feedback feature is not the place to obtain technical assistance on Volkswagen vehicles, or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue, or wish to report a technical issue, please create a Volkswagen Technical Assistance ticket and contact the Volkswagen Technical Helpline at (800)-678-2389.

[Back to top](#)

Technical Bulletins

No new Technical Bulletins in ElsaWeb.

[Back to top](#)

Tech Tips

Currently, the Service Information Team is working to move the Tech Tips to ElsaWeb. The Team has transferred the majority of the 2008–2012 Tech Tips to ElsaWeb and is continuing to work to transfer all Tech Tips over the next few months. The Team thanks you for your patience during this transition.

94-11-04TT - Powertrain Control Module (PCM) Adaptation					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009—2013	All	All	All	All

For any concerns regarding adaptation of the PCM, make sure the StarMOBILE diagnostic tool is updated to the latest level (currently 10.04.15) and use the following screens to perform the adaptation.

If StarMOBILE diagnostic tool requires software update, file can be downloaded from a link in document VSS-12-02, available on ServiceNet under Workshop Equipment> StarMOBILE Diagnostic Tool> Service Information.

61-12-04TT - Convertible Top Inoperative With Faults 03053, 03055, and/or 03057 Stored

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
EOS	2007—2013	All	All	All	All

When diagnosing a customer concern of convertible top inoperative with faults 03053-008 "Left Roof Pillar Lock Sensor G558 implausible signal", 03055-008 "Rear Window Frame Left Lock Sensor G560 implausible signal", and/or 03057-008 "Rear Window Frame Opening Sensor G562 implausible signal" stored in convertible top, start by inspecting M35 splice in convertible top harness. Splice is located near left rear convertible top drain, as shown below.

92-12-01TT - Rain Sensing Windshield Wipers

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012	All	All	All	All

Be aware that 2012 Passat vehicles are not equipped with the rain sensing windshield wiper function. This function may also be referred to as auto wipers or automatic wipers. The G397 Rain/light recognition sensor is present on all 2012 Passat vehicles, but this sensor is used only for auto headlamp function.

[Back to top](#)

Campaigns

No new Campaigns in ElsaWeb.

[Back to top](#)

Updates

No new Updates in ElsaWeb.

[Back to top](#)

Repair Manuals

No new Repair Manuals in ElsaWeb.

[Back to top](#)

Wiring Diagrams

No new Wiring Diagrams in ElsaWeb.

[Back to top](#)

Suggestions:

Please send comments or suggestions to: ywoa.WorkshopInformation@vw.com

[Back to top](#)

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