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VW ElsaWeb Newsletter



Das Auto.

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New ElsaPro Search Function and ETKA Link

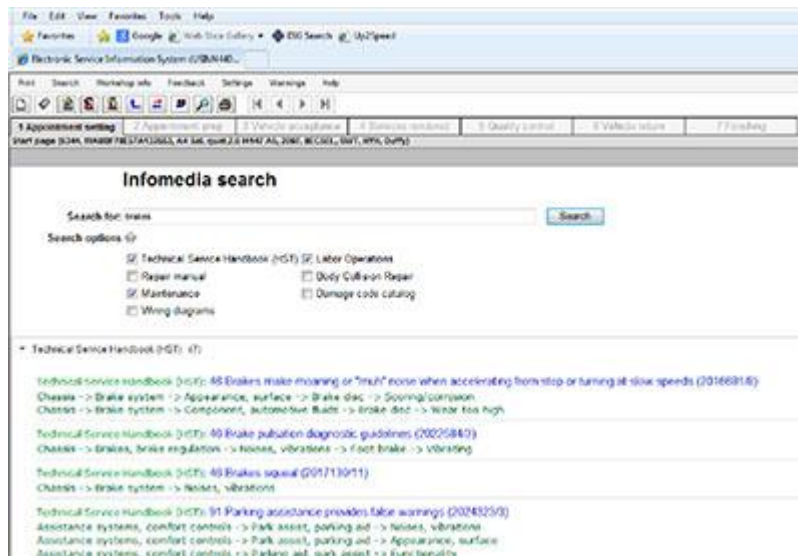
This week, we feature two improved features in ElsaPro:

- Search Function
- Direct ETKA Link

ElsaPro Search Function

We listened to our Elsa user community and focused on solving pain points when upgrading Elsa to improve its search function. The new ElsaPro features an improved search function that lets you select various filters to power a richer search experience. Key benefits include:

- Improved criteria matching to deliver precise, more-relevant, and better-organized results so you can find the desired information quickly.
- Improved user interface, including 'visual' navigation.



ElsaPro ETKA Link

Our genuine original parts catalogue, ETKA, will be available via a direct link from ElsaPro. This link will also transfer the VIN of an

open Job to ETKA to open the corresponding catalog. This improvement, a result of feedback from dealerships, makes it faster to switch to ETKA.

Feedback Corner

This week the A32 Passat TDI Engine Mechanical book was not viewable in Elsa. Thank you to everyone who sent in the feedbacks to let us know about it. The issue has now been fixed and is again viewable, thank you for your patience.

Feedback Status		
New	Completed	To Factory
17	31	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

20 13 04 - 2031426 Supersedes T.B. V201303 dated April 15, 2012 to include road test labor operation in warranty table.					
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
High Pressure Fuel Pump Diagnosis 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.					

**46 13 03 - 2015173 Supersedes T. B. V461302 dated April 19, 2013 to update rear disc brake turn labor operation in warranty table.
Brake Disc, Pulsation, All Vehicles except Routan (U.S. Only)**

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

When applying brakes at highway speeds the following symptoms may occur:

- Brake pedal may pulsate
- Vibration may be felt in vehicle body
- Steering wheel may shake

Production Solution: No production change required.

91 13 11 - 2033918 RNS850 Displayed Radio Station (Canada Only)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
7P5	2011-2013	All	All	All	All

Customer may report that radio intermittently displays one station while audio is from a different station.

Production Solution: Software solution pending. Update expected late July 2013.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

24-13-03TT - Engine Control Module Fault P130A "Hide Cylinder"

Model(s)	Year	Eng. Code	Trans. Code
Beetle, Eos, Golf/GTI, Jetta, Passat, Tiguan, Touareg	2008–2013	All	All

When diagnosing a vehicle concern, and fault P130A "Hide Cylinder" is found in the Engine Control Module (ECM), be aware that Engine Control Module (ECM) fault P130A "Hide Cylinder" indicates a cylinder shut down and does not require diagnosis. If other ECM fault codes are present, for example misfire faults such as P0300, diagnose and repair the other faults to resolve fault P130A.

94-13-01TT - Cruise Control Inoperative, Fault B115411 "Cruise Control Switch Short Circuit to Ground" after J527 Steering Column Control Module Replacement

Model(s)	Year	Eng. Code	Trans. Code
Passat	2009–2010	All	All
CC	2009–2013	All	All

When replacing J527 steering column control module, be aware that there may be two different replacement part numbers listed in ETKA. The correct replacement part number is determined by the hardware part number of the module originally installed in the vehicle.

If fault B115411 "Cruise Control Switch Short Circuit to Ground" is stored in new J527, and/or the cruise control is inoperative after module replacement, verify that the replacement module part number matches the part number of module installed during factory assembly. If necessary, consult GFF paperless to determine original control module hardware part number.

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Campaigns

20T8 - Certain 2009-2012 Model Year Vehicles with TDI® Clean Diesel Engine Install Misfueling Guard					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Sportwagen	2009–2012	All	All	See Campaign/Action screen in ElsaWeb	See Campaign/Action screen in ElsaWeb
Golf	2010–2012	All	All	See Campaign/Action screen in ElsaWeb	See Campaign/Action screen in ElsaWeb
As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.					

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Updates

No new updates this week.

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Suggestions

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

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