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# VW Elsa Newsletter



Das Auto.

Edition 63: November 25, 2013

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## ElsaPro Reminder: Webinars and Job Aids

We wanted to remind everyone of the Job Aids available for ElsaPro stored in ServiceNet. You can find the "ElsaPro Job Aids" under the *Technician References* section. The current aids available are:

- User interface mapping
- ETKA integration instructions
- Webinar registration instructions

The ElsaPro webinars are available every week, Tuesday and Thursday at 3 PM Eastern Standard Time, until the end of the year. Tuesday webinars cover new features of ElsaPro and Thursdays concentrate on DMS integration.

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## Feedback Submission Reminder

An efficient feedback is one that is created in the correct reference medium with a complete document path. Correct categorization of your feedback ensures proper routing to the responsible Service Information Team member and avoids delays in feedback resolution.

For example, when you have a feedback regarding a labor operation, make sure you are in that specific SRT procedure, and you have not moved to another section, such as a repair manual procedure.

This is important because:

- The reference medium of your feedback is populated automatically at the time you select the "Create" button on the Feedback screen.
- The document path also is populated automatically.

Being in the correct place when creating a feedback ensures that the appropriate Service Information Team member is reviewing the correct information to fix any errors as well as providing you with a quick response.

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## Technical Bulletins

**01 13 37 - 2012810 Supersedes T. B. V011336 dated November 13, 2013 to update applicable model table.**

**Update Programming, ECM, TCM Software Update and Valve Body Replacement for Harsh Up - Down Shift from Transmission when Cold**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2007–2008	2.0L (BPY)	6 Spd Auto	All	All
Jetta, Jetta Wagon	2007–2008	2.5L (CBTA, CBUA)	6 Spd Auto	All	All

Customer may experience harsh up shift in gears 1-2 and 2-3, or harsh down shift in gears 3-2 and 2-1. The symptom is most noticeable at transmission temperatures below 60°C (140°F).

No DTCs are stored in the TCM or the ECM for this complaint. Comfort concern only.

**Production Solution:** Updated transmission valve body, ECM and TCM software.

## Pending Service Solutions

No new pending service solutions this week.

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## Tech Tips

**00-13-04TT - All Models 2000–2014 - Part ordering**

Model(s)	Year	Eng. Code	Trans. Code
All	2000–2014	All	All

If a needed service part is on back order, upgrade the daily order to a red order and check the “Car Down” box to escalate the order. If parts assistance is needed, please call 800-767-6552 to speak with a VWGoA Parts Specialist.

**44-13-04TT - Steering Wheel Off Center**

Model(s)	Year	Eng. Code	Trans. Code
Jetta, Jetta Sportwagen, Golf, GTI, Passat, CC, Tiguan, Touareg, Routan	2012–2014	All	All

This Tech Tip was established to explain the influence the adjustable steering column tilt position has on the steering wheel being off center and to provide information on checking for steering wheel off center.

### **Influence of the Steering Column Tilt Position**

Due to the design of the adjustable steering column, a level steering wheel can vary up to 2.4 degrees in total from the level position depending on the tilt adjustment of the steering column. In the full up steering column tilt position, the steering wheel is set approximately 1.2 degrees off center to the right and accordingly, 1.2 degrees to the left in the full down tilt position. When the steering column is in the center tilt position the steering wheel is level.

**When checking if the steering wheel is level (centered), make sure that the steering column adjustment is in the center tilt position.**

If the steering wheel is off center when the steering column is in the center tilt position, perform vehicle four wheel alignment to correct the steering wheel level position. See TT 44 13 03 – Four Wheel Alignments.

**Note: DO NOT remove the steering wheel from the steering column to correct steering wheel off center.**

### **50-12-01TT - Water Leak into Front Passenger Compartment November 22, 2013: Update to Information.**

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

A concern of water leak into the front passenger compartment may be caused by a seam sealer skip or hole in the area around hood hinge or behind front fender.

Isolate leak location by switching HVAC blower on high, with all doors and windows closed, and then spraying soapy water, or a foaming cleaner, over seam sealer. If bubbles are observed at any point during this test, repair leak at location of bubbles using an appropriate seam sealer.

### 80-13-02TT - Broken or Difficult to Adjust, Dash Panel Air Vents

Model(s)	Year	Eng. Code	Trans. Code
Eos, Golf, GTI, Jetta, Passat/CC, Touareg, Beetle, Beetle Convertible	2013–2014	All	All

When performing repairs on air vents under warranty, it is important to determine if the damage was caused by outside influence or customer abuse. If there are no signs of abuse, please replace the vent(s). DO NOT disassemble or in any way attempt to repair the vent(s).

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## Campaigns

### UPCOMING SAFETY RECALL 34F6 - DQ-200 Direct-Shift Gearbox STOP-SALE CODE FOR INVENTORY VEHICLES - STP1

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013–2014	All	All	Affected inventory will be identified with the code STP1.	Affected inventory will be identified with the code STP1.

Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop.

Loss of motive power while driving may increase risk of a crash.

All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.

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## Updates

No new updates this week.

## Suggestions

Please send comments or suggestions to: [ywoa.workshopinformation@vw.com](mailto:ywoa.workshopinformation@vw.com)

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