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VW Elsa Newsletter



Das Auto.

Edition 116: December 15, 2014

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Blocked Part Ordering Process

Please be advised that the process for ordering blocked parts that require a call into the Volkswagen Technicians Helpline has changed.

Ordering Warranty Parts

1. The Service Technician creates a VTA Ticket, calls into the Volkswagen Technicians Helpline (800) 678-2389, and is given a case code.

2. **The Service Technician must provide the case code number to the Parts Personnel**
(no part has been ordered at this point).
3. The Parts Personnel calls into the Parts Specialist Team at (800) 767-6552 with the Case code number to order the part (if part is not in stock at the dealership).
4. The Parts Specialist allocates the part to the dealer.
5. The Parts Personnel enters part information into Dealer Management System (DMS) so the part is identified upon arrival at the dealership.

Over The Counter Sales “ Non-Warranty”

1. The Parts Personnel calls into the Parts Specialist Team at (800) 767-6552 to order the part (if part is not in stock at the dealership).
2. The Parts Specialist allocates the part to the dealer.
3. The Parts Personnel enters part information into Dealer Management System (DMS) so the part is identified upon arrival at the dealership.

For additional information, please reference Part Circular, number 05-02-2012.

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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	<p>wiTECH diagnostic software.</p>	<p>Service Information & FAQ topics on: wiTECH diagnostic software installation and configuration, updates and in-use performance issues.</p>

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.

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Technical Bulletins

**17 14 05 - 2037201 Supersedes Technical Bulletin V171402 dated July 2, 2014 to include information regarding diesel engines only.
Engine Oil Level**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2014-2015	All	All	All	All

Technicians may find during PDI that the oil level is below the full mark, but still within the hash marks on the engine oil dip stick.

Production Solution: Not applicable.

50 14 02 - 2038981 Supersedes V501401 dated November 24, 2014 to update the attachments.

Front Fender - Corrosion on Wheel Arch

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Sedan, Passat Wagon	2001-2010	All	All	All	All

Customer states:
Corrosion on the wheel arch area of the front fender (Figure 1).



Figure 1 (corrosion on left wheel arch)

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.

Production Solution: No production change required.

55 14 05 - 2038994

Corrosion in Corner Area of Rear Lid towards Rear Lights

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Wagon	2001-2006	All	All	All	All

Corrosion in the corner area of the rear lid towards the rear lights (Figure 1).

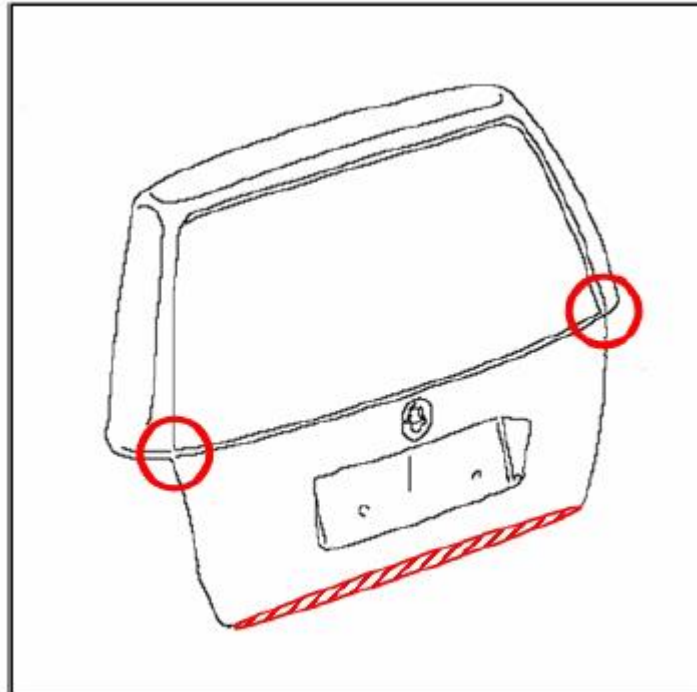


Figure 1 - Red circles - corrosion on the rear lid

Hatch area - possible fold corrosion on the rear lid

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.

Production Solution: Corrections in the production process after discovering deviations.

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55 14 06 - 2038996 Corrosion on Rear Lid around License Plate Light / Release Handle Assembly

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2001-2005	All	All	All	All

Corrosion on the rear lid in the cut-out sections for the license plate light / handle assembly (Figures 1 and 2).



Figure 1 – Corrosion around License Plate Light

Rear lid - edge corrosion in the cut-out sections for the license plate light / handle assembly.



Figure 2 – Corrosion around License Plate Light

Rear lid – corrosion in the contact area (inside and outside) of the license plate light / handle assembly.

Production Solution: Corrections in the production process after discovering deviations.

87 14 12 - 2038368 Supersedes Technical Bulletin V871410 dated September 25, 2015 to update labor operation in warranty table where indicated.

Air Conditioning Does Not Cool and or Compressor is Noisy

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI	2015	All	All	All	All

One or more of the following conditions are exhibited:

- The air conditioning does not cool, or the cooling performance is very weak.
- The air conditioning system cools, but the compressor is noisy. The noise is characterized as a grinding or groaning noise.
 - Either symptom may be intermittent.
 - No DTCs are stored.

Production Solution: Final production countermeasures pending.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

00-13-04 Part ordering			
December 12, 2014: Update to model year.			
Model(s)	Year	Eng. Code	Trans. Code
All	2000–2015	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.

72-12-01 Replacement Procedure for Driver's Seat Control Module -J810-			
December 12, 2014: Update to model year.			
Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2014	All	All

After replacement of the Driver seat control module (J810) the vehicle may not recognize the new module. The adaptation test plan may not set the seat module location properly and it may display as a passenger seat control module. To set the module through Vehicle Self Diagnosis:

1. Connect the new Driver's Seat Adjustment Module (J810) on the driver side.
2. Disconnect the Passenger Seat Adjustment Module (J720) or remove the SC20 fuse (see ELSA for correct fuse per model).
3. Switch Ignition ON: Using VSD, enter address 06 (passenger side seat module).
4. Select adaptation channel 1 and change the value to a '2'.
5. Switch ignition OFF.
6. Reconnect the Passenger side seat module. Vehicle should now recognize both address 06 and 36.
7. Set the adaptation (basic settings) of the seat or seats using the test plan or by running the seat through full range of motion including backrest and

lumbar.

Guided Functions	Volkswagen V19.14.01 21/12/2011
Functions	7P - Touareg 2010 > only USA/Canada 2011 (B)
Selecting vehicle system or function	Sedan CGFA 3.0 L TFSI Hybrid/245kW
36 - Driver's seat adjustment - J810	
36 - Adaption (Rep.Gr.72)	
36 - Driver seat adjustment component protection	
36 - Read measured values, (Rep.Gr.72)	
36 - Final control diagnosis (Rep.Gr.72)	
36 - Code control module (Rep.Gr. 72)	

Figure 1

Guided Functions	Volkswagen V19.14.01 21/12/2011
Function Test	7P - Touareg 2010 > only USA/Canada 2011 (B)
J810 - Basic setting	Sedan CGFA 3.0 L TFSI Hybrid/245kW
Calibration/installation location	
This test is used to calibrate the driver seat adjustment and to adapt the installed location.	-1-
What would you like to do?	-2-
-1- Adapt the installed location (driver/front passenger)	-3-
-2- Calibrate driver seat adjustment	
-3- End program	

Figure 2

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Campaigns

93A7 - Cable Tube <u>Dealership Requirements – eGolf</u> This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
eGolf	2015	All	All	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa
It is possible that a cable tube fastener was not torqued correctly during vehicle production. This can lead to a rattling noise near the charge port, and can also impact the vehicle's ability to fully charge.					

Updates

No new updates this week.

Suggestions

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

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