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VW ElsaWeb Newsletter



Das Auto.

Edition 10: November 5, 2012

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Repair Manual Glossary

What good does listening do if we don't act on what you tell us? The Service Information Team has a new initiative currently underway as a result of listening to your feedback.

In the coming months, we will be launching a Repair Manual Glossary to the repair manual section in ElsaWeb. The Glossary, a kind of miniature dictionary appended to ElsaWeb, will include a variety of technical and brand-specific terms and definitions encountered in our repair documentation, such as A.B.S. and C.E.L. as well as lesser-known terms, such as Charge Factor and CZ.

The scope and direction of this initiative is shaped by what we hear from you. If you find a term that you believe should be added to the Glossary, please submit a feedback to the Feedback Monitor.

Feedback Corner

The Quality Rewards program is still going strong! Don't forget that you can still earn Generation VW Bucks for each feedback that you send in. The Generation VW 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 Generation VW Bucks!

This week's feedback is from Bruce regarding the 2013 Passat Repair Manual. He states:

"ElsaWeb is only showing components for Climatronic and not Climatic. This vehicle has Climatic system. It is very hard to diagnosis the system without information."

This feedback was reviewed by the Service Information Team and the information for Climatic was added to the Repair Manual. Bruce 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
26	24	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

30-12-04 - Slave Cylinder - Clutch Pedal Operation Diagnosis					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	2009-2013	All	Manual	All	All
Due to mis-diagnosis of clutch systems, and to prevent incorrect parts replacement, diagnostic procedure implemented into guided fault finding.					

44-12-02 - Tire Pressure Monitor Warning Indicator ON					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC	2012-2013	All	All	AN_CE500000	AN_DE510569
The tire pressure warning indicator illuminates indicating a fault in the Tire Pressure Monitoring System (TPMS) module.					

46-12-03 - Vibration at the Front of the Vehicle while Braking and or Front Brake Lining Life					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2011	All	All	All	All
This bulletin involves installing new brake linings and replacing both brake rotors as required. This bulletin applies to vehicles built after January, 01, 2009 and before May, 02, 2011.					

57-12-01 - Front Doors, Noise in B Pillar/ Lock Area					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI	2010–2013	All	All	All	All
Tiguan	2009–2013	All	All	All	All

Movement of the front door generates noise between front door lock and locking bar.

58-12-03 - Sliding Door Trim Contacting Vehicle Rear Quarter					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009–2012	All	All	All	All

This bulletin involves installing an additional door panel retention point to prevent the door panel from bowing and contacting the body when the sliding door is opened.

58-12-04 - Power Sliding Door Will Not Power Close and Makes a Clicking Noise					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	>2011–2012	3.6L (CJRA)	All	All	All

The Power Sliding Door will not power close and makes a clicking noise at, or near, the full closed position.

64-12-04 - Window Enters Pinch Protection with No Obstructions Present					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2012–2013	All	All	AT_CM600027	AT_DM621311

Due to installation tolerances and window motor deficiencies, it is possible the window regulator motor may have excessive resistance causing pinch protection to activate.

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Tech Tips

Currently the Service Information Team is working to move the Tech Tips to ElsaWeb. They have transferred the majority of the 2010-2012 Tech Tips to ElsaWeb and continually work to transfer all of them over the next few months. Thank you for your patience during the transition.

57-11-07TT - Valet Key Operation					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012–2013	All	All	All	All

The valet key on the 2012-2013 Passat differs from earlier vehicles. The valet key is used to lock the glove box, ski pass-through door (if equipped), and the emergency seat back release cover only. The valet switch in the glove box can be activated to disable the rear lid release switches (including remote function), and then lock the glove box with the valet key. The customer then keeps the plastic valet key and gives the valet the remote flip key.

64-12-03TT - Door Panel Window Switch Bezel Removal					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2012–2013	All	All	All	All

If the door panel needs to be removed, gently remove the window switch bezel following this procedure.

72-12-02TT - Front Seat Backrest is in a Different Position When Re-entering the Vehicle

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011–2012	All	All	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. Be aware that the trim panel part number is based on vehicle trim level.

96-12-07TT - Key Adaptation Tip

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI	2011–2013	All	All	All	All
EOS	2011–2013	All	All	All	All
Jetta	2011–2013	All	All	All	All
Jetta Sportwagen	2011–2013	All	All	All	All
Tiguan	2011–2013	All	All	All	All
Beetle	2012–2013	All	All	All	All
Passat	2012–2013	All	All	All	All

When adapting keys on a vehicle equipped with KESSY, it is recommended to remove the immobilizer reader coil from behind round cover on steering column trim and insert key inside the reader coil. The steering column trim does not need to be completely removed to access reader coil. For vehicles with the Start/Stop button on the steering column, the Start/Stop button assembly can be removed from column trim without disassembling trim. Start/Stop button connector must be disconnected to allow reader coil to be removed from around button assembly. Start/Stop button should be reconnected during key adaptation.

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Campaigns

VT00 - Check/Reposition and Secure Plastic Assembly Aid On Rear Door Lock Rods

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2003–2004	All	All	3VW__ _9M_3M000083	3VW__ _9M_4M145251

Volkswagen has found that, in rare cases, a rear door lock may not operate properly due to a damaged plastic assembly aid. Check and if necessary, reposition and secure the plastic assembly aids on the rear door lock rods.

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Updates

No new Updates in ElsaWeb.

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Repair Manuals

Elsa Name	Model	Book Updated	Reason
162	Jetta 2011 >	Body Interior	Feedback# 625842
3D8	Phaeton 2004–2006	Electrical Equipment	Feedback# 643704
1C1,1Y7	New Beetle 1998–2010 New Beetle Convertible 2003–2010	Engine Mechanical, Fuel Injection and Ignition CPR,CPS	Feedback# 628679
Multiple	Multiple	Engine Mechanical, Fuel Injection and Ignition CCTA,CBFA	Feedback# 636002
1K2,1K5	Jetta 2005–2010 Jetta Sportwagen 2009	Engine Mechanical, Fuel Injection and Ignition	Feedback# 618326
1K1,5M	Rabbit/GTI 2006–2009	Communication	Factory Update
7L	Touareg 2003–2010	Suspension, Wheels, Steering	Feedback# 640715

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Wiring Diagrams

Elsa Name	Model	Book Updated
Name	Model	Book

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Suggestions:

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

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