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# VW Elsa Newsletter



Das Auto.

Edition 85: May 12, 2014

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## ODIS Service License Request Reminder

Avoid unnecessary delays during ODIS Service license request and downloads by remembering to paste the device **hardware key** into **BOTH** the **hardware key AND computer designation** entry fields in eSHop.

License requests with the computer designation field containing characters other than the hardware key are denied. The same applies to computer designation fields that are left empty.

**Tip:** Before proceeding with the request, ensure that both entry fields contain the device hardware

key as illustrated below:

**Example:**

Products			
Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.	
00001VW-USA-en	VW Brand	2.	
		7e1848fb705baa0ba5dbb7f24154c7ee:Pana:	
		7e1848fb705baa0ba5dbb7f24154c7ee:Pana:	

For detailed instructions on the ODIS Service license request and download process, always refer to **Service Information – ODIS Service** document title: [ODIS Service Installation Phase 1 – Preparation & License Request Instructions \(eShop\)](#)

Please forward this information to any colleagues that are tasked with ordering ODIS Service licenses that may not otherwise receive this newsletter.

## ElsaPro Tip: "Notes"

After you have entered a VIN or selected an existing Job in ElsaPro, a dialog box pops-up showing what additional information is available for that vehicle. This may include "Notes":




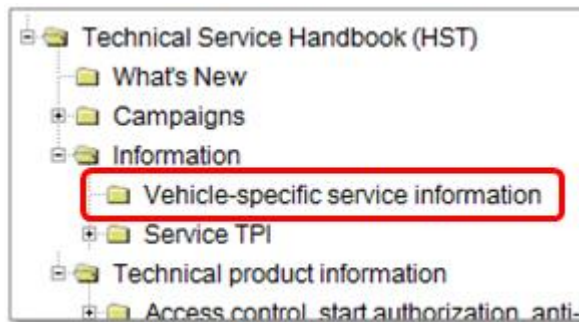
This means that there are Pending Service Solutions (PSS) available for this vehicle.

The PSS information can be accessed from two locations:

1. On the Systems menu, click "Notes". A pop-up will display with a list of relevant documents:



2. In the Technical Service Handbook (HST) infomedia  Technical Service Handbook (HST) under Information > Vehicle-specific service information:



**Important Note:**

We are currently having issues with the displayed list of documents when selecting "Notes" from the Systems menu (location 1, above).

The list may include erroneous items or broken links.

Our IT team is aware and working to resolve the issue, but we have no timeline yet. Updates will be included in future newsletters.

In the mean time we encourage everyone to **use the "Vehicle-specific service information" location (location 2, above) to access PSS information.**

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## Technical Bulletins

**96 14 01 - 2028844 Supersedes Technical Bulletin V961204 dated May 4, 2012 to add cargo light and trim panel inspection/replacement procedure and revise warranty statement.**

### **Rear Cargo Lamp Loose or Falls Out when Closing Rear Lift Gate**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2012	All	All	All	All

Rear Cargo Lamp Loose or Falls Out when Closing Rear Lift Gate  
**Production Solution:** New lower lift gate trim panel introduced with reduced light opening specification. July 9, 2011.  
Improved cargo light fastener tab introduced May 17, 2013.

**96 14 02 - 2028844 Supersedes Technical Bulletin V961401 dated May 2, 2014 to add cargo light and trim panel inspection/replacement procedure, revise warranty statement and revise warranty service number.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2012	All	All	All	All

Rear Cargo Lamp Loose or Falls Out when Closing Rear Lift Gate.  
**Production Solution:** New lower lift gate trim panel introduced with reduced light opening specification. July 9, 2011.  
Rear cargo light fasteners weak and do not hold light in place.

**97 14 02 - 2037108**  
**MIL ON, DTC P0236 Turbocharger Boost Sensor (A) Circ. Range Performance Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2013–2014	2.0L (CCTA)	All	All	All
<p>Increased resistance at the pins of the T14 connector in the engine wiring harness, causing fault code P0236 Turbocharger Boost Sensor (A) Circ. Range Performance.  <b>Production Solution:</b> Optimized crimping of the engine wiring harness to avoid circuit faults.</p>					

## Pending Service Solutions

No new Pending Service Solutions this week.

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## Tech Tips

No new tech tips this week.

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## Campaigns

<b>REVISION: 97AM - Fuse (Plug-in Position F16)</b>					
<b><u>Revision Summary: U.S.A. market vehicles added to the service action.</u></b>					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sedan	2009–2010	All	All	Check Elsa on the day the campaign work will be performed to verify vehicle eligibility	Check Elsa on the day the campaign work will be performed to verify vehicle eligibility
GTI	2009	All	All	Check Elsa on the day the campaign work will be performed to verify vehicle eligibility	Check Elsa on the day the campaign work will be performed to verify vehicle eligibility
The F16 position fuse could fail prematurely due to possible degradation of the fuse's					

coating material. If this happens, it could cause a partial loss (but not a complete failure) of vehicle lighting, including the loss of DRL illumination on one side of the vehicle, which in turn could render the vehicle less visible to other motorists and pedestrians during daylight hours.

**REVISION: 38B9 - Transmission Oil Cooler**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Beetle, Beetle Convertible, Passat	2014	1.8T	Torque-Converter Automatic	Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action	Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action
Due to a supplier material change during the production of the transmission oil cooler, the O-ring seals in affected vehicles may be out of specification. If the O-ring does not completely seal between the oil cooler and transmission, a fluid leak may result. In the event of a leak, the fluid could contact a hot surface and result in a vehicle fire.					

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## Updates

No new updates this week.

## Suggestions

Please send comments or suggestions to: [woa.workshopinformation@vw.com](mailto:woa.workshopinformation@vw.com)

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