

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 20: January 21, 2013

## Content

- [Top Feedback Contributors](#)
- [Feedback Corner](#)
- [Technical Bulletins](#)
- [Tech Tips](#)
- [Campaigns](#)
- [Updates](#)
- [Repair Manuals](#)
- [Wiring Diagrams](#)
- [Suggestions](#)



## Top Feedback Contributors

We would like to thank everyone who sent in quality ElsaWeb feedbacks in 2012. The Quality Rewards Program was a huge success because of these feedbacks and we will continue to value your feedback in the future. Listed below are the top ten feedback contributors of all technicians who participated in the Quality Rewards Feedback program. We would like to acknowledge their great work by giving them the acknowledgement they deserve, as well as some extra rewards that they should be receiving in the next few weeks! Again, thanks to everyone who participated. Your feedback is greatly appreciated.

<b>Top Five Feedback Contributors</b>				
Rank	Name	Dealership	Location	# of Feedbacks
1	Dylan	Riverside Volkswagen	Riverside, CA	69
2	Cain	Prime Volkswagen	Saco, ME	27
3	Jared	Chaplin's Bellevue Volkswagen	Bellevue, WA	24
4	Robert	Campbell-Nelson Volkswagen, Inc.	Edmonds, WA	22
5	Don	Volkswagen of East Rochester	Rochester, NY	21
6	Jeffrey	Volkswagen South Burlington	South Burlington, VT	19
6	Bill	University Volkswagen	Seattle, WA	19
6	Thanh	Hansel Volkswagen of Santa Rosa	Santa Rosa, CA	19
6	Justin	Herzog Meier Volkswagen	Beaverton, OR	19
10	Kevin	Fitzgerald Automall	Clearwater, FL	18
10	Wayne	Gebhardt Volkswagen	Boulder, CO	18

## Feedback Corner

This week's feedback is from Kyle regarding a 2012 Beetle Wiring Diagram. He states:

"The reduced oil pressure switch reads as F22, but in component locations F378 is listed as the reduced oil pressure switch."

This feedback was reviewed by the Service Information Team and was fixed. We really appreciate you sending in feedback to help improve the quality of the repair information.

<b>Feedback Status</b>		
New	Completed	To Factory
26	13	20

\*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

### 38 13 01 - Transfer Gear Bearing Noise

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2010	All	All	All	All

Customers may indicate that they hear a high pitch noise or growl coming from the left side of the vehicle. If the symptom is present, perform the following Repair Procedure.

### 91 13 03 - Update programming RCD-510 Radio (Premium 8)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta (Except Hybrid)	2012–2013	All	All	See Bulletin	See Bulletin
Jetta SportsWagen	2012–2013	All	All	See Bulletin	See Bulletin
Beetle	2012–2013	All	All	See Bulletin	See Bulletin
Golf/GTI	2012–2013	All	All	See Bulletin	See Bulletin
Eos	2012–2013	All	All	See Bulletin	See Bulletin
Passat	2012–2013	All	All	See Bulletin	See Bulletin
CC	2012–2013	All	All	See Bulletin	See Bulletin
Tiguan	2012–2013	All	All	See Bulletin	See Bulletin

91 13 03–Programming contained in software level(s) 0007, 0008, 0009, 0010, 0011, 0012, 0013, 0014, 0015, 0016 for certain RCD-510 Radio (Premium 8) radios may cause Bluetooth audio quality complaints for model year 2012 (SVM 383F). Programming contained in software level 0007 for certain RCD-510 Radio (Premium 8) radios may cause Bluetooth audio quality complaints for model year 2013 (SVM 37DC).

### 20 13 01 - 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	2009–2013	All	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.

### 91 13 02 - Software Enhancements for Radio Model RHR

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011–2012	All	All	All	All

This bulletin involves upgrading the software on the RHR Radio.

### 20 13 02 - 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	2009–2013	All	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.

### 01 13 01 - Update Programming Transmission Control Module for Transmission Shudder

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

Under certain driving conditions (usually with transmission/engine warm/hot, and during low speed acceleration), the customer may experience a shudder / hesitation from the transmission.

[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.

**13-13-01TT - Crank Gear/Timing Chain Service Tip**

Model(s)	Year	Eng. Code	Trans. Code
All	2008–2013	CCTA or CBFA 2.0T TSI	All

When servicing the timing chain sprocket or removing the vibration damper, be aware that one bolt holds both the vibration damper (harmonic balancer) and the crankshaft timing chain sprocket to the crankshaft. Once the damper is removed, the crankshaft should not be rotated unless special tool spacer T10368 has been installed. The crankshaft timing chain sprocket and spur gear drive on the crankshaft have a coupling that must be seated correctly during assembly. Failure to install special tool spacer T10368 before rotating engine will cause the engine to skip time and bend valves.

**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, inspect for damage to fuel tank and replace tank if needed. Ensure cover is not present on replacement fuel tank. If fuel tank is not damaged, remove cover over fuel tank vent and retest for customer concern. If cover is not present over vent, continue with normal diagnosis.

**69-13-01TT - Airbag Light On with Fault B10B300 or 03551 Stored**

Model(s)	Year	Eng. Code	Trans. Code
CC, Golf, GTI, EOS, Jetta, Jetta Sportwagen, Tiguan	2010–2013	All	All
Beetle, Passat	2012–2013	All	All

Both the Anti-lock Brake (ABS) and Airbag systems work together. If airbag faults B10B300 OR 03551 are stored, DO NOT replace airbag components for these faults, refer to TT45-11-01”.

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

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2012	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. Backrest adjustment knob must also be replaced with part number 7P6959817A QWA (left) and 7P6959818B QWA (right). Be aware that the trim panel part number is based on vehicle trim level. Part numbers are as follows: 7P6.882.515E (driver side) / 7P6 882 516E (passenger side) Sport trim level (8-way seat) 7P6.882.515D (driver side)/ 7P6 882 516D (passenger side) Lux, Executive and Hybrid trim levels (12-way seat)

**94-08-08TT - Tiguan and Jetta SportWagen - Fuel Door Will Not Open**

Model(s)	Year	Eng. Code	Trans. Code
Tiguan and Jetta SportWagen	2009	All	All

For customer concern regarding "fuel door will not open."

[Back to top](#)

## Campaigns

No new Campaigns in ElsaWeb. [Back to top](#)

## Updates

<b>37H3 DSG Software (FED_EMS) - U.S. ONLY</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC	2013	All	All	WWW__AN_DE500051	WWW__AN_DE549276

This update has been proactively released to install latest available DSG software implemented into production.

[Back to top](#)

## Repair Manuals

Elsa Name	Model	Book Updated	Reason
5C1, 5C7	Beetle 2012 >	Communication	Factory Update
1F	Eos 2007 >	Wheel and Tire Guide	Factory Update
A32	Passat 2012>	Body Interior	Feedback #685102
1K2, 1K5	Jetta 2005–2010	Brake System	Feedback #721997
357, 358	CC 2009>	Communication	Feedback #722157
3B	Passat 1998–2005	Electrical Equipment	Feedback #716784
162	Jetta 2011 >	Suspension, Wheels, Steering	Feedback #685040

[Back to top](#)

## Wiring Diagrams

Elsa Name	Model	Book Updated
162	Jetta Sedan 2011 >	Relays - Vehicle Cabin Ground concept, from October 2011 Fuses - Vehicle Rear Fuses - Vehicle Front Components and Connections - Vehicle Front
1K2	Jetta Sedan 2005–2010	Sound system, premium, radio,satellite radio, 10 speakers, from July 2009 Heated Seats, from May 2007
1K5	Jetta SportWagen 2009	Parking aid, rear only, from July 2008 Parking aid, front and rear, from July 2008
357, 358	CC 2009 >	Standard equipment, from November 2010 Component Locations: Relays
3C	Passat 2006–2010	Power steering - Electromechanical,, from November 2009
7P5	Touareg 2011 >	Heated seats, front, from April 2010 Heated seats, front and rear, from April 2010 Component locations: control modules in interior Component Locations: Fuses

[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.