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# VW ElsaWeb Newsletter



Edition 34: April 29, 2013

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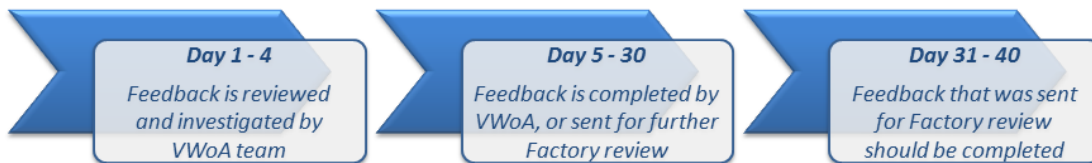
## Feedback Corner

We hope that you found the information we presented last week regarding the feedback process informative. For those who may not have reviewed it last week we just wanted to touch on it again this week, to emphasize the importance and value of receiving your feedback, as well as how the process works. The chart below provides the basic guideline process that we aim to follow when each feedback is received.

The time in which it takes for feedbacks to be verified and resolved can vary based on the following factors:

- The age of vehicle
- Access to certain vehicles
- Factory involvement in resolution
- Complexity of the feedback comment/concern

Due to these circumstances, it is not always possible to guarantee how long any one feedback may take to complete. But it is always our goal to resolve each feedback as quickly as possible. So please continue to provide your feedback. It is a valuable part of our internal processes and is truly appreciated.



This week’s feedback is from Will regarding a 2013 Golf Repair Manual. He states:

“There is no option in GFF under function/component selection for 'body'. This test plan cannot be found anywhere. Please be advised that information is false.”

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

<b>Feedback Status</b>		
New	Completed	To Factory
11	8	2

\*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

**46 13 02 - 2015173 Supersedes T. B. V461005 dated October 25, 2010 to remove Canadian market and include additional models and model year applicability. Brake Disc, Pulsation, All Vehicles except Routan (U.S. Only)**

Model(s)	Year	Eng. Code	Trans. Code	Trans. Code	VIN Range To
All (except Routan)	2011–2013	All	All	All	All

When applying brakes at highway speeds the following symptoms may occur:

- Brake pedal may pulsate
- Vibration may be felt in vehicle body
- Steering wheel may shake

**Production Solution:** No production change required.

## Pending Service Solutions

### PSS –RNS850 Displayed Radio Station

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011–2013	All	All	All	All

Customer may report that radio intermittently displays one station while audio is from a different station.

**Production Solution:** Software solution pending. Update expected late July 2013.

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## Tech Tips

### **66-11-01TT - Trailer Hitch – J345 Trailer Recognition Control Module and/or Trailer Brake Controller Installation** **April 26, 2013: Update to Applicability and Information.**

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2013	All	All

After installing the -J345- trailer recognition control module (vehicles with PR code 1D8 only), wiring harness and plug, the following steps need to be performed in order to enable the system.

1. Plug in the red 12 pin connector found hanging loose behind the right rear trim near where the control module mounts.
2. Plug in the Green 8 pin connector on the right rear lower "D" pillar.
3. Plug in the CAN BUS wire (there are 3 black 2 pin connectors with brown/orange and brown/green wires). One female and two male. Connect one male connector at a time into the female until communication with the trailer module is established.
4. Code gateway control module to recognize the -J345-. At this time you should have all trailer lights except for the brake lights.
5. Change the long coding in the -J345- trailer module in Hex byte 0 from \$01 to \$02. This will enable the trailer brake lights.
6. If a trailer brake is being used, the pre-wired black 4 pin connector should be utilized on vehicles with factory installed trailer hitch only (PR code 1D6). The connector may be located above the fuse box (as shown in figures 2 and 3) or steering column (as shown in figures 4 and 5) and is tied into the main harness with a foam wrap.

To connect to this connector you will need housing # 1J0-972-782 and terminals # 000-979-228E:

1. The blue wire (pin 4) is the trailer brake output from the brake controller back to the 7 pin connector.
2. The red/white wire (pin 2) is power for the brake controller.
3. The brown wire (pin 1) is ground for the brake controller.
4. The red/black (pin 3) is the brake light switch signal to the brake controller.

**19-13-01TT - Equipped with CBFA – Engine Coolant Temperature Gauge  
Operation with F265 Mapped Thermostat**

Model(s)	Year	Eng. Code	Trans. Code
GTI	2011–2013	CBFA	N/A

After a cold start, the engine coolant temperature gauge will slowly rise to approximately 190° F. When the F265 mapped thermostat opens, the gauge may drop by approximately 60° F before again rising to 190° F. No repairs should be attempted for this normal concern.

**72-12-02TT - Front Seat Backrest is in a Different Position When Re-entering  
the Vehicle  
April 26, 2013: Update to Information.**

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2012	All	All

Customer concern of seat backrest in a different position when re-entering the vehicle may be caused by customer contacting backrest adjustment switch while exiting the vehicle. To prevent contact with switch, install updated switch trim panel with added cover over backrest adjustment switch as shown below. Backrest adjustment knob must also be replaced with part number 7P6959817B QWA (left) and 7P6959818B QWA (right). Be aware that the trim panel part number is based on vehicle trim level. Part numbers are as follows:

- 7P6 882 515E 9B9 (driver side)
- 7P6 882 516E 9B9 (passenger side) Sport trim level (8-way seat)
  - 7P6 882 515D 9B9 (driver side)
- 7P6 882 516D 9B9 (passenger side) Lux, Executive and Hybrid trim levels (12-way seat)

**40-13-01TT - Equipped with Memory Seat – Driver Backrest Operation**

Model(s)	Year	Eng. Code	Trans. Code
CC, Eos, Golf/GTI, Jetta, Jetta Sportwagen, Passat, Tiguan	2012–2013	All	All

If a CV boot is found to be leaking grease on PDI and a clamp is found to be loose or not aligned properly, only the clamp should be replaced. If concern is found after the vehicle is sold, replace the complete CV joint.

### **72-13-01TT - Equipped With RNS-510 Radio—Unit Start-Up and Boot-Up Operation**

Model(s)	Year	Eng. Code	Trans. Code
CC, Eos, Passat, Tiguan	2012–2013	All	All

The navigation unit may be slow to respond at times when memory use is high. This may include boot-up time after vehicle start up or times when multiple features are in use. Symptoms may be described as “Locks Up”, “Freezes”, or “No Response.” Switching modes (i.e. broadcast radio to SAT), Rear View Camera, or soft-touch keys could be affected. The operation described above is considered a product characteristic.

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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: [vwqa.workshopinformation@vw.com](mailto:vwqa.workshopinformation@vw.com)

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