

# VW ElsaWeb Newsletter



Das Auto.

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## Have Your Voice Heard!

Your opinion is very important to us because it helps us improve the quality of service information available to you. Each and every feedback submitted is reviewed by our team daily. Your feedback is valued and acted upon with the utmost importance.

Not only do we offer you a chance to submit a feedback for ElsaWeb, but we also offer you a chance to submit feedback to us about the weekly ElsaWeb Newsletter. As you will see below under the Suggestions tab, there is a link to an email address dedicated to receiving ElsaWeb Newsletter feedback. We will review all feedback daily. Please send in your feedback about the ElsaWeb Newsletter to this email so we can make the newsletter a better tool for you.

As always, if you discover something that you feel is not right in ElsaWeb, click the feedback tab at the top of the page and submit. Please include your first and last names, the document path to where you were within ElsaWeb and any relevant information pertaining to the issue. An editor will review the feedback and find an answer to it as soon as possible.

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# Important Information

## VSS-12-03 - 2012/2013 Beetle Windows-VTA Process

A PDF of this important information can be found by logging into ServiceNet and clicking on the [VSS-12-03 - 2012/2013 Beetle Windows-VTA Process](#) Technical Helpline section in the Technician References menu.

*"All 2012 / 2013 Beetles with Power Window Issues"*

- Check and Perform Technical Bulletin 2028594 (V641201) where applicable
- Check for any physical damage or obvious operational restrictions

### **If windows continue to have issues, please open a VTA case using concern group:**

*"2012 / 2013 Beetle Windows"*

- You must fill in Technicians Preparedness questions accurately.
- Be sure to include in Customer Concern box:
  - Driver Window and / or Passenger Window
  - Customer Name
- Once all the information has been entered, submit the ticket.
  - (Mandatory attachments will not be necessary).
- Then access the ticket and close the ticket.

**The Volkswagen Technicians Helpline will process the ticket once closed.**

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## Feedback Corner

Each week, the Feedback Corner will provide the status of open ElsaWeb feedbacks as well as a highlighted feedback. The feedback of the week is from Jerry, and concerns a 2011 Volkswagen Jetta. He says:

"Instructions for the removal of rear tail lamps are incorrect. I found a very high tension spring that holds the rear assembly in place that is not mentioned in the instructions. It is extremely tight, please review the repair manual."

This feedback was reviewed by the technical editors and the technician was directed to the correct procedure. The editor also corrected the link within the procedure to help clarify it. The repair manual has been updated to reflect the changes. Jerry included his full name and email address with the feedback and will be receiving Generation VW Bucks for helping improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
19	12	5

\*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

## 87-12-05 - Air Conditioning, Cleaning of the Refrigerant Circuit (U.S. Only)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Models (except Routan)	1998–2013	All	All	All	All

In cases where an air conditioning system component (such as a compressor or other system component) has failed and debris from the compressor or component is circulated throughout the refrigerant circuit, the refrigerant circuit must be cleaned of any and all debris or damage to the replacement components will result.

## 26-12-06 - Long Term Exhaust System Durability and-or MIL Illumination

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2012	3.6L (CJRA)	All	All	All

The MIL light could be illuminated and further investigation by the Technician could find that Diagnostic Trouble Code(s) P0420 - Catalyst Efficiency (Bank 1) or P0430 - Catalyst Efficiency (Bank2) has been set active or stored.

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# Tech Tips

## 37-12-04TT - Correct Vacuum Line Connections at Coolant Shut-Off Valve N82 and Change Over Valve N180

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

After completing repairs that require removal of the vacuum lines at coolant shut off valve N82 and change over valve N180, ensure vacuum lines are correctly reinstalled. At the N180, source vacuum must be connected to the bottom connection and the vacuum line to the N82 must be connected to the upper connection.

## 57-12-10TT - Key Adaptation

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

When adapting keys on a 2011-2013 Touareg, it is necessary to complete the "Adapt Immobilizer" test plan under 25- Immobilizer 5 in Guided Fault Finding. When prompted by test plan, select "Repair Immobilizer" instead of "Rewrite all Immobilizer data". Finally, make selection to adapt keys. Note that "Rewrite all Immobilizer data" should only be selected when all immobilizer components have been replaced.

## 57-12-11TT - Immobilizer Adaptation

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2013	All	All	All	All

Before performing any immobilizer adaptation on a 2013 Jetta, ensure the correct immobilizer system has been selected. This can be done on the main screen in Guided Functions or by selecting Go To> Vehicle System Test in Guided Fault Finding.

<b>97-12-04TT - Loss of Communication on Can C Bus or Interior High Speed (IHS) Bus, Cluster Warning Lights May Be On, Windshield Wipers or Head Lights May Be On and Cannot Be Shut Off</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2013	All	All	All	All
See Tech Tip					

<b>97-12-05TT - Cluster Warning Lights Coming On, Windshield Wipers Will Not Turn Off, and/or Headlights Will Not Shut Off</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2013	All	All	All	All
Customer concerns of all cluster warning lights coming on, windshield wipers not turning off, headlights not shutting off may be caused by an interior high speed (IHS) CAN bus concern. Check the following before continuing with normal diagnosis.					

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## Campaigns

<b>44K8- 2012 Beetle Tire Replacement</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2012	All	All	See Campaign	See Campaign
Due to an error at the factory, the affected vehicles were produced with summer tires that are possibly not in compliance with Federal Motor Vehicle Safety Standards 110 "Tire Selection & Rims" and 139 "New Pneumatic Tires for Light Vehicles."					

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## Updates

No new Updates in ElsaWeb.

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## Repair Manuals

Elsa Name	Model	Book Updated	Engine Code	Reason
162	Jetta Sedan 2011> GLI 2012>	Manual Transmission	BPY,CCTA,CBFA,CBEA,CJAA	Local Feedback
1K2	Jetta Sedan 2005–2010 GLI 2008–2009	Manual Transmission	BPY,CCTA,CBFA,CBEA,CJAA	Local Feedback
1K5	Jetta SportWagen 2009	Manual Transmission	BPY,CCTA,CBFA,CBEA,CJAA	Local Feedback
AJ5	Jetta SportWagen 2010>	Manual Transmission	BPY,CCTA,CBFA,CBEA,CJAA	Local Feedback
162	Jetta Sedan 2011> GLI 2012>	Suspension, Wheels, Steering	All	Local Correction
5C1	Beetle Coupe 2012>	Body Exterior	All	Factory Update
5C7	Beetle Convertible 2013>	Body Exterior	All	Factory Update

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## Wiring Diagrams

Elsa Name	Model	Book Updated	Engine Code
5N1/ 5N2	Tiguan 2009– 2011 Tiguan 2012>	Component Locations: Comfort System	All
A32	Passat 2012>	<ul style="list-style-type: none"> <li>• Component Locations: Central Locking / Anti-Theft Systems</li> <li>• Component Locations: Engine Management System</li> </ul>	All

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## Suggestions:

Please send comments or suggestions to: [vwoa.WorkshopInformation@vw.com](mailto:vwoa.WorkshopInformation@vw.com)

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