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VW ElsaWeb Newsletter



Das Auto.

Edition 26: March 11, 2013

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Submit Your Article Suggestions

If you have any suggestions for topics that you would like to see covered, please email your ideas to wvoa.workshopinformation@vw.com.

Top Ten 2012 Service Improvements

Below is our 'Top Ten List' of process and service improvements for 2012 with one teaser for 2013 brought to you by your Workshop and Service Support Team at Volkswagen.

1. Established ElsaWeb Newsletter for better communication with technicians
2. Implemented the Feedback Quality Rewards Program to increase accuracy and avoid missing content in Elsa Service Information
3. Added vehicle applicability overview tables to technical bulletins
4. Created web trainings for "How to find Technical Bulletins in ElsaWeb, and with Google Search"
5. Reduced tool auto-shipments by 50% since 2007
6. Reduced tool order cost; 56.4% of orders are \$100 or less, and 85% of orders are \$500 or less
7. Established another communication channel with technicians (Elsa Pop-Up) with survey capability
8. Implemented "How to Read Wiring Diagrams" in ElsaWeb
9. Rolled out new "ODIS" diagnostic software to increase speed and stability with each update
10. Currently developing a new digital owner's manual application

Thank you!

Creating an Efficient Feedback

An efficient feedback is one that is created in the correct reference medium with a complete document path. Correct categorization of your feedback ensures proper routing to the responsible Service Information Team member and avoids delays in feedback resolution. For example, when you have a feedback regarding a labor operation, make sure you are in that specific SRT procedure, and you have not moved to another section, such as a repair manual procedure.

This is important because the reference medium of your feedback is populated automatically at the time you select the "Create" button on the Feedback screen. And, depending where you are at in the Service Information, the document path also is populated automatically. Being in the correct place when creating a feedback, ensures that the appropriate Service Information Team is reviewing the correct information to fix any errors, as well as providing you with a quick response.

Feedback Corner

This week's feedback is from Joe regarding 2010 Routan Repair Manual. He states:

"The repair manual links the WIN Intermittent Test to Non-DTC Based Diagnostics; Rep. Gr.00; Body Exterior. This is incorrect and does not contain the WIN Intermittent Test. This test is located in Non-DTC Based Diagnostics; Rep. Gr.00; Engine Mechanical, Fuel Injection and Ignition."

This feedback was reviewed by the Service Information Team and was fixed. We really appreciate you sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
7	13	7

*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

93 13 01 - Required Parts for E-Machine / Traction Motor Replacement or Re-installation					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013–2014	1.4L (CNLA)	All	All	All
<p>Special parts and tools will be needed whenever an electric motor replacement is performed on the Jetta Hybrid. This bulletin lists all parts that will be required when performing the following repairs. Always use the required tools outlined in the repair procedures.</p> <p style="text-align: center;">Production Solution: Not applicable.</p>					

01 13 08 - MIL ON DTC P0108 Manifold Absolute Pressure Sensor Circuit High Stored in ECM Fault Memory					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2012	3.6L (CJRA)	All	All	All
<p style="text-align: center;">SYMPTOM/CONDITION:</p> <ul style="list-style-type: none"> • The customer may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find that P0108 - Manifold Absolute Pressure Sensor Circuit High has been set active or stored. • Update programming of the Powertrain Control Module (PCM) with improved software to correct Diagnostic Trouble Code (DTC) P0108. <p>Production Solution: Improved PCM software has been introduced in production as of June 25, 2012.</p>					

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Tech Tips

Currently, the Service Information Team is working to move the Tech Tips to ElsaWeb. The Team has transferred the majority of the 2007–2012 Tech Tips to ElsaWeb and is continuing to work to transfer all Tech Tips over the next few months. The Team thanks you for your patience during this transition.

20-13-01TT -All Vehicles except Routan – ECM Fault P1250 “Fuel Level Too Low” Will Not Clear

Model(s)	Year	Eng. Code	Trans. Code
All Vehicles, except Routan	2000–2013	All	All

To clear static ECM fault P1250 “Fuel Level Too Low”, add fuel to vehicle and complete a road test of at least 10 miles. Simply adding fuel without completing a road test may not allow fault to clear.

90-11-03TT - Speed Warning Selection March 8, 2013: Update to information and applicability.

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

To change the speed warning:

1. Press the "CAR" button on Infotainment head display screen.
2. Tap the "SETTINGS" function key on the screen.
3. Tap the "CLUSTER" function key on the screen.
4. Select "SPEED WARNING" from the list.
5. Use the slider bar or the "+/-" buttons to change desired speed warning.

91-09-20TT - All Vehicles with Bluetooth Phone Kit Installed – Streaming Audio from Phone to Radio

Model(s)	Year	Eng. Code	Trans. Code
All	2005–2013	All	All

The streaming music feature on vehicles equipped with factory or dealer installed Bluetooth will be available only in certain instances. The vehicle must be equipped with the RCD 310 or RCD 510 (Premium 8) radios or the RNS 510 or RNS 315 navigation systems. The Bluetooth system must be either the UHV low (9W2), UHV–

NAR (9W7 or 9ZR) factory installed systems or the Volk L dealer installed system. This feature is also phone dependent. A list of tested phones is available in TB 2022378 Bluetooth®, UHV Low (9W2) Overview (V910934) for the Volk-L and 9W2 systems and at VW.com/Bluetooth for the 9W7 and 9ZR systems.

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Campaigns

64C9 - Volkswagen Beetle Front Window Motors					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Volkswagen Beetle	2012–2013	All	All	3VW__ _AT_CM500171	3VW__ _AT_DM621134
Some Beetle customers have reported problems with the operation of the front windows in their vehicle. We have identified the window motors installed in production as the cause of these problems.					

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Updates

No new Updates in ElsaWeb.

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Repair Manuals

Elsa Name	Model	Book Updated	Reason
162	Jetta Sedan 2011 >	Electrical Equipment	Factory Update
162 1K2 1K5 AJ5	Jetta Sedan 2011 > Jetta Sedan 2005–2010 Jetta Sportwagen 2009 Jetta Sportwagen 2011 >	Engine Mechanical, Fuel Injection and Glow Plug	Feedback #722096
162 5C	Jetta Sedan 2011 > Beetle Coupe 2012 >	Generic Scan Tool	Local Update

	Beetle Convertible 2013>		
358	CC 2013>	Engine Mechanical, Fuel Injection and Ignition	Local Feedback (no #)
5N	Tiguan 2009–2011	Body Exterior	Factory Update
7B1	Routan 2009>	Automatic Transmission	Feedback #604702
7B1	Routan 2009>	Body Exterior DTC Based Diagnostics	Feedback #685434
7B1	Routan 2009>	Body Exterior	Local Feedback (no #)
7B1	Routan 2009>	Diagnostics	Feedback #662384
7B1	Routan 2009>	Engine Mechanical, Fuel Injection and Ignition	Factory Update
7P5	Tourag 2011 >	Engine Mechanical, Fuel Injection and Glow Plug	Factory Update
1K2 1K5 AJ5	Jetta Sedan 2005– 2010 Jetta Sportwagen 2009	Electrical Equipment	Factory Update
A32	Passat 2012>	Engine Mechanical, Fuel Injection and Glow Plug	Factory Update
AJ5	Jetta Sportwagen 2011 >	Wheel and Tire Guide	Factory Update
1J 9B 9M	R32 2004 Jetta Wagen 1999–2005 Golf, GTI, Jetta Sedan 1999–2005 Jetta Sportwagen 2011 >	Engine Mechanical, Fuel Injection and Ignition	Feedback #827810
All	All	Refrigerant R134a Servicing	Feedback #826719

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Wiring Diagrams

Elsa Name	Model	Book Updated
162	Jetta Sedan 2011 >	Standard equipment, Low (AWO), from June 2011
162	Jetta Sedan 2011 >	Fuses - Vehicle Cabin

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Suggestions:

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

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