

A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [ElsaWeb Newsletter](#) section in the Technician References menu.

# VW ElsaWeb Newsletter



Das Auto.

Edition 17: December 24, 2012

## Content

- [Happy Holidays!](#)
- [Holiday Hours](#)
- [Feedback Corner](#)
- [Technical Bulletins](#)
- [Tech Tips](#)
- [Campaigns](#)
- [Updates](#)
- [Repair Manuals](#)
- [Wiring Diagrams](#)
- [Suggestions](#)



## Happy Holidays!

Happy Holidays from all of us at Volkswagen Group of America — See you next year! The ElsaWeb Newsletter will resume on Monday, January 7, 2013.

## 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, 8:00a.m. to 5:00p.m. EST
- December 26, 27, and 28. 2012. 8:00a.m. to 8:00p.m. EST Note: There will be a reduced staff on these days.
- Saturday, December 29, 2012, 8:00a.m. to 5:00p.m. 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 – 9:00a.m. to 5:00p.m. 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 Dan regarding a 2012 Beetle Technical Bulletin. He states:

"Technical Bulletin 64-12-04 references using ETKA for the latest window lifter part numbers however, when looking up these lifters they are already superseded by a parts circular special notice SM 80-2012. This circular references using only part numbers 5C5959801M Z01 and 5C5959802P Z01. We are requesting that these two latest and greatest part numbers be listed on the technical bulletin 64-12-04. "

This feedback was reviewed by the Service Information Team and a change was not made. The first part number is included in the Bulletin so when ordering a new part you can make sure you are getting the newest version of the part from ETKA. Dan included his full name and email address with the feedback and will be receiving generationVW Bucks for helping improve the quality of the repair information.

<b>Feedback Status</b>		
New	Completed	To Factory
4	8	1

\*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.

[Back to top](#)

## Technical Bulletins

<b>01-12-35 - Update Programming MIL ON DTCs P00AF, P0606, P1388 and or P2201 Stored in ECM Fault Memory (2030455)</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2013	2.0L TDI (CKRA)	DSG (02E)	A3_DC000001	A3_DC013540
Passat	2013	2.0L TDI (CKRA)	Manual (02Q)	A3_DC000001	A3_DC013558
Nox sensor diagnostic strategy and ECM monitoring too sensitive.					

<b>01-12-36 - Update Programming for Engine Control Module and Transmission Control Module, Slight Hesitation Concerns (2028609)</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta SportWagen	2012	2.0L (CJAA)	6 spd. DSG (02E)	All	All
Golf, Jetta Sedan	2012	2.0L (CJAA)	6 spd. DSG (02E)	All	All
Current ECM/TCM programming could be causing slight hesitation related concerns in DSG equipped vehicles (depending on driving conditions).					

<b>24-12-08 - Intake Manifold Restriction Check (2031075)</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2012-2013	2.0L (CCTA,CBFA)	All	All	All
Vacuum lines and "T" fittings may become clogged with debris from production or increasing mileage. This debris may cause a restriction that could affect the intake manifold operation and cause the following P2014, P2015 faults.					

<b>28-12-04 - Diagnostic Trouble Code P13E6 Glow Plug Pressure Sensor Fault Stored in ECM (2031972)</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011-2012	3.0L TDI (CATA)	All	All	All
Guided Fault Finding (GFF) repair instruction for fault code P13E6 is incorrect. New instruction will be implemented into GFF.					

**28-12-05 - MIL ON, Incorrect Glow Plug Faults P06C5, P06C6, P06C7 and/or P06C8 Stored in Fault Memory (2032116)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta SportWagen	2011–2013	2.0L TDI (CJAA)	All	All	All
Golf	2011–2013	2.0L TDI (CJAA)	All	All	All
Beetle, Beetle Convertible	2012–2013	2.0L TDI (CJAA)	All	All	All

During the initial glow phase, after switching the ignition “On”, the ECM performs a check of the glow plugs through the glow plug control module, to ensure the correct glow plugs are installed. If the engine is cranked during this check, lowering the system voltage, the ECM may receive an incorrect reading and set incorrect glow plug faults. A glow plug control module with a revised diagnostic strategy is under development.

**63-12-01 - Paint Chafe between Front Bumper Cover and Fender (2032093)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2012	All	All	AT_CM000001	AT_CM625537
Contact friction between front bumper cover and fender.					

**68-12-02 - Windscreen Damaged or Bent Locking Pin (2032124)**

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

The locking pin on the windscreen is damaged or bent, due to excessive force by outside influence.

**91-12-23 - Infotainment - Voice Recognition (VR) (2032038)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
EOS	2012	All	All	AH_CV000001	AH_CV021192

While depressing voice recognition (Microphone button) button the radio volume is muted.

**92-12-05 - Windshield Fluid Level Warning Indicator ON (2032040)**

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

The washer fluid prefilled from factory may have high resistance and impair the conductivity through the washer fluid sensor in the vehicle.

**30-12-05 - DTC P2711 Implausible Transmission Shift Sequence Stored in the Transmission Control Module (2028714)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
A5 Jetta Wagon	2009	All	DSG (02E)	All	All
A5 Golf	2009	All	DSG (02E)	All	All
A5 Jetta Sedan	2009–2010	All	DSG (02E)	All	All
A6 Jetta Sportwagen, Golf Wagon	2010–2012	All	DSG (02E)	All	All
Passat, CC	2009–2012	All	DSG (02E)	All	All
EOS	2009–2012	All	DSG (02E)	All	All

Debris in the clutch assembly causing too much drag torque from the multiple clutch.

[Back to top](#)

## 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.

**20-12-03TT - Fuel Gauge Does Not Read Full after Fueling**

Model(s)	Year	Eng. Code	Trans. Code
Jetta Sedan	2011–2013	TDI	All

When diagnosing a customer concern of fuel gauge not reading full after fueling, start by checking for the presence of a cover over the fuel tank vent as shown in the picture below. Vent is located on filler neck and can be inspected by removing fuel door assembly. If cover is found over vent, remove and retest for customer concern. If cover is not present over vent, continue with normal diagnosis.

**60-12-01TT - Water Leak from Front Sunroof Drain Grommet**

Model(s)	Year	Eng. Code	Trans. Code
Tiguan	2009–2013	All	All

For concerns with water leaks around “A” pillar trim area, inspect the front sunroof drain hose and grommet as shown in illustration 1, completely dry grommet and hose, then seal area using 3M 08690 Urethane as shown in illustration 2.

**66-12-01TT - Rattle From Door, Accessory Side Sills Installed**

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

When diagnosing a rattle from the door, check for the installation of accessory side sills. If

side sills are installed, verify sills are correctly located as per installation instructions available on ServiceNet under Technician References>Accessories>Side Sills. Improperly located side sills can contact bottom of door frame and cause a rattle noise.

### 93-12-02TT - Electric Driving Requirements

Model(s)	Year	Eng. Code	Trans. Code
Jetta Hybrid	2013	Hybrid	All

For the vehicle to operate in electric driving mode, the following requirements must be met.

[Back to top](#)

## Campaigns

No new Campaigns in ElsaWeb.

[Back to top](#)

## Updates

### 61B7 – Quality Package (NVLW) U.S. Only

Model(s)	Year	Eng. Code	Trans. Code	From	To
Beetle Convertible	2013	All	All	3VW__AT_CM800257	3VW__AT_DM805154
Jetta Hybrid	2013	All	All	3VW__AJ_DM200037	3VW__AJ_DM233384

This update has been proactively released to prevent install the latest available quality countermeasures from production.

This document addresses up to three (3) concerns on affected vehicles as follows:

- Update software in the convertible top module to improve top function.
  - Adaptation to optimize fuel gauge operation.
- Install conductive windshield washer fluid for correct sensor functionality.

[Back to top](#)

## Repair Manuals

Elsa Name	Model	Book Updated	Reason
7L	Touareg 2003–2010	Body Interior	Feedback# 661895
7B1	Routan 2009>	Heating, Ventilation and Air Conditioning	Feedback# 664998
3B	Passat 2001–2005	Suspension, Wheels, Steering	Feedback# 562305

Multiple	Multiple	Fluid Capacity Tables	Update
Multiple	Multiple	Engine Mechanical, Fuel Injection and Ignition (CCTA, CBFA)	Feedback# 649041

[Back to top](#)

## Wiring Diagrams

No new Wiring Diagrams in ElsaWeb.

[Back to top](#)

## Suggestions:

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

[Back to top](#)

© 2012 Volkswagen of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.