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VW Elsa Newsletter



Das Auto.

Edition 72: February 11, 2014

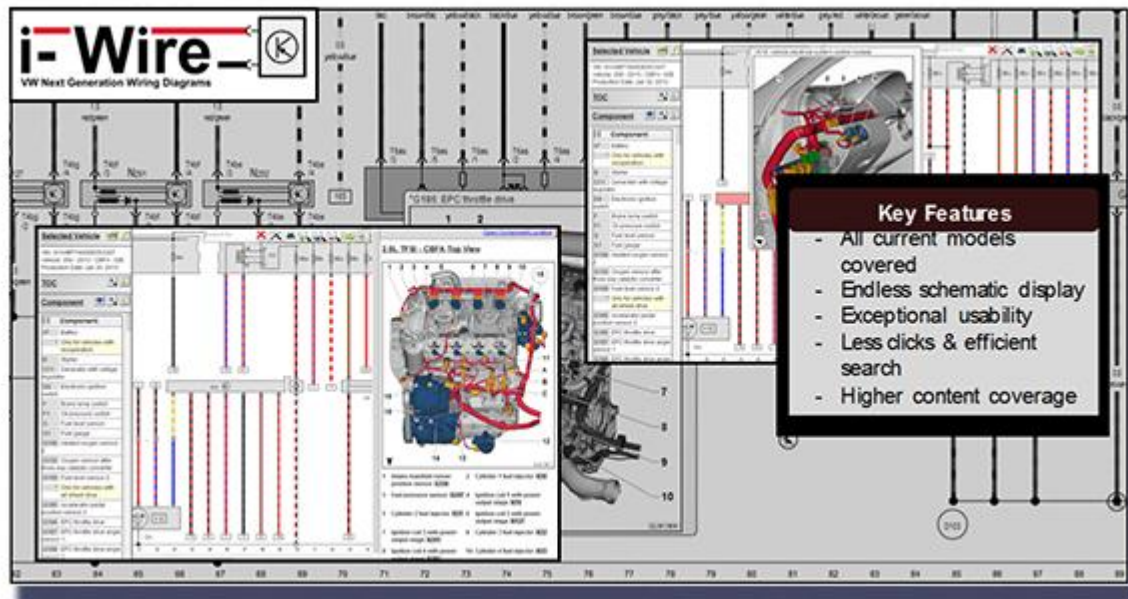
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The New i-Wire Wiring Diagram Application is Here!

i-Wire is the next generation of wiring diagrams. With i-Wire, the content, layout, and interactive functions of wiring diagrams are dramatically improved.



Why was i-Wire created?

Feedback from surveys, technician workshops, and dealership visits highlighted the need for more interactive and user-friendly wiring diagrams and component locations.

Which models now have i-Wire?

You can experience the new i-Wire application with all current VW models:

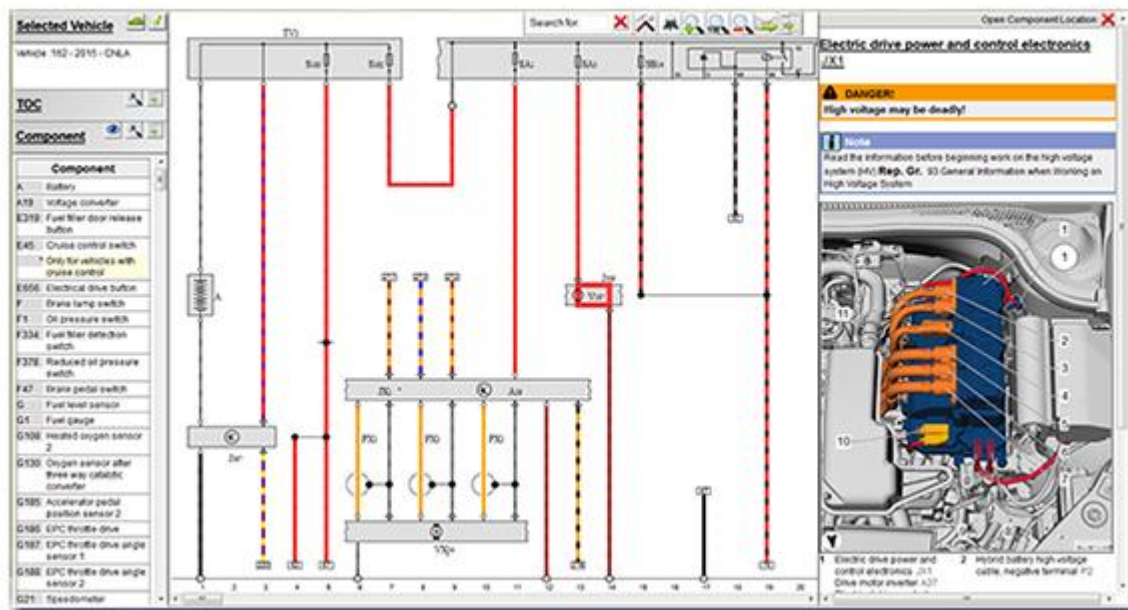
- Eos (1F8)
- Golf (5K1)
- Jetta (162)
- Jetta SportWagen (AJ5)
- Passat (A32)
- Passat CC (358)
- The Beetle (5C1)❖

- The Beetle Convertible (5C7) ❖
- Tiguan (5N2)
- Touareg (7P5)

❖available later this month **What improvements will I see with i-Wire?**

The i-Wire application brings the following improvements to our technicians:

1. An endless schematic display without splitting content into 14 tracks per page
2. The addition of harness routing layout to simplify component locations
3. The integration of inline connectors preview from the schematic
4. Dynamic and interactive wiring diagram and component location navigation



How can I access i-Wire?

Starting next week: Launch Firefox, Chrome, or Internet Explorer (version 9 and above) and logon to VW ServiceNet → i-Wire. The link to i-Wire is located on the ServiceNet homepage. To view the unique i-Wire features as well as tips and tricks, watch the video on the i-Wire homepage in the top right corner under User Guide → i-Wire Learning.

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Windows XP - End of Support (EoS) and New VAS Diagnostic Devices

Did you know that Windows XP SP3 support ends on April 8th? What this means to you is that any Windows XP security and vulnerability issues reported afterwards will not be resolved by Microsoft. This places all VAS diagnostic devices connected to VWAG Group Systems at risk, and necessitates the update of eligible devices to Windows 7.

The good news is that the VWGoA Workshop Technology team have been working on ways to help you transition to the new operating system. Our initial contact on this topic was back in September when we sent a Dealer Broadcast email to all Service Managers/Directors. The Broadcast provided preliminary information on Windows XP EoS as well as Windows 7 update eligibility for existing VAS devices in service.

As not all existing devices are eligible for Windows 7 installations, we worked with VWAG to secure limited time, special pricing for our new, faster generation of VAS 6160A Diagnostic Tablets and VAS 6150C Diagnostic Laptops, e.g.: SSD hard drives, faster Intel processors, preloaded with Windows 7 etc. Special pricing for replacement devices applies to mix and match packages, with or without VAS 5054 Transmitters, and the availability of the VAS 6356 Test Instruments Box and new tool cart. For more information, check out the **Service Information - Workshop Equipment** documents **VSE-13-19 - US only**, and **VSE-13-22 - Canada only** posted on ServiceNet. But hurry: Special pricing arrangements for replacement devices are scheduled to end March 1st.

The VWGoA DTSS Team is also in the final stages of testing and validating the installation of device-specific Windows 7 DVDs (supplied by VWAG) for existing, eligible devices. When rolled out later this month, the Windows 7 DVDs will be bundled with the latest ODIS Service application and brand content versions on a DVD (V2.1.0 etc.) for fast post-installation setup. As always, comprehensive instructions will be posted on ServiceNet.

We urge you to work with your workshop management team to be prepared for Windows XP EoS and the upcoming Windows 7 installations.

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Technical Bulletins

**01 14 01 - 2028609 Supersedes T.B. V011335 dated October 24, 2013 to correct
Passat engine code.**

**Update Programming for Engine Control Module and Transmission Control
Module, for Shudder and/or Slight Hesitation Concerns
Tire Pressure Monitor Warning Indicator ON**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta SportWagen	2012– 2013	2.0L (CJAA)	6 spd. DSG (02E)	All	All
Golf, Jetta Sedan, Beetle Convertible	2012– 2013	2.0L (CJAA)	6 spd. DSG (02E)	All	All
Passat	2012– 2013	2.0L (CJAA)	6 spd. DSG (02E)	All	All

Current ECM/TCM programming could be causing slight hesitation related concerns in DSG equipped vehicles (depending on driving conditions).

Production Solution: Improved ECM/TCM software to address drivability concerns and slight hesitation complaints.

**30 14 01 - 2028714 Supersedes T. B. V301303 dated December 18, 2013 to
update required tools list.**

**DTC P2711 Implausible Transmission Shift Sequence Stored in the Transmission
Control Module**

**Tip: This Technical Bulletin is for fault code P2711 ONLY, if any other faults
appear with this code, perform normal GFF processes and diagnoses. DTC as
described may cause shifting concerns and/or a lack of mobility upon initial
startup. For example, the selector is moved to Drive or Reverse and the
transmission does not engage the selected gear.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
(A5) Jetta Wagon, (A5) Golf	2009	All	DSG (02E)	All	All
(A5) Jetta Sedan	2009– 2010	All	DSG (02E)	All	All
(A6) Jetta SportWagen, Golf Wagon	2010– 2012	All	DSG (02E)	All	All

CC, Eos	2009– 2012	All	DSG (02E)	All	All
Passat	2012	All	DSG (02E)	All	All
Debris in the clutch assembly causing too much drag torque from the multiple clutch. Production Solution: Updated clutch installed as of March 12, 2010.					

55 14 02 - 2036334 Supersedes V551401 dated January 29, 2014 to adjust labor time.

Fuel Door Sticks or is Difficult to Open

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sedan	2014	All	All	AJ_EM000001	AJ_EM224725
Jetta Sedan	2014	All	All	AJ_EM300001	AJ_EM378162

Fuel door binding or sticking due to excess material inside of the fuel door housing.
Production Solution: Improved production procedures at the part supplier.

91 14 01 February 06, 2014 2036310
UMI Software Update for Various Bluetooth® Concerns

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC, Eos, Tiguan, Touareg, Beetle Sedan, Beetle Convertible, Jetta, Jetta SportWagen, Passat	2014	All	All	All	All

The customer may complain of one or more of the following symptoms:

- Voice Prompts stuck in Non-English Language
 - Poor Call Clarity on Receiving End
- Various Bluetooth® Connectivity & Pairing issues

Production Solution: UMI Software Update Initiated During Production.

92 14 01 - 2036195 Wiper Motor Noisy or Inoperative					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2011–2014	All	All	All	All
Passat	2012–2014	All	All	All	All
Nitrile Butadiene Rubber (NBR) cap is installed on newly replaced wiper motor to lower the risk of water ingress through the wiper motor shaft. Production Solution: Not applicable.					

Pending Service Solutions

No new pending service solutions this week.

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Tech Tips

37-12-01 Transmission Harsh Shift Concerns			
Model(s)	Year	Eng.Code	Trans. Code
Routan	2011–2014	All	All
Customer may experience harsh shift on acceleration while the “ECO” (economy) mode is switched “ON”. Before diagnosis or any repair attempt to the transmission for harsh shifting concerns, it should first be established whether the concern is also present when the “ECO” mode is switched “OFF”. When the vehicle is in “ECO” mode the following conditions occur: • The transmission will skip select gears during shifts to allow the engine to operate at lower speeds. • The torque converter clutch will engage sooner (lower engine rpm’s) and remain engaged longer. • The engine idle speed will be lower. • The overall driving performance will be more conservative. Under more aggressive acceleration, the customer may experience a harsh shifting condition. This is a normal characteristic of the transmission. No repair attempts to the transmission to resolve this condition should be attempted			

57-14-01 In Extreme Outside Cold Temperatures the Front Door Latches May Freeze (due to moisture), Preventing Door Latch from Operating

Model(s)	Year	Eng.Code	Trans. Code
Passat, Jetta Sedan	2012–2014	All	All

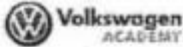
Bring the vehicle into the shop. Thaw out the frozen door latch. Dry any moisture in the door latch with shop air. Install cap (shield,) for the door latch as listed in ETKA. Apply a spray lubricant to the door latch and retest operation.

60-14-01 Sunroof/Sunshade Intermediate Drive Gear Installation

Model(s)	Year	Eng.Code	Trans. Code
EOS	2008–2013	All	All

If the sunroof / sunshade intermediate drive gear has been removed for a repair, please review the following picture for the correct orientation for the installation of the gear.

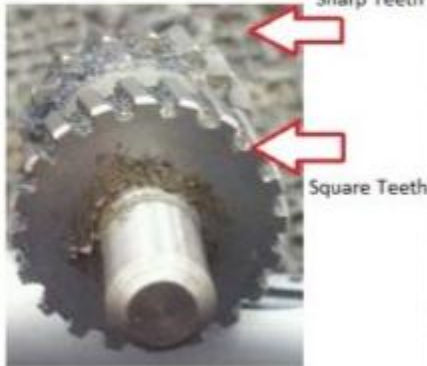
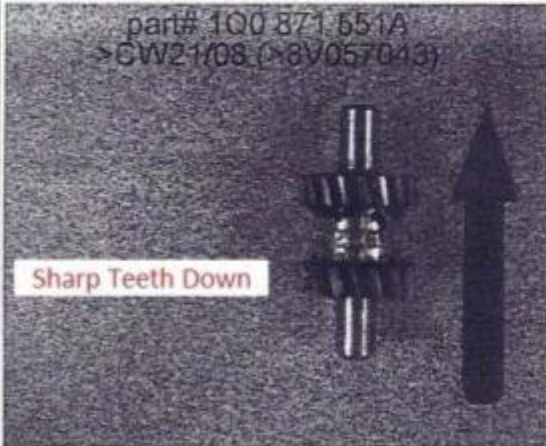
Eos Sunshade Installation



The Intermediate Gear was changed from VIN 8V057043

- Installation position is important for proper Sunshade to Sunroof timing.

part# 1Q0 871 551A
>GW21/08 (>8V057043)



Learn. Apply. Excel.

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96-10-07 Immobilizer Systems

Model(s)	Year	Eng.Code	Trans. Code
All vehicles, except Routan	2000–2014	All	All

When performing any Immobilizer associated functions it is important to determine the type of Immobilizer being worked on. This will ensure the correct test plan is selected whether adapting keys or replacing a major component of the Immobilizer system. See chart below to determine the exact system being used. When determining Immobilizer 4 with Adaptation and Immobilizer 4 with Download, the serial number of the Immobilizer can be used. The vehicles that have a VWZ serial number are equipped with the Immobilizer with Adaptation system. **The vehicles that have a VWX serial number are equipped with the Immobilizer with Download (Discharge) system. The vehicles that have a VWY serial number are equipped with the Immobilizer with Download (Discharge) system that has not been adapted. The new generation immobilizer V UDS with KESSY, does NOT have a serial number.** The wording in GFF or Guided Functions may differ from vehicle to vehicle, but in general Immobilizer 4a is the same as Immobilizer with Adaptation. Also, Immobilizer with Download can be listed as Immobilizer (discharge) or in the case of a New Beetle, as Fuse through 4th Generation Immobilizer with Discharge.

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Campaigns

No new campaigns this week.

Updates

55H9 Fuel Door (NVLW) – (U.S. ONLY)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Hybrid	2014	All	All	Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open".	Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open".

This update has been proactively released to prevent the fuel door from sticking or difficult to open. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 55H9 code in Elsa,

Campaign/Action Information screen on the day of repair.

- If the vehicle is sold it must be within the NEW VEHICLE LIMITED 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.

Suggestions

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

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