A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the <u>Elsa Newsletter</u> section in the Technician References menu.

VW Elsa Newsletter

Content

- Offboard Diagnostic Information System Service (ODIS Service) & Windows XP – End of Support
- DealerCONNECT/wiTECH Password Expiration
- ODIS GFF Feedback
- Technical Bulletins
- Pending Service Solutions
- Tech Tips
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- Updates
- Suggestions

Offboard Diagnostic Information System Service (ODIS Service) & Windows XP – End of Support
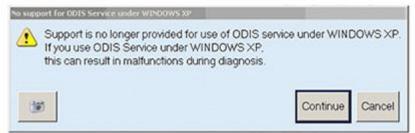
Due to Windows XP End of Life (April 8, 2014), Volkswagen AG (VWAG) began optimizing and testing ODIS Service software exclusively on VAS diagnostic devices with Windows 7, 64-bit operating systems. During the transition from Windows XP to Windows 7, most existing Windows XP devices remained able to perform ODIS Service functions and accept online updates.

Recently however, various constraints in the Windows XP operating system prevent improved functionality and new features developed for ODIS Service on Windows 7 from working reliably on Windows XP devices.

As a result, Volkswagen AG (VWAG) will no longer support ODIS Service functions on devices with Windows XP.

IMPORTANT!

- Beginning with application version V2.2.0 – feature number 6.0.5, ODIS Service functions are no longer supported on devices with Windows XP.

- ODIS Service application version 2.2.0 – feature number 6.0.5 is scheduled for online update release on July 14th. The successful installation and function of this update is only possible on VAS diagnostic devices with Windows 7.

- DO NOT attempt to install an online update identified by feature number 6.0.5 (or higher) on devices with Windows XP! The feature number is always indicated in the download prompt.

- If the update specified above is inadvertently installed and ODIS Service is started, the following message will appear:

> No support for ODIS Service under WINDOWS XP
>
> ⚠ Support is no longer provided for use of ODIS service under WINDOWS XP.
> If you use ODIS Service under WINDOWS XP,
> this can result in malfunctions during diagnosis.
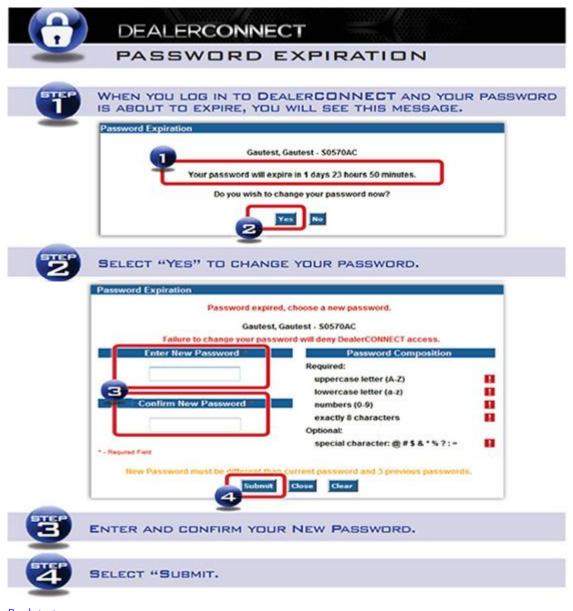>
> [Continue] [Cancel]

- To ensure that the latest versions of ODIS Service are always installed, we urge you to update all eligible diagnostic devices from Windows XP to Windows 7 immediately.

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DealerCONNECT/wiTECH Password Expiration

Starting in July, your **DealerCONNECT/wiTECH** password will expire every 56 days. You will need to logon to DealerCONNECT to choose a new password.

Note: wiTECH will not work with an expired password.

ODIS GFF Feedback

Special thanks to all of you who have taken the time to submit ODIS diagnostic feedback. Because of your feedback, ODIS quality is improving with each new release. Some of the top feedback contributors for last month are:

1. Lute Bustos
2. Donn Mihara
3. Rob Ounpuu
4. Mitchell Johnson
5. Phillip Briggs
6. Patrick Halverson
7. Rich Cervantes
8. Ben Fletcher
9. Tom White
10. Bryan Barks
11. Shawn Sun

The latest version for Volkswagen is:
Application v2.1.1 – Content v2.5.0.

There have been 69 issues verified as fixed so far in the latest release. Please make it a point to update your tester as soon as possible.

Some of the top issues verified as fixed in the latest update are:

- 2013 Passat –
    - The check fuel system function can now be added to the test plan.
    - GFF function -Generate Readiness Code- can now be attached to the test plan.
- 2013 Touareg –
    - Instrument cluster functions are now selectable in the GFF select self test menu.
    - Error while checking EVAP canister system short test has been resolved.

- 2011 Jetta –
  - CBUA 2.5L engine, the readiness test has been restored in Guided Functions and test plan updated.
  - Rear side airbag crash sensor -G257- component location document has been corrected.
  - During vehicle identification, variants for 08-Air Conditioning and 77-Telephone are now identified automatically.
- 2000-01 New Beetle – Function test for programming keys for Immobilizer 2 systems is now functioning properly.
- 2003-05 New Beetle – Function test for programming keys for Immobilizer 3 systems is now functioning properly.
- 2005 9M Jetta - Function test to program keys now available in Guided Functions.

Feedback by the Numbers – since August 2013

- Total VW Feedback Received: 1699
- Total VW Feedback Submitted: 678
- Total VW Feedback Closed: 516

Note: Not all feedback that we receive can be submitted to the factory for resolution. An issue may be rejected due to missing or incomplete information, out of date software, or because it is a duplicate of an issue already submitted.

ODIS Application Update Information

- ODIS Infomedia Integration- Since ODIS version 2.1.0, Elsa Pro content can be accessed from within the ODIS application.
- Saved diagnostic log sections can be expanded or collapsed for review and printing.
- Stopped diagnostic sessions that are incompatible with the ODIS version on the tester can be saved, printed or sent to GFF paperless.
- Time units are now documented for function tests in the diagnosis log.

What To Do If You Have Trouble Using ODIS

Here are a few tips to try if you encounter problems running a function test in ODIS:

- Verify that the vehicle information is correct.
- Verify that the network connection is operational.
- Verify that your tester software is up to date and configured properly.
- Re-start the ODIS application.
- Re-boot the tester.
- If possible, try using another tester.
- For vehicle issues (diagnostic issues, radio code, immobilizer, module adaptation, etc.) open a ticket and call the Tech Helpline at (800) 678-2389 (VW) or (800) 388-2834 (Audi). The issue may be known and a workaround available.
- For tester application issues (non-diagnostic), contact Diagnostic Tester Software Support at (888) 896-1298.
- Don't forget to submit feedback as necessary.
- When submitting feedback, please provide as much information as possible, including at least one screen print of the problem or error and a thorough description of the issue.

Open ODIS Issues

1. Text Strings – A line (or lines) of text not translated correctly and displayed as text strings – for example - No I18N: (080045218003de4f).(TXLABEL9). This issue has been submitted and will be corrected in a future release of ODIS.
2. PinURL_11 error – the error message below is displayed:
   Campaign: ERROR
   Error ID: Infrastructure.Manufacturer.Backbone.ODS9219E
   Error message: ODS9219E Infrastructure.VW online connection.Dealer portal: No URL was found in the configuration data for the alias PinURL_11. The test is cancelled.

This issue should be resolved with the latest release of ODIS, but has not been verified as fixed. If you encounter this error, please send a feedback including a diagnosis log and screen print. If no feedback is received, the issue will be considered fixed and closed.

If you have any questions, comments or suggestions regarding this document, or about

submitting ODIS feedback, please email us at Diag-Feedback@vw.com. We will respond to all inquiries.

Technical Bulletins

01 14 14 - 2035464 MIL ON, Cylinder Contribution/Balance Faults Stored in ECM Fault Memory P0263, P0266, P0269 and/or P0273						
Model(s)	Year	Eng. Code	Trans. Code	From	To	
Jetta, Jetta Wagon	2009	CBEA	All	All	All	
Jetta Sedan	2010	CJAA	All	All	All	
Golf, Jetta Sportwagen/Golf Wagon	2010–2014	CJAA	All	All	All	
Jetta (NF)	2011–2014	CJAA	All	All	All	
Beetle / Beetle Convertible	2013–2014	CJAA	All	All	All	

Diagnostic strategy for zero fuel calibration too sensitive. **(See bulletin for applicable fault codes)** **Note: DO NOT diagnose or replace components due to injector contribution faults before performing the update function as explained in this bulletin.**
Production Solution: Software implemented into production.

28 14 03 - 2037386 MIL ON - Glow Plug Pressure Sensor Faults Stored in ECM Fault Memory					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009–2010	2.0L TDI (CBEA,CJAA)	All	All	All
Golf, Jetta, Jetta SportWagen	2010–2014	2.0L TDI (CJAA)	All	All	All
Passat	2012–2014	2.0L TDI (CKRA)	All	All	All
Beetle, Beetle	2012–	2.0L TDI (CJAA)	All	All	All

Convertible	2014				

When diagnosing MIL ON with glow plug pressure sensor DTC's it important to perform diagnosis prior to replacing the glow plug.
Production Solution: Implemented into production.

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40 14 05 · 2037509 Supersedes T. B. V401404 dated June 24, 2014 to correct causal part in warranty table.

Clicking or Popping Noise from the Front Suspension after a Change in Direction

Note: The symptom as described does not affect the customer's ability to control the vehicle.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2011–2015	All	All	All	All

When accelerating after a change of direction (forward or reverse) a one-time clicking or popping noise occurs in the front left or front right of the vehicle.
Production Solution: No production change required.

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90 14 01 · 2037607 Erratic Oil Temperature Gauge

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle, Beetle Convertible	2014	All	All	All	All

The oil temperature gauge in the auxiliary instrument cluster ("additional instruments") and/or the oil temperature display in the instrument cluster MFI operate erratically
Production Solution: Improved software introduced into production for model year 2015.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

No new Tech Tips this week.

Campaigns

40K9 · Front Stabilizer Links					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI	2015	All	All	Verify the open Campaigns/Actions screen in Elsa	Verify the open Campaigns/Actions screen in Elsa
Due to insufficient torque performed at the factory during vehicle assembly, the stabilizer link fasteners may loosen further over time. If this happens, there will be considerable noise coming from the front of the vehicle. In rare cases, this can lead to the stabilizer link detaching and interfering with the vehicle's steering, leading to an increased steering effort. Unexpected increased handling effort may lead to a crash without warning.					

REVISION 38B9 · Transmission Oil Cooler Revision Summary · Added Golf MY 2015 for Canadian Market Only.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Beetle, Beetle Convertible, Passat	2014	1.8T Engine	Torque-Converter Automatic	Verify the open Campaigns/Actions screen in Elsa	Verify the open Campaigns/Actions screen in Elsa
Golf (Canada Market Only)	2015	1.8T Engine	Torque-Converter Automatic	Verify the open Campaigns/Actions screen in Elsa	Verify the open Campaigns/Actions screen in Elsa
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.					

Updates

No new updates this week.

Suggestions

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