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VW Elsa Newsletter



Das Auto.

Edition 67: December 23, 2013

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Volkswagen Technical Assistance Holiday Hours

The VW Technical Assistance Center holiday schedule will be as follows:

December 23	Open 8:00 a.m.–8:00 p.m. Eastern time
December 24, 25	Closed (Christmas)
December 26, 27	Open 8:00 a.m.–8:00 p.m. Eastern time
December 28	Open 8:00 a.m.–5:00 p.m. Eastern time
December 30	Open 8:00 a.m.–8:00 p.m. Eastern time
December 31	Closed (Holiday)
January 1, 2014	Closed (Holiday)

Diagnostic Tester Software Support (DTSS) 888-896-1298 Holiday Hours:

Christmas:

- Tuesday, Dec. 24 through Thursday, Dec. 26: Closed
- Friday, Dec. 27: Open with limited staff

New Year's:

- Monday, Dec. 30: Open with limited staff
- Tuesday, Dec. 31 and Wednesday Jan. 1: Closed

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ODIS GFF Feedback

We would like to thank all of who have taken the time to submit ODIS diagnostic feedback during the past few months. The response has been outstanding. In that time, we have processed hundreds of feedbacks. Some of the top contributors are:

1. Donn Mihara
2. Thomas Woodall
3. Randall Fenton
4. Burnsville Volkswagen
5. Rob Ounpuu
6. Danny Candler
7. Brad Sellars
8. Rick Barsby
9. David Knight
10. Jason Leggat
11. Douglas Stoessner
12. Patrick Pouliot
13. Rich Cervantes

Thanks to these people, and many others, dozens of issues have been resolved. Among the top feedbacks that have been submitted, here are a few that have been fixed recently:

Issue Description	Model(s)	Feedbacks
Statistics data lockup	Late model 2.5 L & 2.0 L	138
Text and menu strings displayed incorrectly	All	39
Function test missing 'Continue' or 'Complete' button	All	38
Error message when deactivating transport mode	2014 Beetle, Jetta, Passat	15
Mode 6 data lockup	2012 Passat TDI	14

Tips for Submitting ODIS Feedback

When submitting ODIS feedback, please try to include at least one screen print, especially for error messages or text problems, and a brief description of the problem or error, including what you were doing when the problem or error occurred. Text can be added to a feedback by clicking in the spaces above or below the inserted screen print(s). If the tester does not have the mailbox configured, you can save the feedback information to the tester desktop, and email the feedback. The email address is Diag-Feedback@vw.com.

It is very important to keep you tester updated to the latest version of ODIS. Currently, that version is 2.0.2 1925.31680.

If you have any questions or comments about submitting ODIS feedback, please email us at Diag-Feedback@vw.com. We will respond to all inquiries.

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Technical Bulletins

01 13 38 - 2034844 Supersedes V01 1320 dated July 31, 2013 as software is fully released. Update Programming, Sporadic Misfire Faults Stored in ECM Fault Memory.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013–2014	1.4L (CNLA)	7spd Auto DSG (OCG) DQ200	All	All
During normal operation of the Jetta Hybrid, the electric drive motor will be activated as a generator to charge the High Voltage Battery. Once the High Voltage battery has reached a 100% state of charge, the regenerative function will shut off and the electric drive motor load will be released. Under certain driving conditions, this release of load from the engine can result in sporadic misfire faults storing in the Engine Control Module fault memory. Production Solution: Improved software implemented into production.					

30 13 03 - 2028714 Supersedes T. B. V301302 dated August 19, 2013 to update part suffix number.

DTC P2711 Implausible Transmission Shift Sequence Stored in the Transmission Control Module

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
A5 Jetta Wagon, A5 Golf	2009	All	DSG (02E)	All	All
(A5) Jetta Sedan	2009–2010	All	DSG (02E)	All	All
(A6) Jetta SportWagen, Golf Wagon	2010–2012	All	DSG (02E)	All	All
CC, Eos	2009–2012	All	DSG (02E)	All	All
Passat	2012	All	DSG (02E)	All	All

Debris in the clutch assembly causing too much drag torque from the multiple clutch.

Production Solution: Updated clutch installed as of March 12, 2010.

Pending Service Solutions

No new pending service solutions this week.

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Tech Tips

24-13-06 Fuel injector seals for 2.0L (CBPA) engine code

Model(s)	Year	Eng. Code	Trans. Code
Jetta	2011–2014	All	All

Fuel injector seals are available separately for service repairs. It is not necessary to replace the complete fuel injector if a seal (upper or lower) is needed. Please see ETKA for the latest parts information.

87-11-01 A/C Control Module Basic Settings

Model(s)	Year	Eng.Code	Trans. Code
Jetta	2011–2013	All	All
Beetle	2012–2014	All	All

To set basic setting on the Climatic control module after replacement for fault code 00898 follow steps below:

- Set the blower on position 1 or 2
 - Start the engine
 - Press and hold the defrost and a/c buttons at the same time
- Hold the buttons for 5-7 seconds until the defrost, A/C, and recirc buttons are illuminated
- Restart the vehicle and recheck all functions before returning the vehicle to the customer

72-08-02 Third Row Seating

Model(s)	Year	Eng.Code	Trans. Code
Routan	2009–2013	All	All

Pulling up on any of the third row seating legs is not recommended (Figure 1) as this may cause the leg(s) to not fold flat when the seat is in the stowed position (figure 2). If the third row seating leg(s) do not fold flat into the seat, the tension spring on the affected leg(s) will need to be replaced. Repair kit part numbers, for reference only, are as follows:

- 7B0898305 Spring repair kit for folding seat leg (manual folding seats)
- 7B0898305A Spring repair kit for folding seat leg (power folding seats)

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Campaigns

No new campaigns this week.

Updates

No new updates this week.

Suggestions

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

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