

VW ElsaWeb Newsletter



Das Auto.

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Elsa News and Updates

ElsaWeb users will soon see a new pop-up messaging feature when first logging in to ElsaWeb called "Elsa News and Updates." The feature's purpose is to display important communications, such as system outages, as well as provide links to different topics and archived messages. This feature also may be used for asking a survey question to help the Service Information Team gain valuable feedback.

The messaging feature will be fully controllable. You can jump to topics, view archived messages, and close the feature at any time. Additionally, the feature will timeout after several minutes of inactivity or will close after a set number of minutes. If the feature closes before you have the chance to read its contents, you can view the information on ServiceNet.

The new Elsa News and Updates messaging feature is another way that the Service Information Team is helping you keep informed of all things having to do with ElsaWeb.

ODIS Diagnostic Log Submission Rewards Program

Earning GenerationVW Bucks for yourself and your dealership has never been easier. Simply submit diagnostic logs using ODIS Service version 1.1.1 or later between **December 10, 2012 and December 30, 2012**, and rake in the Bucks. And remember, GenerationVW Bucks are automatically added to your account and can be used for a variety of great prizes.

Here's how to get Bucks using ODIS Service:

- Submit 10 logs and earn 10,000 GenerationVW Bucks to be divided among all technicians in your dealership.
- Submit 25 logs and earn 20,000 GenerationVW Bucks to be divided among all technicians in your dealership.

The top five dealerships will receive an additional **50,000 GenerationVW Bucks** to be divided among all technicians in your dealership.

GenerationVW Bucks Rewards will be paid January 2013. So, submit those logs, and get rewarded!

Holiday Hours

Volkswagen Technician's Helpline

Closed:

- Monday December 24, 2012
- Tuesday December 25, 2012
- Monday December 31, 2012
- Tuesday January 1, 2013

Open:

- Saturday December 22, 2012 from 8:00 am to 5:00 pm EST
- December 26, 27, and 28 2012 8:00 am to 8:00 pm EST Note: There will be a reduced staff on these days.
- Saturday December 29, 2012 from 8:00 am to 5:00 pm EST

Diagnostic Tester Software Support (DTSS) Hours of Operation

Closed:

- Friday December 7, after 1:30p.m.
- Monday December 24, all day
- Tuesday December 25, all day
- Monday December 31, all day
- Tuesday January 1, all day

Reduced Staff:

- Wednesday December 26 through Friday December 28, 2012 (9:00 AM to 5:00 PM EST).

Feedback Corner

The Quality Rewards program is driven by you! So, keep those feedbacks coming. You can earn generationVW Bucks for each feedback that you send in. And, the generationVW Bucks will automatically be added to your account and can be used for a variety of awesome prizes. So far we have already given away over 140,000 generationVW Bucks!

This week's feedback is from Mike, regarding a 2010 CC Repair Manual. He states:

"The replacement procedure for the water pump is not correct. We are unable to remove water pump as per instructions. It is necessary to remove the intake manifold in order to use special tools T10360 and VAG1331 for the drive belt. It is also difficult, if not impossible, to correctly torque the hardware for the water pump assembly to the block with the intake manifold in place. "

This feedback was reviewed by the Service Information Team and the Repair Manual was updated. Mike 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
16	29	8

*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

20-12-05 - Fuel Gauge does not Display Full after Refueling (2028931)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012	2.0L(CKRA)	All	A3_CC000916	A3_CC025449
Diesel fuel may foam in the fuel tank when rapidly filling from empty, and there is not enough space in the tank for the foam to expand. This causes the fuel nozzle to shut off prematurely. When filling the tank at a slower rate, it is possible to fill the tank completely.					

26-12-08 - MIL ON - DTC's P047F, P0477, P048A, P048B, P048C or P0401 Stored in ECM Fault Memory (2031583)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009	2.0L TDI (CBEA, CJAA)	All	All	All
Jetta Sedan, Golf, Jetta Sportwagen	2010–2012	2.0L TDI (CJAA)	All	All	All
Passat	2012	2.0L TDI(CKRA)	All	All	All
<p align="center">Condition: MIL ON, DTCs related to exhaust flap. Production Solution: Improved parts introduced into production.</p>					

44-12-04 - Four Wheel Alignment Overview (2031087)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sedan	2011–2013	All	All	All	All
Passat, Beetle	2012–2013	All	All	All	All
<p align="center">The information provided in this bulletin is intended to assist technicians in obtaining the correct alignment results and maximize the use of the alignment and tire balancer equipment. Vehicle alignment should always be performed base on the information published in the service manual.</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.

17-12-03TT - Check Engine Light On, Fault P164B or P164D Stored

Model(s)	Year	Eng. Code	Trans. Code
Jetta Sedan	2011–2013	2.5L CBTA, CBUA	All
Beetle	2012–2013	2.5L CBTA, CBUA	All
Passat	2012–2013	2.5L CBTA, CBUA	All
<p>When diagnosing ECM faults for oil pressure switch, pay careful attention to the fault number displayed. Fault P164B "Oil Pressure Switch Malfunction", indicates a concern with the F1 High pressure oil switch, which has a blue housing. Fault P164D "Reduced Oil Pressure Switch Malfunction" indicates a concern with the F378 Reduced oil pressure switch, which has a brown housing.</p>			

26-12-01TT - Secondary Air Injection System

Model(s)	Year	Eng. Code	Trans. Code
Jetta	2005 >	2.5L	All
Golf	2006 >	2.5L	All
Beetle	2006 >	2.5L	All
Jetta Sportwagen	2009 >	2.5L	All

For concerns with the secondary air system, on the listed models, make sure the combi-valve has been tested thoroughly. The combi-valve can be tested using the output diagnosis in address 01 – Engine Electronics (ECM) Fault code P0491 000 Secondary Air Injection System (Bank 1) insufficient flow may be stored in the ECM. Check that the combi-valve moves through the full range of motion on visual inspection with a mirror and light source (figure 1) while running the output test with key-ON engine-OFF (figure 2). Replace the valve if it does not complete the full range of motion during the test.

46-12-01TT - Parking Brake Cable Adjustment

Model(s)	Year	Eng. Code	Trans. Code
Passat	2012–2013	All	All

When diagnosing rear brake concerns, start by checking adjustment of the parking brake cable. The gap between the lever and stop (dimension “a” in the illustration below) should be measured on both sides and added together. If the combined gap exceeds 1.5mm, adjust parking brake following Elsa Repair Manual procedure.

55-11-02TT - Rear Lid Does Not Open With Door Switch or Remote

Model(s)	Year	Eng. Code	Trans. Code
Passat	2012–2013	All	All

For concerns that the rear lid will not open from the door switch, or with the remote, be sure to check that the valet switch, inside the glove box, has not been activated. Open the glove box and locate the valet switch next to the TPMS ‘set’ button. Depress the switch once, and then cycle the ignition (key “ON” and then back “OFF”). Remove the key (if non - Kessy) and then retest the rear lid operation.

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Campaigns

No new Campaigns in ElsaWeb.

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Updates

No new Updates in ElsaWeb.

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Repair Manuals

Elsa Name	Model	Book Updated	Reason
1K1, 5K1	Golf, GTI 2006>	Body Interior	Feedback# 649179
5C1, 5C7	Beetle 2012>	Brake System	Factory Update
162, 1K2, 1K5	Jetta 2005>	Engine Mechanical, Fuel Injection and Ignition CCTA, CBFA	Feedback# 661893

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Wiring Diagrams

No new Wiring Diagrams in ElsaWeb.

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Suggestions:

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

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