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VW ElsaWeb Newsletter



Das Auto.

Edition 36: May 20, 2013

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RG Quick Reference Sheets

Last week, dealerships and field technicians began receiving RG Quick Reference Sheets. All VW dealerships are being sent a packet that contains 10 reference sheets, 10 hook magnets, and 10 key rings, for distribution to their staff. Each field technician will each receive an individual packet.

Please keep the hook magnets and key rings for additional spec sheets that you will receive in the future.

VIN-Driven Maintenance Tables

Process improvement is a key goal of Elsa. One such improvement with the next generation of Elsa (that is, ElsaPro) will allow you to create VIN-driven maintenance tables. For example, you can create a maintenance table based on mileage, service history, and vehicle equipment. Once created, the table will include hyperlinks to line items that have corresponding maintenance procedures. The result is an automatically generated SRT from the completed maintenance procedure. From here, you can save notes to the maintenance table and then save the table to the job/repair order.

From a dealer perspective, creating VIN-driven maintenance tables will allow them to add their own procedures to the table, such as “wash and clean the car during service.” This improved maintenance process increases the quality of our service to better match our customers’ expectations and needs.

Feedback Corner

This week's feedback is from Mike regarding a 2011 Jetta Repair Manual. He states:

"There is no mention that the armrest bracket locks into rear center console and you have to release both sides of lower console, before armrest will lift out."

This feedback was reviewed by the Service Information team and was resolved. We really appreciate Mike sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
18	17	6

*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 13 04 - 2031426 Supersedes T.B. V201303 dated April 15, 2012 to include road test labor operation in warranty table.					
High Pressure Fuel Pump Diagnosis					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan, Eos, CC, GTI, Beetle, Beetle Convertible, Jetta	2008–2013	2.0L (CCTA, CBFA)	All	All	All
Engine Crank, No Start after Long Periods without Driving. Engine may run rough, and or MIL-ON with DTC P0087-low fuel pressure stored in ECM Fault Memory. Production Solution: Not applicable.					

44 13 03 - 2031087 Supersedes T.B. V441302 dated May 9, 2013 to update email address.

Four Wheel Alignment Overview, Steering Wheel off Center, Vehicle Drift/Pull

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Jetta, Beetle Sedan	2012–2013	All	All	All	All
Jetta Hybrid, Beetle Convertible	2013	All	All	All	All

This Technical Bulletin provides an overview for performing vehicle four Wheel Alignment, and information on improving vehicle drift/pull using selective tire placement. The information provided is based on the Hunter alignment equipment, Hunter GSP9700 with Straight Trak (VAS 6230x) and John Bean RFV2000 with OptiLine (VAS 6311A) diagnostic balancer. The alignment information provided in this bulletin is not limited to the Hunter alignment equipment, and still applies with the use of other Volkswagen approved alignment equipment. The diagnostic procedure for selective tire placement, to improve vehicle drift/pull, will require the use of one of the diagnostic balancers previously mentioned.

Production Solution: Not applicable.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

**00-07-89TT - Equipped with 2.5L Engine
Malfunction During Software Update with "\$33\$10" Displayed
May 17, 2013: Update to Model Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
Beetle, Beetle Convertible	2006–2009	All	All

If you encounter a malfunction message "\$33\$10" while performing a software update, try removing pin 6 from the Data Link Connector (DLC) and attempt the software update with the pin removed. Be sure to reinstall the pin before the vehicle leaves the shop.

**24-13-02TT - 2.5L Engine – Engine Will Not Crank/Start,
No ECM Communication, Fault 01314**

Model(s)	Year	Eng. Code	Trans. Code
Jetta, Rabbit	2005–2008	All	All

When diagnosing a no crank/no start concern with no ECM communication, be sure to check ECM 30 power circuit to T121/62. Perform voltage drop between battery positive post and this pin at ECM with key on. If excessive voltage drop is measured, check for break in wire at splice located 6-18 inches from ECM.

91-11-17TT - RNS 510– Replacement Radio/Navigation Unit has no Sound

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2009–2010	All	All
Passat, Jetta, GTI, EOS, Tiguan, Jetta Sportwagen	2009–2013	All	All

Replacement RNS 510 radio/navigation units may be shipped in transportation safeguard mode and therefore will have no sound output. In order to switch the unit out of this mode, hold down the forward seek button, the back seek button, and the music button at the same time until the unit shuts down. Once the unit is powered back 'ON' the safeguard mode will be deactivated.

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Campaigns

No new campaigns this week.

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Updates

No new updates this week.

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Correction

The *ElsaWeb Newsletter* strives to publish accurate information and to acknowledge and correct errors.

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“DMS Benefits” should have included Reynolds and Reynolds (R&R) in the list of DMS providers.

Suggestions

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

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