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# VW ElsaWeb Newsletter



Das Auto.

Edition 40: June 17, 2013

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## Service Information Initiatives

With a sharpened focus on providing you the most up-to-date service information, we introduced several new initiatives over the past several months (listed below). These initiatives were created from ideas that we received from you. The initiatives relate directly to how you perform your daily jobs, the ease of use of Elsa, and information reliability.

Our goal continues to be to provide you with innovative solutions to make your job more

efficient. So, please continue sending us your feedback and ideas.

- Tech Tips moved to Elsa 9-24-12
- Technical Assistance Update 10-8-12
- Technical Bulletin Web Based Training 10-22-12
- Updated ElsaWeb Users Guide 10-29-12
- New Repair Manual Glossary 11-5-12
- Bluetooth Compatibility Checker 11-12-12
- Quick Reference Specification Books 11-19-12
- New Jetta A6 Component Locations 12-10-12
- ElsaWeb Feedback Attachments 1-7-13
- Elsa News and Updates Pop-Up 1-14-13
- ODIS Feedback Submission 2-4-13
- Pending Service Solutions Introduction 2-18-13
- Feedback Process 4-22-13
- ElsaPro Introduction 5-6-13
- Repair Group Quick Reference Sheets 5-13-13
- ElsaPro DMS Integration Benefits 5-13-13
- ElsaPro Maintenance Tables 5-20-13
- ElsaPro Search Functionality 5-28-13

## **Feedback Corner**

This week's feedback is from Frank regarding a 2010 Routan Repair Manual. He states:

"The snap ring for the compounder bearing retainer is tapered, but Elsa doesn't tell you what direction to install it."

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

Feedback Status		
New	Completed	To Factory
21	24	8

\*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 16 - 2034046 Update Programming of ECM for Concerns of a Bump Sensation after Coming to a Stop					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta SportWagen, Golf, Golf Wagon, Passat, Beetle, Beetle Convertible	2011–2013	2.5L (CBTA, CBUA)	All	All	All
<p>Current ECM programming may cause a bump after coming to a stop, which may be felt through the chassis of the vehicle. This concern is caused by the engine torque being slightly high when the transmission goes into Neutral Control. Neutral Control is designed to reduce load on the engine during idle, in order to decrease emissions. If the engine is still producing torque during the time the transmission goes into Neutral Control, there will be a bump caused by the power disconnect. The concern is more likely to occur when the engine is under higher load at idle, for example, if running the Air Conditioning or under high electrical loads.</p> <p>The concern as described may be difficult to reproduce.</p> <p><b>Production Solution:</b> Improved software.</p>					

**01 13 17 - 2034012 Update Programming, MIL ON, DTC P0106 Manifold Absolute Pressure Range / Performance Stored in ECM Fault Memory**

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

Monitoring strategy for the manifold absolute pressure sensor is too sensitive, causing P0106 to incorrectly set in the engine control module. DO NOT replace any parts for this concern. This condition as described does not affect vehicle performance or operation.

**Production Solution:** Improved software.

**01 13 18 - 2026578 Supersedes T. B. V011202 dated January 12, 2012 to correct claim comment in warranty table.**

**Update Programming to Eliminate DTC P2458 Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Sportwagen Golf, Golf Wagon (A6)	2011	2.0L (CJAA)	All	All	All

Customers may complain of a MIL ON condition, which is caused by DTC P2458.  
>Update the software to the levels described in the table below.

**Production Solution:** Improved software was introduced in production as of March 2011.

**27 13 01 - 2033978 Generator Replacement**  
**Charging System inoperative/malfunctions, noise from engine compartment,**  
**accessory drive belt damaged or missing.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All(except Routan,Touareg Hybrid, Jetta Hybrid)	2012–2014	All	All	All	All

One or more of the following symptoms are possible:

- Discharged Battery
  - No Start
- Battery Indicator illuminated in Instrument Cluster
- “Low Voltage” DTCs in various control modules
  - Engine noise
- Accessory Drive Belt damaged or missing

**Production Solution:** Not applicable.

**37 13 01 - 2033975 Automatic Transmission Fluid Requirements**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2010–2014	All	All	All	All

In response to multiple dealership inquires about aftermarket universal (one fluid fits all) automatic transmission fluids and transmission flushing, Volkswagen Group of America, Volkswagen Canada have prepared the following statement.

At this time, Volkswagen Group of America, Volkswagen Canada do not support or warranty any use of aftermarket universal automatic transmission fluids or the machines used to flush the transmissions. This applies to all standard automatic and DSG transmissions. Due to the functional and design variations in each automatic transmission, the transmission fluid is developed and used by Volkswagen for specific purpose within each application. Under no circumstances are these fluids to be used outside their designated transmission and replacing any of the Volkswagen approved automatic transmission fluids with a universal “one fluid fits all” approach is not accepted.

Volkswagen Group of America, Volkswagen Canada have not been provided any information from the manufacturers of these aftermarket automatic transmission fluids that indicate that they meet any of the requirements set forth by the developers

of these transmissions. There are also no immediate plans to implement these fluids into the currently available automatic transmission fluid selection. As such, any transmission repair where the incorrect fluid is used or the incorrect repair procedure was followed will not be covered under Volkswagen warranty.

It is also highly recommended that these universal automatic transmission fluids and transmission flushes not be used during customer pay repairs to ensure that the high standards set forth by Volkswagen are always met for the customers, both in and out of warranty.

Please contact your local FOM/QTMM with any further questions or concerns.

**Production Solution:** No production change required.

**55 13 02 - 2033945 Fuel Door Sticks or is Difficult to Open**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012–2013	All	All	A3_CC049991	A3_DC139587

Fuel door binding due to excess material inside of fuel door housing.

**Production Solution:** Part change to eliminate excess material inside of fuel door housing.

**92 13 02 - 2024878 Supersedes T.B. V921204 dated November 2, 2012 to add additional model year applicability.**

**Wiper Blade Inspection for Proper Warranty Coding**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All(except Routan)	2008–2014	All	All	All	All

Wiper blade performance is affected by 3 conditions.

- Wear and tear due to normal environmental conditions and normal use through the 6 Month/6000 Mile warranty period.
  - Outside influence.
- Factory issue where the part has malfunctioned due to a part assembly concern. Covered under New Vehicle Limited Warranty (NVLW).

**Production Solution:** No production change required.

## Pending Service Solutions

No new pending service solutions this week.

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## Tech Tips

### **28-01-09 TT - Equipped with ALH TDI Engine – Glow Plug Replacement Tip June 14, 2013: Update to Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
Golf, Jetta, New Beetle	1999–2003	All	All

Be aware that there are 2 suppliers for the TDI glow plugs-Bosch and Beru. When replacing the glow plugs make sure that you do not mix stock. The vehicle must have all the same supplier or DTC P0380 (Glow Plug Monitoring) may set.

### **28-06-102 TT - V10 Diesel – Glow Plug DTCs June 14, 2013: Update to Information.**

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2006–2007	All	All

If Glow Plug DTCs are present, check the state of charge on BOTH of the batteries. If the auxiliary battery (in the rear) is low on charge, it can set glow plug DTCs. The auxiliary battery is the battery that powers the glow plugs up during start-up.

### **37-06-06 TT - Vehicles with 09G or 09A Transmission -- Replacing Transmission June 14, 2013: Update to Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
Golf, Jetta, New Beetle	2001–2005	All	All

If you replace one of these transmissions, check ETKA to see if you must also replace the Transmission Control Module (TCM) at the same time. In some instances the new transmission will require an updated TCM.

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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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