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# VW ElsaWeb Newsletter



Das Auto.

Edition 35: May 13, 2013

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## RG Quick Reference Sheets

This week, dealerships and field technicians will begin receiving RG Quick Reference Sheets. All VW dealerships will receive a packet that contains 10 reference sheets, 10 hook magnets, and 10 key rings, that are to be distributed 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.

## DMS Benefits



The rollout of ElsaPro will result in many efficiencies and benefits for dealerships. One such efficiency is the integration of ElsaPro with a variety of Dealer Management Systems (DMS). With DMS integration, dealers can realize the following benefits:

### **Decrease cost**

- Improve operational efficiency:
  - Show ElsaPro content within your DMS
  - Show DMS content within ElsaPro
  - Increase productivity – save between 3 to 4 minutes per repair order

### **Streamline operations**

- Pull repair order information directly into your DMS:
  - Eliminate toggling between multiple systems
  - Eliminate copying and pasting information to decrease the chance of user error

### **Increase customer satisfaction**

- Avoid missed campaigns and maintenance thereby improving both customer visibility and relationships

These service core process improvements will help simplify the repair order process. The integration will include the following DMS systems:

- ADP Dealer Services
- AutoMate
- AutoSoft
- DealerTrack Technologies

- Oasis Auto Complete
- PBS Systems Group
- Serti

## Feedback Corner

This week's feedback is from Jared regarding a 2012 Jetta Repair Manual Procedure. He states:

"Removal of E-box says just to 'Press the tabs -arrows- on the relay and fuse panel -1-. Remove the relay and fuse panel -1- from the E-box.' Contrary to previous iterations of the E-box, this one is not 'plug and play' where it disconnects when you pull it upward out of the housing base- it is wired into the bottom of the relay panel, and each wire must be swapped across individually from the bottom of one relay panel to the replacement panel. If you are simply loosening and fastening this step is not necessary, but if you are truly 'removing' the panel to replace it you need to swap all wiring across."

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

Feedback Status		
New	Completed	To Factory
17	13	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

<b>01 13 13 - Supersedes Technical Bulletin V011310 dated March 15, 2013 to remove model year 2009 through 2013 2.0L CCTA/CBFA applicability.</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2004–2005	1.8L(AWM)	All	All	All
Golf, Jetta (A4)	2004–2006	1.8L(AWM)	All	All	All
New Beetle, New Beetle Convertible	2004–2005	1.8L(AWM,AWP,BNU,BKF)	All	All	All
Eos, GTI, Jetta, Passat	2006–2008	2.0L (BPY)	All	All	All
<p>Replaced ignition coils have commonly been related to conditions such as:</p> <ul style="list-style-type: none"> <li>• Incorrect installation of ignition coils</li> <li>• Loose or damaged electrical connections               <ul style="list-style-type: none"> <li>• Circuit grounds</li> <li>• Poor fuel quality</li> </ul> </li> <li>• Reasons that may not be related to ignition coil operation.</li> </ul> <p>A Proper GFF misfire diagnosis must be followed before replacing any ignition coils.</p> <p><b>Production Solution:</b> Not applicable.</p>					

<b>92 13 01 - 2026253 Supersedes T. B. V921202 dated April 5, 2012 to include additional model and model year applicability.</b>					
<b>Customer States Windshield Wipers Streak or Smear</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
New Beetle	1998–2010	All	All	All	All
New Beetle Convertible	2003–2010	All	All	All	All

Beetle	2012–2014	All	All	All	All
Beetle Convertible	2013–2014	All	All	All	All
Jetta	2005–2014	All	All	All	All
Golf, Passat	2006–2014	All	All	All	All
City Jetta	2007–2010	All	All	All	All
City Golf	2008–2010	All	All	All	All
Eos	2007–2014	All	All	All	All
Tiguan	2008–2014	All	All	All	All
Jetta SportWagen	2010–2014	All	All	All	All
CC	2009–2014	All	All	All	All
Touareg	2005–2014	All	All	All	All

Customer may complain that wipers are ineffective. Complaints may include that the wipers:

- Streak or smear.
  - Do not clear across entire length of blade.
- Chatter or skip as wiper travels across windshield glass.

**Production Solution:** No production change required.

**44 13 02 - 2031087 Supersedes T.B. V441301 dated March 26, 2013 to  
update procedure.**

**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 StraightTrak® (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.

**01 13 14 - 2033805 Engine, Misfire Diagnostic Aid  
The MIL is flashing or illuminated.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (Except Routan)	2008–2014	All Gasoline Engines	All	All	All

Misfire faults have commonly been related to conditions such as:

- Loose or damaged electrical connections
  - Circuit grounds
  - Poor fuel quality

**Production Solution:** Not applicable.

## Pending Service Solutions

No new Pending Service Solutions this week.

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## Tech Tips

<b>27-13-01TT - Generator Charging Concern Diagnosis Tip - One Way Clutch Pulley Testing</b>			
Model(s)	Year	Eng. Code	Trans. Code
Beetle, CC, Eos, Golf, GTI, Jetta, Jetta Sportwagen, Passat, Tiguan	2005–2013	All	All
<p>When diagnosing a generator charging concern, it is recommended to verify operation of the one way clutch located in the generator pulley (if equipped) before replacing generator assembly. To check the one way clutch, remove the belt from the generator pulley and use a trim removal tool to hold fan blades inside generator, as shown below. When attempting to turn pulley by hand with fan blades held, pulley should spin freely in only one direction. If pulley spins freely in both directions, the one way clutch has failed and should be replaced before continuing diagnosis.</p>			

<b>20-13-02TT - Fuel Line Connections</b>			
Model(s)	Year	Eng. Code	Trans. Code
Beetle, CC, Eos, Golf, GTI, Jetta, Jetta Sportwagen, Passat, Tiguan	2009–2013	All	All
<p>Be aware that fuel lines are color coded on vehicles with return fuel pressure lines. The black line is for fuel pressure supply and the blue line is for fuel pressure return. To verify correct line installation, remove the metal cover exposing the fuel pump flange assembly (generally under the rear seat). Refer to the ELSA Repair Manual for specific location. Check for raised arrows on the flange housing. The black line (Fuel Pressure Supply) attaches to the connection with the arrow pointing away from it. The blue line (fuel return) attaches to the connection with arrow pointing to it.</p>			

**92-12-01TT - Rain Sensing Windshield Wipers  
May 10, 2013: Update to Information and Applicability.**

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

Be aware that 2012-2013 Passat vehicles are not equipped with the rain sensing windshield wiper function. This function may also be referred to as auto wipers or automatic wipers. The G397 Rain/light recognition sensor may be installed on some vehicles, but this sensor is used only for auto headlamp function.

**97-12-05TT - Cluster Warning Lights Coming On, Windshield Wipers Will Not  
Turn Off, and/or Headlights Will Not Shut Off  
May 10, 2013: Update to Information.**

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

Customer concerns of all cluster warning lights coming on, windshield wipers not turning off, headlights not shutting off may be caused by an interior high speed (IHS) CAN bus concern. Check the following before continuing with normal diagnosis. See TT 97-12-04 for more information about diagnosing CAN bus concerns.

**Note:** If communication is not possible on CAN IHS bus, windshield wipers and headlamps will default to "ON".(See Tech Tip for additional information)

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## Campaigns

No new campaigns this week.

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## Updates

No new updates this week.

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## Suggestions

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

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