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VW ElsaWeb Newsletter



Das Auto.

Edition 33: April 22, 2013

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Pending Service Solutions is Now Available

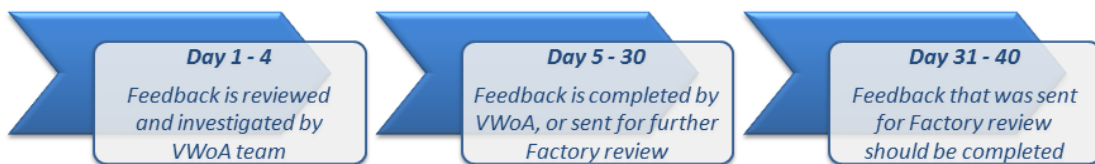
PSS was temporarily postponed but is now available on VWHub. To obtain access and training information, refer to ServiceNet service information VSS-13-08 – Pending Service Solutions Introduction (Technician References, Communications, 2013, VSS-13-08). We are confident that it will be another tool for ensuring customer satisfaction by keeping them informed of upcoming repair solutions.

Feedback Corner

Feedback is one of the most valuable tools that we the Service Information team, and you the dealer, have at our disposal. All feedback is treated as valuable and important to the quality of the information that you are provided.

Some feedback submissions can be handled within a few days; other submissions take much more research, review, and in many cases, revision to materials. Many times for us or the Factory to evaluate and adjust information, we must physically verify the concern on a vehicle. This becomes increasingly difficult the older a vehicle is, since it is not always quick, or even feasible, to locate a vehicle that is several years old. For these reasons, we cannot always guarantee how long any one feedback may take to complete.

The following chart illustrates our general goal for feedback review and completion time. Not every feedback will meet these specific days exactly, but it is always our goal to resolve feedback as quickly as possible. We hope that sharing this overall concept helps you to understand our internal process and gives you some insight into the feedback procedures. As always, your feedback is appreciated.



This week's feedback is from Michael regarding a 2012 Golf Wiring Diagram. He states:

"On page 145/6, can-l and can-h are both shown as pin 2 in T14f. Both circuits cannot be connected to pin 2, so please correct pin locations."

This feedback was reviewed by the Service Information team and was resolved. We really appreciate Michael sending in feedback to help improve the quality of the repair Information.

| Feedback Status | | |
|-----------------|-----------|------------|
| New | Completed | To Factory |
| 12 | 11 | 4 |

*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

| <p>20 13 03 - 2031426 Supersedes T.B. V201302 dated January 16, 2012 to include M.Y. 2008 applicability, which allows archiving of technical bulletin V201101.</p> <p>High Pressure Fuel Pump Diagnosis</p> | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------|-------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Tiguan, Eos, CC, GTI, Beetle, Beetle Convertible, Jetta | 2008–2013 | 2.0L(CCTA, CBFA) | All | All | All |
| <p>Completing the GFF high pressure pump function test is essential to diagnose proper pump operation and to avoid unnecessary replacements.</p> <p>Production Solution: Not applicable</p> | | | | | |

| <p>70 13 01 - 2033415 Noise from Door Panel while Driving</p> | | | | | |
|---------------------------------------------------------------------------------------------------------------------|-----------|-----------|-------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| All | 2013–2014 | All | All | All | All |
| <p>Noise could be described as a rattle, squeak, creak, etc.</p> <p>Production Solution: Not applicable.</p> | | | | | |

Pending Service Solutions

No new Pending Service Solutions in ElsaWeb.

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Tech Tips

72-13-01TT - Equipped with Memory Seat – Driver Backrest Operation

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

Be aware that the driver seat backrest on vehicles equipped with memory seats will not recline to the point of contacting rear seat. Maximum recline position is shown below. No repairs should be attempted to resolve this normal product characteristic.

61-08-05TT - Convertible Top Repair Tip

| Model(s) | Year | Eng. Code | Trans. Code |
|----------|-----------|-----------|-------------|
| Eos | 2007–2013 | All | All |

If, during diagnosis of the convertible top, the adjuster arm for the front lock is found damaged, order part number 1Q0898499 or latest supersession. This one part number will include both sides in the package. Adjuster arm location is shown below with painted roof pillar panel removed.

96-10-06TT - Immobilizer 2 – Key Adaptation and Part Number April 19, 2013: Update to Information.

| Model(s) | Year | Eng. Code | Trans. Code |
|----------|-----------|-----------|-------------|
| Cabrio | 1999–2002 | All | All |

If new keys cannot be adapted, they may possibly be the incorrect part number. Cabrio is equipped with two generations (Gen2 and Gen3) of Immobilizer 2. Use the Immobilizer Control Module Part Number to distinguish between Gen2 and Gen3.

- Immobilizers where the part number starts with **6H0** are Gen2 and should only use key part numbers **before and up to the VIN** range in ETKA.
- Immobilizers where the part number starts with **6X0** are Gen3 and should only use key part numbers **from the VIN range and up** as shown in ETKA. Currently,

the correct part number for an immobilizer 2 generation 3 key is 7M3 837 219H.
Always check ETKA for the latest part information.

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Campaigns

No new campaigns in ElsaWeb.

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Updates

No new updates in ElsaWeb.

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Suggestions

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

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