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# VW ElsaWeb Newsletter



Das Auto.

Edition 39: June 10, 2013

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# Volkswagen VAS-PC Diagnostic Feedback Support Discontinued

VAS Tester

Number: VWT-13-09

Date: June 6, 2013

## 1.0 – Introduction

As previously announced, VAS-PC Diagnostic Software support will end on August 30, 2013. ODIS Service will replace VAS-PC as the official vehicle diagnostic software to be used for servicing Volkswagen vehicles.

As of June 7, 2013, Volkswagen VAS-PC diagnostic feedback submissions will no longer be accepted. The Volkswagen GFF feedback form will be removed from ServiceNet, and VAS Diagnostic feedback will not be processed when submitted through ElsaWeb.

Please submit ODIS Service feedback from within ODIS using the system support button. The ODIS System Support button provides a convenient method for submitting diagnostic tester feedback. Users can quickly add issue descriptions and screen prints to each feedback. Diagnostic protocol logs are automatically attached. The entire feedback is packaged and sent to a designated mailbox for processing within minutes. For further information, please refer to the **Offboard Diagnostic Information System Support Button Overview**, which is available on ServiceNet.

**Note:** In order to submit feedback using the System Support Button from within ODIS, the ODIS Service Email Outbox must be configured. For information on configuring the ODIS Service Email Outbox, refer to **ODIS Service Email Outbox Configurations**, which is also available on ServiceNet.

Users can also refer to **VAS-PC Diagnostic Software – End of Life (EoL) Announcement** for further information regarding VAS-PC Diagnostic Software End of Life (EoL).

Questions or comments can be directed to [Diag-Feedback@Volkswagen.com](mailto:Diag-Feedback@Volkswagen.com). Please remember to include contact information so that we can respond to your inquiry.

## Feedback Corner

This week's feedback is from Chris regarding a 2013 Jetta Repair Manual. He states:

"Diagram A10-11334 shows incorrect tool number call outs. The T10497/1 is not part of the kit. Tool T10497/3 is used to the right of the location shown. The VAS1383A is not a good number. The VAG1383A is a transmission jack which is not used in the removal of the powertrain as the scissor lift VAS6131 is being used. A picture of the T10497/3 can be supplied on request."

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

Feedback Status		
New	Completed	To Factory
15	17	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

01 13 15 - 2033979 Update Programming, MIL ON, Sporadic DTCs Stored in ECM or Power Electronics Fault Memory					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013	1.4L CNLA)	7spd DSG / OCG (DQ200)	AJ_DM000038	AJ_DM290930
Updated programming of the ECM and Power Electronics software has been released to improve the monitoring strategies of various systems. <b>Production Solution:</b> Improved software introduced in production.					

<b>28 13 03 - 2032116 Supersedes V281302 dated May 24, 2013 to remove internal parts availability table.</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta SportWagen, Golf	2011–2013	2.0L TDI(CJAA)	All	All	All
Passat	2012–2013	2.0 TDI(CKRA)	All	All	All

During the initial glow phase, after switching the ignition “On”, the ECM performs a check of the glow plugs through the glow plug control module, to ensure the correct glow plugs are installed. If the engine is cranked during this check, lowering the system voltage, the ECM may receive an incorrect reading and set incorrect glow plug faults.

**Production Solution:** Implemented into production.

<b>60 13 01 - 2019568 Supersedes T.B. V601203 dated October 24, 2012 to remove GFF test plan.</b>					
<b>Sunroof / Sunshade, Will Not Open</b>					
<b>Note: This bulletin is not applicable to Golf/GTI/Golf R, Eos or Routan. DO NOT replace component(s) for this condition.</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Wagon	2008–2009	All	All	All	All
Tiguan	2008–2013	All	All	All	All
Jetta SportWagen, Golf Wagon	2010–2013	All	All	All	All
Jetta, Touareg	2011–2013	All	All	All	All
Passat, Beetle	2012–2013	All	All	All	All

The sunroof’s “Basic Setting” has been unintentionally initiated by the customer.

**Explanation** When the sunroof is closed and the rotary switch is pressed down in the closed direction for longer than 10 seconds, the basic setting program of the

sunroof motor is initiated, and previous sunroof travel limits are lost. If the basic setting is not fully restored (by continuing to hold the rotary switch in the down position until the sunroof has completed its full open/closed travel), fault codes (panoramic sunroof only) will set and the sunroof can no longer be opened.

**Production Solution:** Not applicable.

**91 13 13 - 2023490 Supersedes T.B. V911130 dated October 6, 2011 to include additional model year applicability.**

**Antenna Diagnosis Overview**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle, Eos, Jetta Wagen, Passat, Tiguan, Touareg	2005–2010	All	All	All	All
All except Routan	2011–2013	All	All	All	All

To provide an overview of:

- Antenna Connector Colors
- Coaxial Cable Information
- Model / Radio Antenna Locations
  - AM/FM Diagnosis
  - Satellite Radio Diagnosis
  - Navigation (GPS) Diagnosis
- Diagnostic checks with Digital Volt Meter (DVOM)

**Production Solution:** Not applicable.

## Pending Service Solutions

<b>PSS RNS850 Displayed Radio Station</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011–2013	All	All	All	All
<p align="center"><b>PSS RNS850 Displayed Radio Station</b></p> <p align="center">Customer may report that radio intermittently displays one station while audio is from a different station.</p> <p><b>Production Solution:</b> Software solution pending. Update expected late July 2013.</p>					

<b>PSS RNS510 "Re-Boots", Turns off at Random or "Freezes" (i.e. for 5 minutes plus)</b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2012	All	All	All	All
CC, Eos, Passat	2012–2013	All	All	All	All
<p>RNS510 Radio/Navigation unit may turn off at random. In some cases the unit may turn back on without input from the driver (Re-Boot). Customer may also have symptoms described as "Freezing" or "Locks Up".</p> <p><b>Production Solution:</b> Issue is currently under investigation. Repair solution pending.</p> <p><b>Replacement of RNS510 Radio/Navigation unit WILL NOT resolve issue.</b></p>					

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## Tech Tips

**55-12-03 TT - Rear Lid Will Not Power Close, No Faults Stored  
June 7, 2013: Update to information.**

Model(s)	Year	Eng. Code	Trans. Code
Passat Wagon	2006–2010	All	All

When diagnosing a power rear lid that will power open but will not power close, check operation of luggage compartment lamp W3. Lamp should be on with rear lid open and off with rear lid closed.

If lamp is not on with rear lid open, disconnect luggage compartment lamp W3 and attempt to power close rear lid. If rear lid power closes with W3 disconnected, reconnect W3 and then disconnect T4az for rear lid latch on hatch. With T4az disconnected, supply ground to pin 2. If W3 illuminates with ground supplied to T4az/2 but does not illuminate with rear lid open, replace rear lid latch. If W3 does not illuminate with ground supplied to T4az/2, check available voltage at W3 pin 2 (rt/bl) and circuit from W3 pin 1 to T4az/2 for an open circuit. If voltage is present and circuit is not open, replace W3 for a possible failed diode.

**87-13-01 TT - A/C Inoperative, Fault B109EF0 "A/C compressor first run not performed"**

Model(s)	Year	Eng. Code	Trans. Code
Jetta Hybrid	2013	All	All

If fault B109EF0 "A/C compressor first run not performed" is found in AW 08 A/C/heating Electronics, resolve fault by completing test plan "A/C compressor first run". Test plan is available in VAS PC GFF through Function/Component selection or in ODIS 1.2.0 or later using the "Select self test" button on the Test plan tab.

**91-13-05 TT - Equipped with RHR Radio – iPod Connection Tip**

Model(s)	Year	Eng. Code	Trans. Code
Routan	2011–2012	All	All

The RHR radio can control an iPod when the device is connected directly to USB port located on the front of radio. Accessory iPod adapter kits available for other Routan radios will not operate with the RHR radio.

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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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