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# VW ElsaWeb Newsletter



Das Auto.

Edition 42: July 1, 2013

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## Feedback Corner

This week's feedback is from Jimmy regarding the Beetle Body Interior Repair Manual. He states:

"Once in Decorative Trim, Elsa states 'for vehicles with gauges refer to 96.' When in fact the gauges R&I is in (90) R&I additional instruments."

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

Feedback Status		
New	Completed	To Factory
12	6	2

\*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>40 13 02 - 2028353 Supersedes V401205 dated October 15, 2012 to update coil spring part number.</b> <b>Front Suspension Creaking Noise</b>					
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). <b>Production Solution:</b> Improved parts installed in production since CW 44/11, VIN: A31CC025567.					

<b>44 13 04 - 2031087 Supersedes T.B. V441303 dated May 16, 2013 to modify subtitles to avoid warranty confusion.</b> <b>Four Wheel Alignment Overview, Steering Wheel off Center, Vehicle Drift/Pull</b>					
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
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 based on the information published in the service manual.

**Production Solution:** Not applicable.

**90 13 01 - 2031344 Supersedes T. B. V901202 dated November 5, 2012 to correct TB instance number.**

**Instrument Cluster Clock and or Trip Buttons Inoperative**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sedan	2012	All	All	AJ_CM402958	AJ_CM474080

This bulletin has been released to address concerns related to clock and trip meter adjustment using the instrument cluster buttons. Because of a fitment concern between the instrument cluster halves the buttons mounted on the instrument cluster may not function properly. Since the lower housing does not fit properly with the upper housing, the buttons do not make contact when time and/or trip meter is being set.

**Production Solution:** Improvement in the production process as of September 30th, 2012, VIN: AJ\_CM474081.

## Pending Service Solutions

No new Pending Service Solutions this week.

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## Tech Tips

**21-13-01 TT - Equipped with Turbocharged Engine– Turbocharger Replacement Tip**

Model(s)	Year	Eng. Code	Trans. Code
Beetle, CC, Eos, Golf/GTI, Rabbit, Jetta, Jetta Sportwagen, Passat, Tiguan, Touareg	2000–2014	All	All

If mechanical damage is found to the turbocharger (e.g. damaged compression wheel, loose or broken shaft), it is not enough to just replace the turbocharger.

Check the air filter housing, the air filter element and the intake hoses for contamination. If foreign objects (debris) are found in the charge air system,

perform the following steps to prevent subsequent damage:

- Check the entire charge air circuit and the charge air cooler for foreign objects.
- Replace the connecting pipe between the exhaust manifold and intake manifold.
- Clean the entire charge air circuit and replace the charge air cooler if debris found.
- Check the Exhaust Gas Recirculation (EGR) housing and the EGR cooler (if present) for foreign objects.
- Replace the oil supply line to the turbocharger; also replace the banjo bolt and seals on the oil return line.
  - Change oil and filter.

**44-13-01 TT - Vibration or Steering Wheel Shimmy at Highway Speeds  
June 28, 2013: Update to information.**

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2013	All	All

The suspension characteristics of the Touareg make it more susceptible to variations in the rim and/or tire. For this reason a diagnostic balancer is necessary to balance, force match and/or select tire placement so that the vibration may be improved.

**17-11-03 TT - Oil Consumption Testing  
June 28, 2013: Update to Information.**

Model(s)	Year	Eng. Code	Trans. Code
Routan	2009–2010	All	All

NORMAL OIL CONSUMPTION: Below are industry standards for normal engine oil consumption:

- Mileage below 50,000: Normal oil consumption is one quart for each 1,000 miles driven.
- Mileage above 50,000: Normal oil consumption is one quart for each 750 miles driven.

TEST TO DETERMINE ENGINE OIL CONSUMPTION:

1. Operate engine to normal operating temperature.
2. Fill engine oil precisely to FULL mark on dip stick gauge.
3. Use paint pen to mark the engine oil drain plug to prevent tampering.
4. Check engine oil level after 1.000 miles driven. Refer to normal engine oil consumption listed above.

POSSIBLE CAUSES FOR EXCESSIVE ENGINE OIL CONSUMPTION:

- PCV OR CCV SYSTEM: Check the crankcase ventilation system for proper operation. Oil may accumulate in the throttle body or intake manifold. Rocker arm lubrication oil flow returns to oil pan through drain back holes in top of cylinder head. Plugged or restricted oil drain back holes may contribute to excessive oil in crankcase ventilation system.
- SPARK PLUGS: Examine all spark plugs to identify the affected cylinder(s). Spark plug on the affected cylinder(s) will usually be fouled or wet with engine oil.
- VALVE GUIDES AND VALVE STEM SEALS: Inspect valve guides on the affected cylinder(s). Replace valve stem seals on the affected cylinder(s).
- PISTON RINGS: Check piston rings on the affected cylinder(s). Piston rings may be too tight, worn, or broken or there may be carbon build up in the oil control ring.
- CYLINDER WALL: Examine the cylinder wall on the affected cylinder(s). Cylinder wall may be severely scuffed.

**90-06-56 TT - Clock Loses Time**  
**June 28, 2013: Update to Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
Jetta	2005–2010	All	All
Rabbit, GTI	2006–2009	All	All

If some customers comment that the clock is losing time, do the following:

1. Verify the concern.
2. Set the clock to a reliable source at the dealership.
3. Have the customer return in 2-4 weeks to check the clock again.

If the clock has lost, on average, more than 4 minutes in a month, replace the instrument cluster.

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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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