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VW ElsaWeb Newsletter



Das Auto.

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Introduction of Pending Service Solutions

By now, you have all heard about the Pending Service Solutions (PSS) tool. We created PSS in response to your requests to improve communication with those customers who have issues for which there is currently no solution.

The PSS tool will be available April 3, 2013, by clicking the link in VW Hub under related sites. To learn more about PSS, take the Web-Based Training course 810134 in the Certification Resource Center on VWwebservice.com. We are confident that it will be another tool for ensuring customer satisfaction by keeping them informed of upcoming repair solutions.

Submit Your Article Suggestions

If you have any suggestions for topics that you would like to see covered, please email your ideas to vwoa.workshopinformation@vw.com.

Feedback Corner

This week's feedback is from Frank regarding a 2012 Golf Repair Manual. He states:

"There is a dead link for the Repair Manual procedure: Haldex Clutch Oil Level Filling."

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

Feedback Status		
New	Completed	To Factory
10	28	6

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Technical Bulletins

01 13 10 - 2025089 Supersedes T.B. V010751 dated June 1, 2007 for revised diagnostic assistance and additional model applicability.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2004–2005	All	All	All	All

Golf, Jetta (A4)	2004–2006	All	All	All	All
New Beetle, New Beetle Convertible	2004–2005	All	All	All	All
Eos, GTI, Jetta, Passat	2006–2009	All	All	All	All
Jetta, GTI, Eos, Tiguan, Beetle, Beetle Convertible, CC, Passat	2009–2013	All	All	All	All
<p>Replaced ignition coils have commonly been related to conditions such as:</p> <ul style="list-style-type: none"> • Incorrect installation of ignition coils • Loose or damaged electrical connections <ul style="list-style-type: none"> • Circuit grounds • Poor fuel quality • Reasons that may not be related to ignition coil operation. <p>A Proper GFF misfire diagnosis must be followed before replacing any ignition coils.</p> <p>Production Solution: Not applicable.</p>					

19 13 02 - 2033265 Release of New Engine Coolant Organic Additive Technology (OAT).					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2013	All	All	All	All
<p>New engine coolant for the 2013 model year Routan vehicles and beyond, for all engine applications. This new coolant is an Organic Additive Technology (OAT) (Fig. 1). OAT coolants have a service interval of 10 years or 150,000 miles. For extreme duty cycle applications refer to the Service Information or Owner's Manual for proper maintenance schedules</p> <p>Production Solution: Coolant change from HOAT to OAT MY2013.</p>					

40 13 01 - 2033347 CV Boot Replacement. CV boot damage identified.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	2011–2013	All	All	All	All
Recommended procedure for removing damaged CV boot. Production Solution: Not applicable.					

48 13 01 - 2027277 Supersedes T. B. V481102 dated November 17, 2011 to include additional model year applicability. Insufficient Steering Assistance-Warning Light ON.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2010	All	All	All	All
CC, Tiguan	2010–2012	All	All	All	All
Customer may comment about the following concern: <ul style="list-style-type: none"> • Steering is stiff. • Yellow and red power steering warning lights on. <p>The following entries can be logged in the Power Steering Control Module -J500- (See Bulletin)</p> <p>Production Solution: Improved software.</p>					

48 13 02 - 2030353 Supersedes T. B. V481202 dated August 24, 2012 to include additional models and model year applicability. Poor Power Steering Assistance, DTCs 16344 014, 16353 014, 16355 014, 02614 014 Stored in Power Steering Control Module J500.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Jetta SportWagen	2010–2012	All	All	All	All
Jetta	2011–2012	CBFA, CCTA, CJAA	All	All	All

Beetle	2012	CBFA, CCTA	All	All	All
Passat	2012	CDVB, CKRA	All	A3_CC000001	A3_CC078013

Customer may comment:

- Steering stiff at engine start up.
- Yellow power steering warning light on.
- Red power steering warning light on.

The customer concern may or may not be duplicated, and the following Diagnostic Trouble Codes (DTCs) are present in the power steering control module (J500).

Production Solution: Improved software.

69 13 02 - 2032959 Airbag Warning Lamp – Front Side Airbag Pressure Sensor Interruption/ Short to B+

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

The Airbag Lamp in the Instrument Cluster may illuminate due to an unsecured electrical connection at the Driver (G179) or Passenger (G180) Airbag Pressure Sensor located in the front door. This condition could also be caused by an unsecured electrical connection at the inline connector between the Airbag Pressure Sensor and the Airbag Module (T28 or T28A) located in the A-Pillar. **It is critical to ensure there are no connector or terminal concerns before suspecting the G179 or G180 Airbag Pressure Sensors.**

If the DTC B101715 and/or B103615 are present, check for any additional DTCs in the Airbag Module. If there are additional DTCs present such as faults for Outside Mirror Turn Signal Electrical Malfunction, Front Door Warning lamp Electrical Malfunction, Door Control Module, Bass Speaker, or Lock Unit for Central Locking, perform a visual inspection of the T28 and/or T28A connectors in the A-Pillar area.

Production Solution: Information only.

91 13 08 - 2033283 Radio Anti-Theft Codes					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2012	All	All	All	All
<p>Starting in model year 2012 radios will come equipped with an anti-theft feature. Once a radio is installed in a vehicle, it learns the vehicle's VIN and cannot be used in another vehicle unless an anti-theft code is applied.</p> <p>Production Solution: Change MY2012.</p>					

Pending Service Solutions

Pending Service Solutions coming soon.

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Tech Tips

61-07-105TT - Convertible Top Inoperative, One Side Bar Not Unlocking From Header, Fault 02805 – System Interference			
Model(s)	Year	Eng. Code	Trans. Code
EOS	2007–2013	All	All
<p>When diagnosing an EOS with the convertible top inoperative and the C segment does not seem to open fully, please consult the following information:</p> <ul style="list-style-type: none"> • If the only fault present is 02805 (system interference) or no faults at all, check to ensure the C segment is opening fully. • If it is, check that the side bars are fully unlocking from the header. • If only one side is unlocked, run the complete GFF test and document the results. Do not replace any switches at this time. • Remove the interior trim from the side cover and inspect the locking arm from the C segment ram area to the hook on the header side. If there are any loose components in this assembly, please replace the latch per instructions in ElsaWeb and send the old parts back to the Warranty Test Center. <p>IMPORTANT: DO NOT attempt any emergency open or close procedures for this particular concern as other damage may occur which will not be covered under Warranty.</p>			

91-11-17TT - Replacement Radio/Navigation Unit has no Sound

Model(s)	Year	Eng. Code	Trans. Code
Passat, Jetta, GTI, EOS, Tiguan, Jetta Sportwagen	2009–2013	All	All
Touareg with RNS 510	2009–2010	All	All

Replacement RNS 510 radio/navigation units may be shipped in transportation safeguard mode and therefore will have no sound output. In order to switch the unit out of this mode, hold down the forward seek button, the back seek button, and the music button at the same time until the unit shuts down. Once the unit is powered back 'ON' the safeguard mode will be deactivated.

91-13-02TT - MDI Control of Apple Devices with Lightning Connector (iPhone 5, iPad fourth generation, iPod Nano seventh generation)

Model(s)	Year	Eng. Code	Trans. Code
Eos, Golf, GTI, Jetta, Jetta Sportwagen, Passat, Tiguan	2009–2013	All	All
Beetle	2012–2013	All	All
Touareg	2009–2010	All	All

The Apple iPhone 5, iPad fourth generation, and iPod nano seventh generation use a proprietary "Lightning" connector that is different than the 30 pin dock connector found on previous iPhone and iPod models.

Because of the difference in connectors, an adapter is necessary to connect these devices to the cable supplied with the Media Device Interface (MDI).

The adapter is available for purchase from Apple and is not included with the device. Use of an aftermarket (non-Apple) adapter may prevent the device from connecting to the MDI and may only allow for charging of the device.

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Campaigns

No new campaigns in ElsaWeb.

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Updates

No new updates in ElsaWeb.

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Suggestions

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

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