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VW ElsaWeb Newsletter



Das Auto.

Edition 34: May 6, 2013

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ElsaPro Introduction

We all know ElsaWeb. But did you know that the next generation of Elsa is being rolled out this year? Introducing ElsaPro – system improvements designed around the service core process you use every day.

The first thing you will see when you open ElsaPro is a clean, new look. But the features you know and use are still there – along with some new ones that are great time savers. ElsaPro features the following benefits:

- Service core process improvements
- Integration with other service-related systems (i.e., DMS, ETKA)
- Enhanced search to help you find what you want faster
- Decrease the chance of errors and avoid missed service opportunities

Over the next several weeks, we will be describing how each system improvement will help you at the dealership as well as comparing the capabilities ElsaPro has with the prior version of Elsa.

Some topics we will be covering are:

- DMS Integration Benefits
- VIN driven Maintenance Tables
- New Search Function and ETKA Integration

ElsaPro is currently in the testing and piloting phase. The first pilot began mid-April at Thelen VW/Audi in Bay City, Michigan. ElsaPro will be rolled out in stages from the East Coast to the West Coast and will be completed by the end of 2013.

Feedback Corner

This week's feedback is from Doug regarding a 2011 EOS Repair Manual. He states:

"In the repair manual, the R&I procedure of the Airbag Spiral Spring/Return Spring with Slip Ring and it says: Airbag Spiral Spring/Return Spring with Slip Ring - F138 - is a construction-specific component of steering column switches. *Refer to → Electrical Equipment; Rep. Gr. 94; Removal and Installation.* The hot link takes you to the 'Electrical' section that does not contain the clock spring R&I procedure. Is the clock spring R&I procedure missing?"

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

Feedback Status		
New	Completed	To Factory
10	5	5

*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

00 13 03 - 2033708 Removing Paint Contaminants from Exterior Paint					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2010–2014	All	All	All	All
Removing paint contaminants, such as rail dust and industrial fallout, from exterior paint. Production Solution: Not applicable.					

63 13 01 - 2033699 Paint Chafe between Rear Bumper Cover and Fender					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2012–2013	All	All	AT_CM000001	AT_DM678028
Beetle Convertible	2013	All	All	AT_DM000001	AT_DM823648
Customer may identify a paint chafe between rear bumper cover and fender. Production Solution: Dimensional change to the rear bumper cover and addition of expanding rivet address the concern in production as of the following VIN's:					
<ul style="list-style-type: none"> • Beetle Sedan - 3VWJL7AT5DM678028 • Beetle Convertible - 3VW5L7AT3DM823648 					

01 13 12 - 2033518 Update Programming, MIL ON, Faults P0299, P0403, P20EE, P229F, P2100, P0045, P2008, P24AF, P026A, and/or P050E Stored in ECM Fault Memory

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2013	3.0L TDI (CNRB)	All	All	All

Update Programming, MIL ON, Faults P0299, P0403, P20EE, P229F, P2100, P0045, P2008, P24AF, P026A, and/or P050E Stored in ECM Fault Memory
Production Solution: Software implemented into production.

15 12 02 - 2015153 Supersedes T. B. V151103 dated December 21, 2011 to emphasize the importance of changing the oil and filter when excessive cam follower wear is found.

MIL ON, DTC P0087, P1093 or P2293 Stored in ECM Fault Memory

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta (A5)	2005–2007	2.0L (BPY)	All	All	All
Passat, Passat Wagon	2006–2007	2.0L (BPY)	All	All	All

Excessive wear of intake camshaft lobe that drives the high pressure fuel pump. The wear limits maximum pump piston lift, causing fuel rail pressure fluctuations. The wear on the camshaft lobe can also lead to wear on the base of the high pressure fuel pump cam follower.

Production Solution: Increase surface hardening of camshaft lobe for the high pressure fuel pump. Improved intake camshafts have Part No. 06F109101B.

Pending Service Solutions

No Pending Service Solutions this week.

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Tech Tips

72-12-02TT - Front Seat Backrest is in a Different Position When Re-entering the Vehicle

May 3, 2013: Update to Information and Applicability.

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

Customer concern of seat backrest in a different position when re-entering the vehicle may be caused by customer contacting backrest adjustment switch while exiting the vehicle. To prevent contact with switch, install updated switch trim panel with added cover over backrest adjustment switch as shown below. Backrest adjustment knob must also be replaced with part number 7P6959817B QWA (left) and 7P6959818B QWA (right). Be aware that the trim panel part number is based on vehicle trim level. Part numbers are as follows:

- 7P6 882 515E 9B9 (driver side) / 7P6 882 516E 9B9 (passenger side)
Sport trim level (8-way seat)
- 7P6 882 515D 9B9 (driver side)/ 7P6 882 516D 9B9 (passenger side) Lux, Executive and Hybrid trim levels (12-way seat)

26-11-01TT - TDI Engine - Diesel Particulate Filter Regeneration, Fault P2463

May 3, 2013: Update to Information and Applicability.

Model(s)	Year	Eng. Code	Trans. Code
Golf, Jetta, Jetta Sportwagen	2009–2013	TDI	N/A
Passat	2012–2013	TDI	N/A
Touareg	2009–2010	TDI	N/A

2.0L TDI Soot Load Evaluation

Before regeneration can be performed, inspect Soot Load in MVB 241 and check the distance driven in KM since last re-gen in MVB 240/3.

2.0L TDI

If soot load is between 2 grams and 39.9 grams normal regeneration can be performed. If soot load is over 39.9 grams, please complete a DPF check sheet and attach to VTA case, and then contact the Volkswagen Technician Helpline at 1-800-678-2389. DPF check sheets are available on ServiceNet under Technician

References>Technician Helpline> Worksheets/Check Sheets>DPF Work Sheets.

3.0L TDI Soot Load Evaluation

Before regeneration can be performed, inspect Soot Load in MVB 104. The start of normal driving regeneration is 27 grams.

3.0L TDI

If soot load is between 2 grams and 39.9 grams, normal regeneration can be performed. Use Guided Fault Finding to run regeneration.

69-13-03TT - Front Seat Belt Tensioner Igniter 2 Location

May 3, 2013: Update to Applicability.

Model(s)	Year	Eng. Code	Trans. Code
Passat, Tiguan	2012–2013	All	All

2012–2013 Passat and Tiguan vehicles use 2 front seat belt tensioner igniters and 1 belt force limiter on each side of the vehicle. Seat belt tensioner igniter 1 (N153 for driver side and N154 for passenger side) and belt force limiter (G551 for driver side and G552 for passenger side) are located in the seat belt retractor assembly, while seat belt tensioner igniter 2 (N297 for driver side and N298 for passenger side) is located in the seat belt end fitting. The connector for N297/N298 can be accessed by removing B-pillar trim and pulling back carpet slightly.

40-13-01TT - CV Boot Leaking Grease, Clamp Not Tight or Not Aligned Properly

May 3, 2013: Update to Applicability.

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

If a CV boot is found to be leaking grease on PDI and a clamp is found to be loose or not aligned properly, only the clamp should be replaced. If concern is found after the vehicle is sold, replace the complete CV joint.

45-09-03TT - DTC 01309 008 "No Communication with -J500-" is Stored in the ABS/ESP Module Only

May 3, 2013: Update to Information and Applicability.

Model(s)	Year	Eng. Code	Trans. Code
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Passat, CC, EOS, Rabbit, GTI, Jetta, Tiguan w/ Electro – Steering	2005–2013	All	All
<p>If, after replacement of the steering rack, fault code 01309 008 is set in the ABS/ESP module only, follow the test plan in GFF for Driver Steering Recommendation (DSR) or channel 3 activation. If the test plan fails to clear the fault, follow the direction below using Vehicle Self Diagnosis in Address Word 44 - Steering Assistance:</p> <ol style="list-style-type: none"> For 2009-2013 Jetta, Rabbit/Golf, GTI, 2012-2013 Passat (Access Code 40975). <i>Address Word 44, adaptation channel 3, set value to 2 to activate the DSR.</i> For CC, Tiguan, 2006-2010 Passat, Passat Wagon (Access Code 51514) <i>Address Word 44, adaptation channel 3, set value to 1 to activate the DSR.</i> All cars prior to MY 2009 with electromechanical power steering (per Technical Bulletin Instance number 2011516 / V480601 or later). <i>Address Word 44, adaptation channel 3, set value to 0 to activate the DSR.</i> 			

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Campaigns

24Y7 - 3.6L Engine PCM Software Update					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011–2012	3.6L	All	2V4R__G_BR621789	2C4R__G_CR425164
<p>Some customers with Routan vehicles built through January 31, 2012 may complain of harsh 1-3 upshifts when operating the vehicle in the economy (ECO) mode. Additionally, Routan vehicles built from January 31, 2012 through September 25, 2012 may have an error in the torque management software that causes some shifts to skip torque management and apply more pressure to the clutch than intended. These issues can cause stored fault codes within the powertrain control module (PCM). If this happens, your vehicle may not pass an IM (emissions) inspection.</p>					

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Updates

New UPDATE 24Z5 – Jetta Hybrid Software (FED_EMS)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013	CNLA	7spd DSG / 0CG (DQ200)	All	All
Updated software is available to optimize Hybrid system operation. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:					
<ul style="list-style-type: none">• Procedure is valid only for vehicles that show the 24Z5 code in ElsaWeb, Campaign/Action Information screen <u>on the day of repair.</u>• If the vehicle is sold it must be within the Federal Emissions Warranty• Procedure must be performed within the allotted time frame stated in this UPDATE.• Procedure must be performed on applicable vehicles in dealer inventory prior to sale.					

The following UPDATES have been revised to reflect a label pricing increase for repairs performed on or after May 1, 2013:

- **24Q3 Emission Label (FED_EMS) UNITED STATES ONLY**
- **24R6 Emission Label (FED_EMS) UNITED STATES ONLY**
- **24R8 Emission Label (FED_EMS) UNITED STATES ONLY**
- **24R7 Emission Label (FED_EMS)**

24Q3 Emission Label (FED_EMS) UNITED STATES ONLY					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
GTI	2008	CBFA	All	8W209951	8W344484
Jetta	2008	CBFA	All	8M156307	8M199160

GLI	2008	CBFA	All	8M157365	8M190585
<p>This update has been proactively released to replace the emissions label on the vehicle. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Procedure is valid only for vehicles that show the 24Q3 code in ElsaWeb, Campaign/Action Information screen <u>on the day of repair</u>. • If the vehicle is sold it must be within the Federal Emissions Warranty. • Procedure must be performed within the allotted time frame stated in this UPDATE. • Procedure must be performed on applicable vehicles in dealer inventory prior to sale. 					

24R6 Emissions Label (FED_EMS) UNITED STATES ONLY					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2010	CBFA	All	3WW _ A _ AJ _ AM 011777	3WW _ A _ AJ _ AM 082161
GTI	2010	CBFA	All	WWW _ D _ AJ _ AW 000068	WWW _ D _ AJ _ AW 269036
<p>This update has been proactively released to replace the emissions label on the vehicle. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Procedure is valid only for vehicles that show the 24R6 code in ElsaWeb, Campaign/Action Information screen <u>on the day of repair</u>. • If the vehicle is sold it must be within the Federal Emissions Warranty. • Procedure must be performed within the allotted time frame stated in this UPDATE. • Procedure must be performed on applicable vehicles in dealer inventory prior to sale. 					

24R7 Emissions Label (FED_EMS)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2010	CCTA	All	3VW _ J _ AJ _ AM 001162	3VW _ J _ AJ _ AM 109109
GTI	2010	CCTA	All	WVW _ V _ AJ _ AW 000340	WVW _ V _ AJ _ AW 341982

This update has been proactively released to replace the emissions label on the vehicle. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24R7 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

24R8 Emissions Label (FED_EMS) UNITED STATES ONLY

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC	2010	CCTA	All	WVW _ L _ AN _ AE500278	WVW _ L _ AN _ AE529215

This update has been proactively released to replace the emissions label on the vehicle. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 24R8 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- If the vehicle is sold it must be within the Federal Emissions Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

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Suggestions

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

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