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VW ElsaWeb Newsletter



Das Auto.

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Introduction of Pending Service Solutions

By now, you have all heard about the Pending Service Solutions (PSS) tool. We created PSS in response to your requests to improve communication with those customers who have issues for which there is currently no solution.

The PSS tool will be available April 3, 2013, by clicking the link in VW Hub under related sites. To learn more about PSS, take the Web-Based Training course 810134 in the Certification Resource Center on VWwebsites.com. We are confident that it will be another tool for ensuring customer satisfaction by keeping them informed of upcoming repair solutions.

Submit Your Article Suggestions

If you have any suggestions for topics that you would like to see covered, please email your ideas to wog.workshopinformation@vw.com.

Feedback Corner

This week's feedback is from William regarding a 2011 VW Routan Repair Manual. He states:

"Only the rearward applique needs to be removed for glass removal. Appliques cannot be removed without damage to spring clips, and adhesive and must be replaced. Please note that only the rearward mounted applique needs to be removed. This will reduce the parts necessary to complete the repair."

The Repair Manual was updated to include a new procedure that is more detailed for removing the Sliding Door Applique. We really appreciate William sending in feedback to help improve the quality of the repair Information.

Feedback Status		
New	Completed	To Factory
13	21	9

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Technical Bulletins

17 13 01 - 2020354 Supersedes T.B. V171202 dated March 19 2012 to insert note specific to 3.8L (CGUA). Engine Change Oil Indicator Message ON Prematurely (U.S. Only)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009–2014	All (except 2009-2010 3.8L CGUA)	All	All	All

Based on engine operating conditions, some Routan vehicles may display the “change oil” indicator message more frequently than the every 6,000 miles (MY2009-2010), 8,000 miles (MY2011-2012) and 10,000 miles (MY2013-2014) scheduled Carefree Maintenance intervals. In some instances, the “change oil” indicator may illuminate as early as 2,500 miles (MY2009-2010) or 3,500 miles (MY 2011-2014) from the vehicle in-service date or from the last oil change.

Note: MY 2009-2010 with the 3.8L CGUA engine are not applicable. These vehicles have corrected software (Update 17D4/Y7) that prevents oil change indicator illumination before 5500 miles.

Production Solution: Not applicable.

26 13 03 - 2031583 Supersedes T.B. V261301 dated February 22, 2013 to add gasket part number. MIL ON - DTC's P047F, P0477, P048A, P048B, P048C or P0401 Stored in ECM Fault Memory. MIL ON, DTCs related to exhaust flap. See technical bulletin for additional information.

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

Water and road salt can corrode the exhaust flap shaft causing it to stick in open / closed position.

Production Solution: Improved parts introduced into production.

40 13 01 - 2033347 CV Boot Replacement CV boot damage identified.

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

Recommended procedure for removing damaged CV boot.

Production Solution: Not applicable.

44 13 01 - 2031087 Supersedes T.B. V441204 dated December 6, 2012 to correct helpline telephone number and Passat vendor code.

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

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.

Note: A copy of the alignment before and after measurements must be filed with the Repair Order. If a Volkswagen Technical Assistance (VTA) ticket was opened, the alignment before and after measurement should be attached before the VTA is closed.

Production Solution: Not applicable.

91 13 09 - 2020627 Supersedes T.B. V911012 dated June 01, 2010 to include 2013 model year Pre-activation information. Satellite Radio Overview

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan, Tiguan, CC	2009–2013	All	All	All	All
Golf, Jetta, New Beetle, Beetle Convertible	2005–2010	All	All	All	All
Beetle, Beetle Convertible	2012–2013	All	All	All	All
Passat, Passat Wagon	2006–2010	All	All	All	All
EOS	2007–2013	All	All	All	All
Jetta Sportwagen	2010–2013	All	All	All	All
Tourag	2008–2013	All	All	All	All
Jetta Sedan	2011–2013	All	All	All	All

To provide an overview of:

- 2013 Model Year Vehicle Pre-activation
 - ESN Location
- Warranty and Service Repair Instructions (All Model Years)
 - Dealer Support
- Vehicles Equipped with Accessory iPod Satellite Adapter Kit Concerns
 - RNS-510, Unable to Display XM Station Names with “Best of XM” Subscription Upgrade
- SIRIUS Satellite Radio "Best of XM" Stations Not Available, Model Years 2005 - 2007 (USA Only)

Production Solution: No production change required.

Pending Service Solutions

Pending Service Solutions coming soon.

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Tech Tips

91-12-05TT - Equipped with RNS 315 Navigation Unit – System Reboot Sequence			
Model(s)	Year	Eng. Code	Trans. Code
Jetta, Jetta Sportwagen, EOS, Golf / GTI, Tiguan	2011–2013	All	All
Passat, Beetle	2012–2013	All	All

It may be necessary to reboot the RNS315 navigation unit, due to either, update programming stalled, or recoding. In order to reboot the unit, hold down the “power” and “eject” buttons at the same time until the unit switches “OFF”. You should see the software screen once the unit powers back up indicating a successful reboot.

91-11-09TT - RNS 850 Screen Display March 29, 2013: Update to Include Additional Model Years.			
Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2013	All	All

When the RNS 850 system is in 3D mode, the top portion of the screen will not display streets. This line represents the horizon and is a normal operation of system. No repairs should be made.

91-11-11TT - Equipped with RNS 315 Navigation – Sirius Traffic Information March 29, 2013: Update to Include Additional Models and Model Years.			
Model(s)	Year	Eng. Code	Trans. Code
Jetta, Jetta Sportwagen, Tiguan, EOS, Golf/GTI	2011–2013	All	All
Beetle, Passat	2012–2013	All	All

The RNS 315 navigation unit does not contain the Sirius Traffic functionality. Currently only the RNS 510 navigation unit is capable of this function. These units should not be substituted and the Warranty claim is subject to denial.

91-11-14TT - Vehicles Equipped with RNS 315 Navigation – Bluetooth Module Location

March 29, 2013: Update to Include Additional Model Years and Information.

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

The Bluetooth module has now been integrated into the navigation head unit on 2012-2013 vehicles with RNS 315 navigation part number 1K0 035 274 B or higher. The diagnosis for this system is similar to the 9W7 system. Technical Bulletin 91 11 09 (2026015) can be used for the diagnosis.

91-11-16TT - Vehicles Equipped with Bluetooth Hands-Free Phone – Pairing of Android Phones

March 29, 2013: Update to Include Additional Model Years.

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

When pairing an Android phone to the Bluetooth system, a few extra steps may be necessary. (See Tech Tip for instructions to pair the phone.)

91-11-19TT - Vehicles with Navigation – GPS Antenna Concerns

March 29, 2013: Update to Include Additional Model Years.

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

For concerns of navigation inaccuracy, with or without antenna fault codes, begin by checking the number of received satellites in the area of the concern. This can be accomplished by following the instruction in Technical Bulletin 2023490 Antenna Diagnosis Overview.

For RNS 510 units select the 'Nav' button and select "position" on the screen. For the RNS 315 units Press the 'Nav' button>select Map on the screen>select View on the screen>select Route Info on the screen>turn the center knob clockwise to scroll down to see how many satellites are received.

There needs to be a minimum of 3 satellites recognized by the unit. If less than that is seen only in one area, check the area for interference. If less than 3 satellites are seen, at all times, check MVB 9/4 for the antenna power consumption.

Campaigns

No new campaigns in ElsaWeb.

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Updates

No new updates in ElsaWeb.

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Suggestions

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

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