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VW Elsa Newsletter



Das Auto.

Edition 53: September 16, 2013

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Carlisle Technician Survey

The Service Information team would like to encourage all technicians to take a few minutes to complete the 2013 Carlisle Technician survey. Your input is very important to us as we determine the projects we will focus on to support you by improving the performance and quality of our information.

We want to assure you that all of your responses will be held strictly confidential and will not be shared with your dealership.

Thank you for your contribution,
Your Service Information Team

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Feedback Corner

We have been receiving many requests to fix the Technical Bulletin list to fully populate when clicking on Technical Product Information. We have reviewed this feedback with our ElsaPro team and we have experienced this issue as well and have noted it is as a system functionality matter. As a result, we are working with Germany to resolve this.

This should be corrected in the upcoming weeks, but we currently do not have a specific time/date that can be provided. In the meantime, you may use the improved search function if you cannot readily identify a TSB quickly. We apologize for any inconvenience this may cause, but please be assured we are working to resolve this issue as quickly as possible.

| Feedback Status | | |
|-----------------|-----------|------------|
| New | Completed | To Factory |
| 31 | 17 | 8 |

*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.

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Technical Bulletins

| 01 13 31 - 2027780 Supersedes Technical Bulletin V011309 dated March 11, 2013 due to Update Programming to Improve Cold Start - Rough Idle Concern Unsuccessful Car-Net™ Over The Air Registration (OTAR) during PDI | | | | | |
|---|-------|-----------|---------------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Touareg | 2011– | 3.6L | 8 Speed Automatic / | All | All |

| | | | | | |
|--|------|--------|--------|--|--|
| | 2012 | (CGRA) | AL1000 | | |
| <p>Customers may complain of a rough running condition that occurs during cold start. <u>DO NOT</u> replace any parts for this condition. This condition as described <u>does not</u> affect vehicle performance or operation.</p> <p>Production Solution: Improved software.</p> | | | | | |

| 27 13 02 - 2018694 Supersedes V271202 dated March 30, 2012 to include additional model year applicability. | | | | | |
|---|-----------|-----------|-------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Routan | 2009–2014 | All | All | All | All |
| <p>When testing the original factory battery in the Routan, for warranty purposes it is required to use the CCA rating of the factory battery label.</p> <p>Production Solution: No production change.</p> | | | | | |

Pending Service Solutions

No new pending service solutions this week.

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Tech Tips

| 42-08-01TT - Clicking Noise from Rear End | | | |
|---|-----------|-----------|-------------|
| Model(s) | Year | Eng. Code | Trans. Code |
| Touareg | 2004–2010 | All | All |
| <p>For a complaint of “clicking noise when backing up and then braking”, be sure to check the lower outboard control arm in the rear suspension for any play in the bushing.</p> <p>The noise could be mistaken for a differential noise if using chassis ears, because of the noise transferring through the rear axle.</p> <p>The bushing is available separately and part number (7L0 407 183 A) can be used as reference.</p> <p>Check with the parts department for the latest part number</p> | | | |

57-12-03TT - Remote Functions Inoperative and/or Faults 00955, 00956, 02660

September 13, 2013: Update to Applicability.

| Model(s) | Year | Eng. Code | Trans. Code |
|---|-----------|-----------|-------------|
| Beetle, Beetle Convertible, Eos, Golf, GTI, Jetta, Jetta Sportwagen, Tiguan | 2012–2014 | All | All |

If the remote key fob is depressed repeatedly or a button is held down while outside the remote operating range, the key remote functions may no longer operate. Fault codes 00955 005 "Key 1 no or incorrect basic settings", 00956 005 "Key 2 no or incorrect basic settings", or 02660 "Radio Remote control operation not adapted" may be set in the Vehicle Electrical System Control Module - J519 - if GFF is run. Before running GFF or attempting any adaptation with the scan tool, attempt to restore remote functionality by following the key synchronization procedure below.

- Unfold the key bit on the vehicle key
- Remove the cap from the outside door handle on the driver door
- Standing immediately next to driver outside door handle, press the lock button on the vehicle key.
 - Within one minute, manually unlock the vehicle using the key.
 - Reinstall the cap.

This procedure can be found in the vehicle's Owner Manual for customer reference.

80-13-01TT - Passat-Blower Motor-Fault Diagnosis

| Model(s) | Year | Eng. Code | Trans. Code |
|----------|-----------|-----------|-------------|
| Passat | 2012–2013 | All | All |

If the vehicle comes in with a blower concern, check for DTCs. If DTCs are found, use the table below (refer to Tech Tip in ServiceNet) to diagnose concern.

91-13-08TT - Car-Net™ Operating Control Unit (OCU) Service Guidelines & General Information
September 13, 2013: Update to Information.

| Model(s) | Year | Eng. Code | Trans. Code |
|--|------|-----------|-------------|
| Beetle, CC, Eos, Jetta, Passat, Tiguan | 2014 | All | All |

1. OCU / Car-Net modules with software 078 or 086 SHOULD NOT be replaced for the following fault code: B201700: Control module locked
2. SW 078 equipped cars will have a brief "Chirp" or "In - Band modem noise" when making a connection. This is a characteristic operation and no repairs should be performed.
3. Swapping of OCU modules from car- to- car for diagnosis or repair is discouraged as corruption of stored vehicle data and subscription information within OCU is possible.
4. Current Service Parts should have software level of 086 (Software level 098 currently under development). It is not recommended to install lower software level into vehicle than was removed, i.e. DO NOT replace a SW086 with a SW078.
5. VAS PC does not support 2014 Passat. ODIS Service (at latest software level) MUST be used to communicate and diagnose these vehicles. Refer to TT 91-13-09 for information about Hotfix that must be applied to access OCU with ODIS Service 1.2.1.

Tip:

Car - Net equipped vehicles have PR code "EL2" and address word "75" along with 3- button assembly in overhead console. **Software related fault codes:** A fault related to the software level 078 or 086 noted above, will not cause any negative operational problems or customer - facing symptoms.

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Campaigns

| REVISION 20T8 - Revision - Certain 2009-2012 Model Year Vehicles with TDI® Clean Diesel Engine Install Misfueling Guard | | | | | |
|--|-----------|------------------------------|-------------|--|--|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Jetta, Jetta SportWagen | 2009–2012 | With TDI Clean Diesel Engine | All | Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility | Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility |
| Golf | 2010–2012 | With TDI Clean Diesel Engine | All | Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility | Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility |
| <p>As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.</p> | | | | | |

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Updates

No new updates this week.

Suggestions

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

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