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VW Elsa Newsletter



Das Auto.

Edition 56: October 7, 2013

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ElsaPro Reminder: Webinars and Job Aids

We wanted to remind everyone of the Job Aids available for ElsaPro stored in ServiceNet. You can find the “ElsaPro Job Aids” under the *Technician References* section. The current aids available are:

- User interface mapping
- ETKA integration instructions
- Webinar registration instruction

The ElsaPro webinars are available every week, Tuesday and Thursday at 3 PM Eastern Standard Time, until the end of the year. Tuesday webinars cover new features of ElsaPro and Thursdays concentrate on DMS integration.

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Feedback Corner

This week's feedback is from Dan regarding a 2013 GTI wiring diagram. He states:

"See wiring diagram "E-box High fuse assignment from November 2009. Page N0153/7 shows fuse SB28 which gives power to the coolant fan module. Looking in this diagram, we have been unable to see where the power comes from to power fuse SB38 SB27 SB29 SB40 SB42 SB28 SB29 and relay J271. Are we missing something or is there a misprint in the diagram?"

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

Feedback Status		
New	Completed	To Factory
15	23	4

*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

17 13 03 - 2017813 Supersedes T.B. V171302 dated July 1, 2013 to remove "Tip" about vehicles without oil leaks, and it being necessary to contact the helpline before beginning the procedure.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (Except Routan)	2000-2014	All	All	All	All

Customer states oil consumption is higher than the Volkswagen oil consumption standard of up to 0.5 quarts per 600 miles, or 0.5 liters per 1000 km.

Production Solution: Not applicable.

**40 13 03 - 2028353 Supersedes V401302 dated June 25, 2013 to include replacement part numbers necessary to complete the repair.
Front Suspension Creaking Noise**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2011-2012	All	All	A3_BC000001	A3_CC025567

Front suspension creaking noise during suspension cycles (going over speed bumps or entering on an inclined surface).

Production Solution: Improved parts installed in production since CW 44/11, VIN: A31CC025567.

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 point of interests are not accurately displayed on their navigation system.

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

91 13 22 - 2031434 Supersedes TB V91 1301 dated January 8, 2013 to update software level.

RNS 850 Radio Software Update

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

Customer may report one of the following concerns:

- HD Radio does not play back in stereo (plays in mono)
 - Intermittent erratic display problems
- Displayed radio station does not match the station being played

Production Solution: Improved software.

96 13 01 - 2026177 Supersedes TB V961 205 dated May 5, 2012 to include additional models and model year applicability.

Keyless Entry Inoperative after Access / Start (KESY) Module Replacement

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Eos, Golf, Golf Wagon, GTI, Jetta, Jetta SportWagen, Tiguan	2011–2014	All	All	All	All
Passat, Beetle	2012–2014	All	All	All	All
Beetle Convertible	2013–2014	All	All	All	All

The Access/Start (KESY) module service parts are programmed incorrectly, resulting in a lack of functionality.

Production Solution: Not applicable.

Pending Service Solutions

No new pending service solutions this week.

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Tech Tips

26-13-02TT - Filter Ash and Soot Level Reset Procedure			
Model(s)	Year	Eng. Code	Trans. Code
All	All	Common Rail TD	All
<i>Common Rail TDI Diesel Particulate Filter Ash and Soot Level Reset Procedure Note: Only perform this procedure after replacement of the Diesel Particulate Filter. Be sure to follow all cautions and warnings in the test plan.</i>			

94-13-02TT - MY 20xx–20xx A6 Jetta Sedan Outer Tail Lamp Bulb Holder			
Model(s)	Year	Eng. Code	Trans. Code
Jetta Sedan	2011–2014	All	All
During the assembly process of this component, the manufacturer utilizes a plastic weld to complete the assembly. This plastic weld flux is completely normal and is not evidence of any malfunction. No repair or replacement attempt should be performed, as this is not indicative of any problem.			

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Campaigns

No new campaigns this week.

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Updates

No new updates this week.

Suggestions

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

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