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VW Elsa Newsletter



Das Auto.

Edition 54: September 23, 2013

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Elsa / ODIS Feedback Process

The Service Information team would like to thank you for continuing to submit your feedbacks. Each feedback is reviewed by the proper team and then addressed by the subject matter expert. We would like to make everyone aware of the two different feedbacks systems.

Elsa Feedbacks: Please continue to send in Elsa-related feedbacks using the Feedback button on the top toolbar in Elsa. This is for anything related to Repair Manuals, Wiring Diagrams, Campaigns, Updates, Tech Tips, etc.

ODIS Feedbacks: Please use the Feedback option under the Help arrow and then select the Support tab which will launch a window to enter your information for your feedback. Make sure your email outbox is configured properly to use this feature. If you have issues, please contact your dealership's IT support. This allows for the Workshop Technology team to track and accurately diagnosis your issue related to the ODIS system.

Following this process will allow for a better and quicker feedback resolution. Thanks for your continued support and please continue to submit feedbacks.

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Feedback Corner

This week's feedback is from Keith regarding the 2013 Jetta Engine Repair Manual. He states:

"This illustration shows the charcoal canister in the engine compartment in front of the washer bottle. On this car, that is not the case. I believe it is in the right rear."

This feedback was reviewed by the Service Information team and was fixed by contacting the factory and updating the manual to show the correct location. We really appreciate Keith sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
19	29	7

*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

91 13 19 - 2023500 Supersedes T. B. V911211 dated May 23, 2012 to include note about SD card ordering.

Update Programming Radio, RCD 510 (Premium 8) for Various Functionality Concerns

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC, Eos, Golf, Golf Wagon, GTI, Jetta, Jetta SportWagen, Passat, Passat Wagon, Tiguan	2010	All	All	All	All

The following symptoms may occur:

- Loss of presets
 - Loss of speed dependent volume settings
 - "Gong" displayed on radio when using satellite radio
 - Sporadic loss of sound in AM mode
- After selecting "Channels" on screen 1 and scrolling on screen 2, the unit will sometimes go back to screen 1 (See Technical Bulletin for diagram)

Production Solution: Software 0043 released MY 2011.

91 13 20 - 2035313 RNS 510 DVD Customer Mailing (U.S. Only)

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

TMC (location codes stored within internal map database) that exceeds 80 characters for specific location when combined with traffic data at any given time may cause to freeze (lock-up), shut down and/or re-boot. It is possible that the Navigation System resets independently several times.

Production Solution: Correction of the TMC data tables on the navigation map.

91 13 21 - 2033285 RHR Navigation Map Enhancements

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

Customers may experience a condition where new roads and new points of interest are not accurately displayed on their navigation system.

Production Solution: Updated map database software MY2013 (RHR).

93 13 02 - 2035217

High Voltage Repairs on Hybrid Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Hybrid	2011–2014	3.0L (CGFA) 1.4L (CNLA)	All	All	All

Before attempting any repairs that involve high-voltage components in Hybrid vehicles, a VTA ticket must be opened with Volkswagen Technicians Helpline.

Production Solution: Not applicable.

Pending Service Solutions

No new pending service solutions this week.

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Tech Tips

46-13-01TT - Uneven Rear Brake Pad Wear 2009–2012 Routan (Vehicles Built Before 3/24/2012)

Model(s)	Year	Eng. Code	Trans. Code
Routan	2009–2012	All	All

For uneven rear brake pad wear, off-brake noise or an issue other than the piston does not screw-in or re-adjust out, Do Not replace the rear caliper assembly.

Remove the rear brake pads. Inspect the rear pads for signs of very uneven wear.

Check for the following:

- Both inner vs. outer or left rear vs. right rear are uneven
 - Pads did not slide freely on the adaptor
 - There were signs of brake drag.

When replacing rear brake pads, it is necessary to replace both rear brake caliper

adaptors.

(x2) Rear Brake Carrier 7B0-615-425B

(x1) Rear Brake Pads 7B0-698-451E

Refer to Elsa Web- Repair Manual>Chassis>46 Mechanical Components> Removal/Installation> Rear Brake Pads.

NOTE: There are two different sets of shims in the pad kit. The shims with the long leg (below) should be used. If installed in wrong orientation, pads will not fit properly. If the pads have a protective paper on the rear face of the brake plate, it must be removed before pad installation.

**27-11-03TT - Battery Testing Info - 2009–2014 Routan
September 20, 2013: Update to Information.**

Model(s)	Year	Eng. Code	Trans. Code
Routan	2009–2014	All	All

Prior to testing the battery on any 2009 - 2014 Routan, first reference TB 2018694 (V271302) Battery, Use CCA when testing with the Midtronics MCR-340, Midtronics In-Charge 940 (INC 940), or VAS-6161.

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Campaigns

REVISION WA00 - 2.0 Liter Gasoline Engine Vehicles Reprogramming of Engine Control Module and Replacement of Malfunctioning Oxygen Sensor

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, Jetta, New Beetle	1999–2001	2.0L	All	To determine if the VIN applies to this Campaign verify the open Campaigns/Actions screen in ElsaWeb	To determine if the VIN applies to this Campaign verify the open Campaigns/Actions screen in ElsaWeb

Volkswagen has found that the oxygen sensor in the upper part of the exhaust system could fail under certain conditions, potentially causing a vehicle to exceed Federal and/or California emission standards, or to experience increased fuel consumption. "Thermal shock" within the sensor caused by moisture accumulation could cause oxygen sensor failure. If the oxygen sensor fails, the vehicle's "check engine" light on the dashboard will illuminate.

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Updates

01A3 Coolant Flush (NVLW) – U.S. ONLY					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2014	1.8T (CPRA, CPKA)	All	Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE.	Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE.
During the hot testing at the engine production facility, certain 1.8T engines may have been contaminated with poor quality coolant. Residual poor quality coolant may have been transferred to the engine cooling system during vehicle production.					

Suggestions

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

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