

A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [Elsa Newsletter](#) section in the Technician References menu.

VW Elsa Newsletter



Das Auto.

Edition 115: December 8, 2014

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ServiceNet Enhancement: Vehicle Diagnostics Category

Feedback during recent dealer meetings included comments that navigating ServiceNet to find diagnostic device hardware and Offboard Diagnostic Information System Service (ODIS Service) information was cumbersome.

This feedback was extremely valuable to us, and we are now very pleased to announce an enhancement to address this issue: Today we launched a new ServiceNet information category that is dedicated solely to diagnostic device hardware and ODIS Service information. It is entitled: **Vehicle Diagnostics**

To aid navigation, the Vehicle Diagnostics subsections clearly distinguish between diagnostic device **hardware & Windows®** and ODIS Service and wiTECH® diagnostic **software** platforms. Further subsections contain the FAQs, Service Information and related resources you are already familiar with.

For details refer to the table below and forward this message to all affected personnel:

Vehicle Diagnostics Subsection Titles	Applications	Information and Resources
Diagnostic Device Hardware & Windows	<ul style="list-style-type: none"> • All current and future VAS diagnostic laptop and tablet devices. • VAS 5054 Transmitter Head and future VCI devices. • VAS 6356 Test Instruments Box. 	<p>Service Information & FAQ topics on:</p> <ul style="list-style-type: none"> • New device unpacking and initial setup, • Device-specific hardware and Windows in-use performance and function issues. <p>Examples: Windows®, Bluetooth® & EDIC software configuration and performance, USB drivers, network configuration etc.</p> <p>Related software and patch files for download as applicable.</p>
Offboard Diagnostic Information System Service (ODIS Service)	<p>ODIS Service diagnostic software.</p>	<p>Service Information & FAQ topics on:</p> <ul style="list-style-type: none"> • ODIS Service diagnostic software licensing (eShop), installation, configuration, updates and in-use performance issues. • ODIS Service certificate requests (eCRMS) and installation. Related software and patch files for download as applicable.

Routan – wiTECH Diagnostics	wiTECH diagnostic software.	Service Information & FAQ topics on: wiTECH diagnostic software installation and configuration, updates and in-use performance issues.
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ODIS GFF Feedback

Special thanks to all of you who have taken the time to submit ODIS diagnostic feedback.

Because of your feedback, ODIS quality is improving with each new release. Some of the top feedback contributors for last month are:

1. Mike Nevins
2. Chris Hudson
3. Rob Ounpuu
4. Peter Lauterborn
5. John Matikainen
6. Rich Cervantes

The latest version for Volkswagen is:

Application v2.2.2 – Content v2.17.0.

The current ODIS Service version can be found on the VW ServiceNet home page under Alerts.

ODIS Hotfix Issues

Occasionally, hotfixes are provided by the factory to address specific tester issues. Please refer to the following guidelines for installing and using ODIS hotfixes.

1. Do not install any hotfix unless directed by the VW Technician Helpline.
2. All hotfixes must be removed as soon as the diagnostic session has been completed.
3. Do not share hotfixes between users and/or testers.

If a hotfix is left on a tester after the session has been completed, other diagnostic functions such as coding and adaptations may be affected. This issue has been reported to the factory and a resolution is pending.

Feedback by the Numbers – since October 2013

- Total VW Feedback Received: 2075
- Total VW Feedback Submitted to Factory: 780
- Total VW Feedback Closed: 603

Note: Not all feedback that we receive can be submitted to the factory for resolution. An issue may be rejected due to missing or incomplete information, out of date software, or because it is a duplicate of an issue already submitted.

ODIS Issues

1. ODIS queries user for VIN near end of diagnostic session when preparing to send the diagnosis log, even though VIN is displayed at the top of the screen. Issue has been submitted, and a resolution is pending.
2. 1. The Networking Diagram view in ODIS is not appearing after a recent update. As a workaround please use the Control Module List or update to the latest online update.
3. Logical Link failure reading IUMPR data when exiting GFF.
ECF_OPEN_LOGICAL_LINK_FAILED. Should be fixed with base software update 2.2.3.
4. Issues or errors when trying to run online coding or adaptations. May be related to a factory installed hotfix. Remove the hotfix. Refer to the ODIS Hotfix Issue section of this document.
5. The main ODIS screen may not refresh due to an anti-virus or anti-malware application locking a file or files, resulting in a blank window. To refresh the screen manually, use the zoom in / zoom out buttons at the bottom left corner of the main screen. (see below)



To get these issues corrected as soon as possible, please submit a new feedback each time you experience these issues.

When submitting ODIS feedback, please remember to include a screen print and description of the issue. Without this information, it may not be possible to address the issue.

If you have any questions, comments or suggestions regarding this document, or about submitting ODIS feedback, please email us at Diag-Feedback@vw.com. We will respond to all inquiries. [Back to top](#)

ElsaPro Update Reminder

Effective today, December 8, ElsaPro has been updated with the following:

- Updated information in the Elsa Pop-Up Box
- Reference Media Toolbar – New Icon
- High Voltage Vehicle Warning Message
- Technical Product Information Folder Content
- Internet Explorer 9 and 11 Compatibility

A detailed description of these updates is found on ServiceNet under Technician References>ElsaPro Job Aids>ElsaPro Updates - December 2014.

Offboard Diagnostic Information System Service (ODIS Service) – Installation Version 2.2.2 Reminder

Please be reminded that **ODIS Service Installation Version 2.2.2 DVDs** consolidate all application and brand updates released online up to the DVD pressing date.

Only if ODIS Service needs to be **reinstalled on existing devices to resolve malfunctioning software** (or otherwise installed on a brand new diagnostic device) should you obtain and use the Installation Version 2.2.2 DVDs.

To avoid confusion under the above scenarios and shorten the total installation and update time, **please locate and discard all previous Installation Version 2.1.0 DVDs on hand in your dealership.**

Please also remember that V2.2.2 is NOT an update version! **DO NOT** order and use the V2.2.2 DVDs on existing devices that already have the latest online updates installed and are functioning normally.

DVD Order details:

www.vw.techliterature.com - **order number: 1050020221**

Technical Bulletins

21 14 06 - 2036110 Supersedes technical bulletin V211405 dated July 21, 2014 to modify the 1st bulleted sentence in Step 2.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012–2014	2.0L TDI (CKRA)	All	All	All
Engine Lacks Performance, Shaft of Turbine Fan of Turbo Charger Broken or Seized Check Engine Light ON, Reduced Performance or Noise from Turbocharger. DTC P0299 may be stored in ECM.					
DTC	Description				
P0299	Turbo/Super Charger Underboost				
Production Solution: Implemented into production.					

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27 14 02 - 2011894 Supersedes Technical Bulletin V271203 dated May 21, 2012 to include GRX3000 charger information.

Battery, Testing and Charging Using Midtronics VAS6161, MCR340V, InCharge 940, or GRX3000 Charger

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	1998–2015	All	All	All	All

Note: This technical bulletin covers testing and repair procedures for multiple vehicle lines, model years and engine combinations. To prevent mis-diagnosis, you must ensure that the testing/repair procedure is applicable to the vehicle you are servicing.

The VAS6161, MCR340V, In-Charge 940 (INC-940), and GRX3000 are the only VW approved battery testers and chargers that can be used to test and charge batteries in VW vehicles. Use of non-approved battery testers and chargers is not allowed, as internal battery damage may occur.

Production Solution: No production change required.

55 14 04 - 2038992 Corrosion on the Rear Lid around License Plate Lights

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2005–2010	All	All	All	All

Note: To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

Documentation required per Warranty Policies and Procedures Manual.

For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

Electrolytic corrosion around the license plate lights (opening/contact surface, inside and outside) because of water ingress via the seal of the license plate lights.

Production Solution: Not applicable.

Pending Service Solutions

No new Pending Service Solutions this week.

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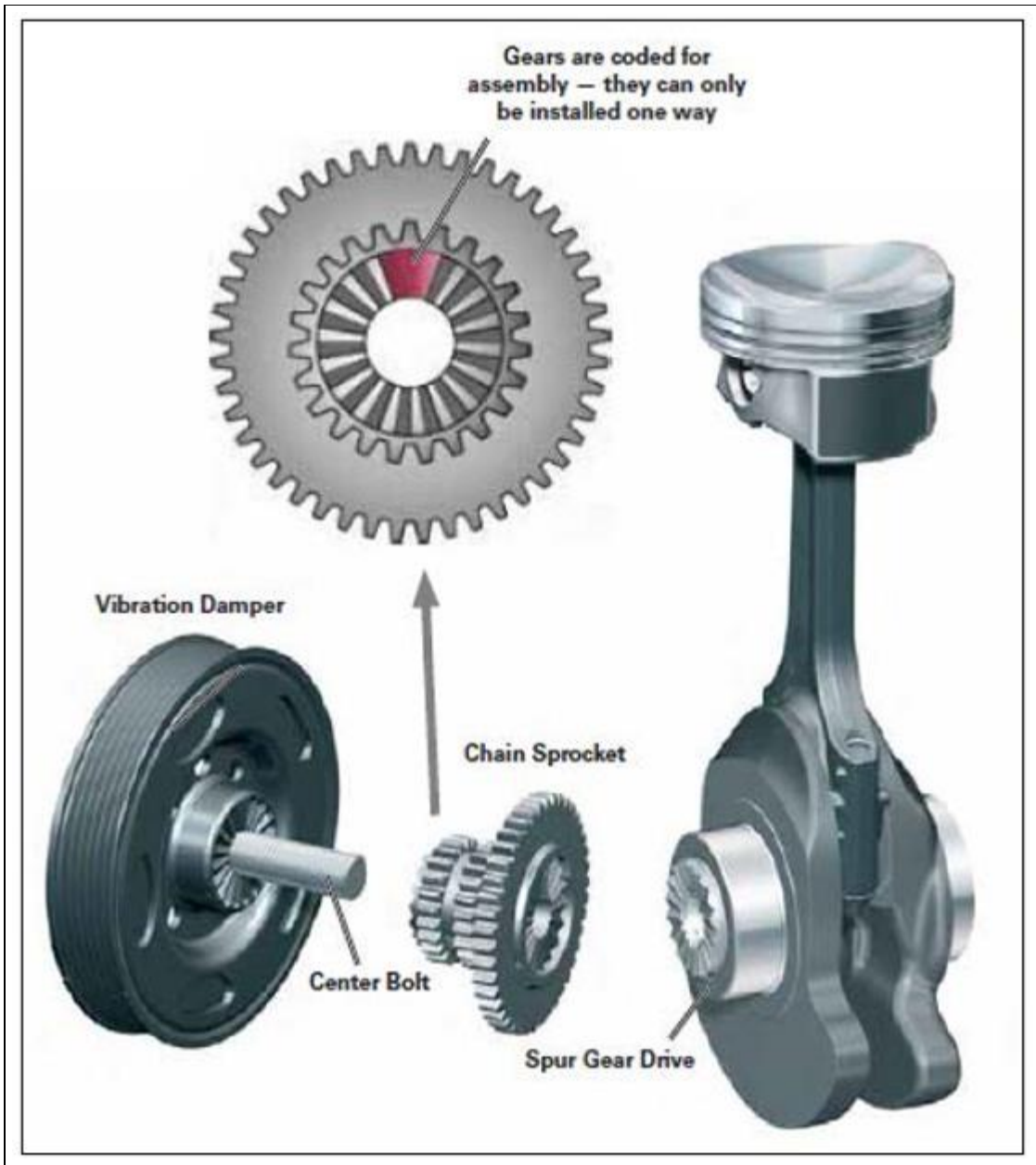
Tech Tips

13-13-01 Vehicles with CCTA or CBFA 2.0T TSI Engine – Crank Gear/Timing Chain Service Tip

December 5, 2014: Update to model year.

Model(s)	Year	Eng. Code	Trans. Code
All	2008–2014	CCTA or CBFA 2.0T TSI	All

When servicing the timing chain sprocket or removing the vibration damper, be aware that one bolt holds both the vibration damper (harmonic balancer) and the crankshaft timing chain sprocket to the crankshaft. Once the damper is removed, the crankshaft should not be rotated unless special tool spacer T10368 has been installed. The crankshaft timing chain sprocket and spur gear drive on the crankshaft have a coupling that must be seated correctly during assembly. Failure to install special tool spacer T10368 before rotating engine will cause the engine to skip time and bend valves.



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Campaigns

42G7 - Rear Axle Safety Inspection					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2011–2013	All	All	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa
Beetle	2012–2013	All	All	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

If an affected vehicle had sustained damage to rear axle components (from a rear or side-rear impact crash or after striking a high road obstacle while driving in reverse at higher speed) and a repair facility did not correctly diagnose/repair rear axle trailing arm damage, the durability of the trailing arm(s) could be reduced. This can lead to a sudden fracture of the trailing arm, a loss of vehicle control, and a crash without warning.

This recall does not address a vehicle design or manufacturing defect; rather, the potential for this defect to be present can only occur after an affected vehicle has sustained damage to rear axle components as described above, and only if the damage is not properly repaired.

Updates

37J2 – AQ250 TCM Software (FED_EMS)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Jetta, Beetle, Beetle Convertible, Golf	2015	All	AQ250	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

This update has been proactively released to prevent harsh shifting and perceived hesitation. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 37J2 code in Elsa, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the FEDERAL EMISSIONS WARRANTY.
- Procedure must be performed within the allotted time frame stated in this

UPDATE.

- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Suggestions

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

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