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# VW Elsa Newsletter



Edition 79: March 31, 2014

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## Maintenance Procedures Access

The maintenance procedures under the Repair Manual infomedia in ElsaPro will be moved. Maintenance information will now be accessible through the Maintenance tab located on the Infomedia Toolbar Menu at the top right within ElsaPro. This move is to help take advantage of behind-the-scenes capabilities of ElsaPro.

(See diagram below)



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## ETKA Integration with ElsaPro

The launch of ElsaPro now provides integration with ETKA, allowing a VIN number (or Vehicle Model and Year) to be transferred into the catalog...

1. Set up ElsaPro See the latest ElsaPro internet set up instructions on ServiceNet: ServiceNet / Technician References / ElsaPro Job Aids / "ElsaPro/ETKA integration instructions"
2. Set up ETKA Open ETKA and go to MAINTENANCE / INI\_Editor / ETKA\_ELSA  
Check box "Use ELSAPro"  
Fill in the URL address \*

The ELSA icon will now be active in ETKA:

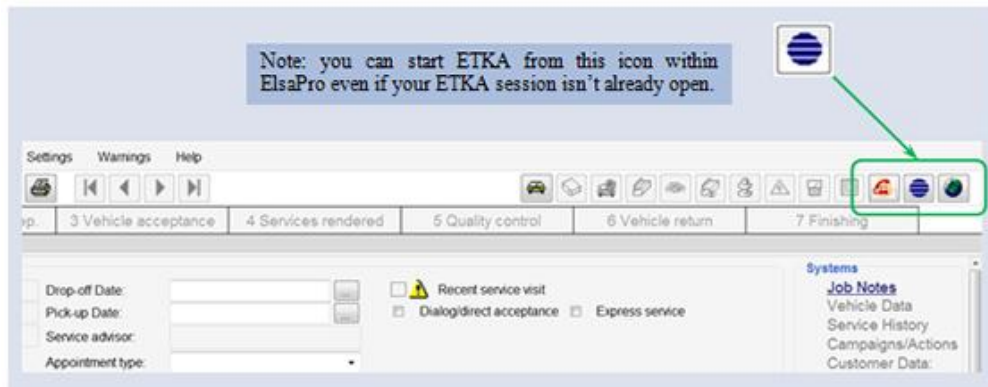


3. From ElsaPro

\* The web address at the top of your internet browser when you log in to ElsaPro will show the URL address required for Step #2.

Enter a VIN or perform a Vehicle Identification search by Model and Year.

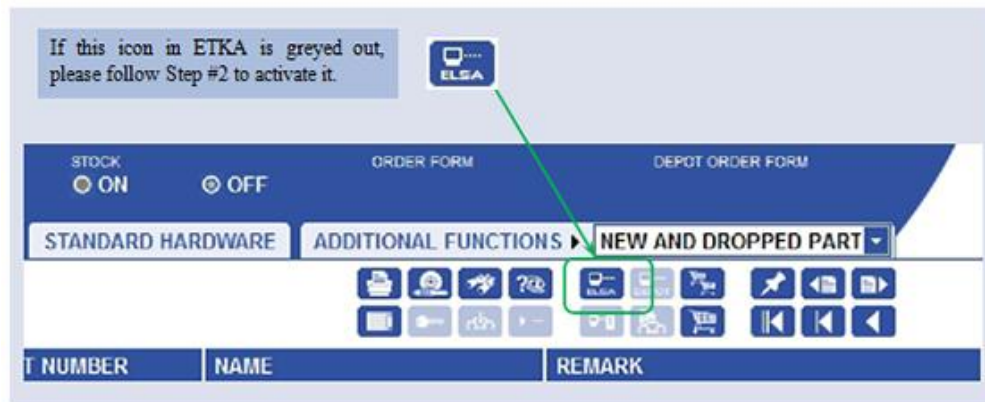
Click on the ETKA icon in the header to open ETKA and automatically transfer the VIN (or Model and Year information).



#### 4. From ETKA

While using ETKA, you can click on the ELSA icon in the header to maximize a session of ElsaPro that is already open (you cannot open ElsaPro with this icon).

Note: no information can be transferred from ETKA to ElsaPro, there is a one-way transfer from ElsaPro to ETKA.



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## Technical Bulletins

**01 14 08 - 2014815 Supersedes Technical Bulletin V010901 dated January 08, 2009 due to additional model year applicability.**

### Gasoline Quality

| Model(s)          | Year      | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|-------------------|-----------|-----------|-------------|----------------|--------------|
| All except Routan | 2000–2014 | All       | All         | All            | All          |

The use of contaminated gasoline, seasonal fuel changes (summer/winter fuel) or

gasoline with a low content of deposit control additives may result in one or more of the following conditions:

- Excessive accumulation of deposits on intake valves, intake manifold, fuel injectors and combustion chambers.
  - Engine runs rough after cold start.
  - Excessive engine cranking time.
    - Stumbles while driving.
    - Rough engine idle.
  - Loss of engine performance.
    - Poor fuel economy.

Conditions may be severe enough to illuminate the MIL in conjunction with storage in the ECM data memory of DTCs for misfire (example: P0300, P030x) and / or lean fuel system (example: P0171, P0174, P1128, P1130, P1136, P1138).

**Production Solution:** No production change required.

**15 14 02 - 2032150 Supersedes TB V151203 dated December 20, 2012 to include 2014 model year applicability.**

**Proper Removal of Engine Cover to Avoid Breakage**

| Model(s) | Year      | Eng. Code             | Trans. Code | VIN Range From | VIN Range To |
|----------|-----------|-----------------------|-------------|----------------|--------------|
| All      | 2009–2014 | 2.0L TDI (CBEA, CJAA) | All         | All            | All          |

Pulling on the engine cover in some areas can cause damage.

**Production Solution:** Not Applicable.

**23 14 03 - 2036656 Supersedes Technical Bulletin V231402 dated March 7, 2014 to include additional instruction.**

**MIL ON, No Start, or Rough Running with DTCs P0087, P0088 or P0191 Stored in ECM Fault Memory (TDI ONLY)**

| Model(s) | Year      | Eng. Code    | Trans. Code | VIN Range From | VIN Range To |
|----------|-----------|--------------|-------------|----------------|--------------|
| All      | 2009–2014 | All with TDI | All         | All            | All          |

When diagnosing the condition above on a common rail diesel vehicle, if no root cause is found after checking all other components and all GFF diagnostic

procedures have been performed, it may be necessary to check for metallic particles in the High Pressure Fuel Pump using the service section of this bulletin.

If such an inspection is necessary, the following guidelines must be observed when removing the N290 Fuel Metering Valve.

**Production Solution:** No production change required.

**60 14 01 - 2019568 Supersedes T.B. V601301 dated June 6, 2013 to include additional model year applicability.**

**Sunroof / Sunshade, Will Not Open**

**Note: This bulletin is not applicable to Golf/GTI/Golf R, Eos or Routan. DO NOT replace component(s) for this condition.**

| Model(s)                     | Year      | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|------------------------------|-----------|-----------|-------------|----------------|--------------|
| Jetta Wagon                  | 2008–2009 | All       | All         | All            | All          |
| Tiguan                       | 2008–2014 | All       | All         | All            | All          |
| Jetta SportWagen, Golf Wagon | 2010–2014 | All       | All         | All            | All          |
| Jetta, Touareg               | 2011–2014 | All       | All         | All            | All          |
| Passat, Beetle               | 2012–2014 | All       | All         | All            | All          |

The panoramic sunroof, regular sunroof or sunshade cannot be opened. The following fault codes (see bulletin) will set in fault memory of control module **4F**

**Panorama roof (Except Touareg, Vehicle Electrical System 2).**

**Production Solution:** Not applicable.

**69 14 02 - 2029767 Supersedes Technical Bulletin V691301 dated February 11, 2013 to include additional model year applicability.**

**Airbag Warning Lamp Illuminated in Instrument Cluster, DTC B101614  
Stored in Airbag Control Module**

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|------|-----------|-------------|----------------|--------------|
|----------|------|-----------|-------------|----------------|--------------|

|                             |           |     |     |     |     |
|-----------------------------|-----------|-----|-----|-----|-----|
| Golf, GTI, Jetta SportWagen | 2010–2014 | All | All | All | All |
| Jetta Sedan                 | 2011–2014 | All | All | All | All |
| Passat                      | 2012–2014 | All | All | All | All |

Airbag lamp in instrument cluster may illuminate due to unfastened connector for passenger airbag warning lamp.

**Production Solution:** Information only.

**87 14 01 - 2005566 Supersedes Technical Bulletin V871301 dated October 29, 2013 to include additional model year applicability and warranty claim type 1SP.**

**HVAC, Unpleasant Odor**

| Model(s)            | Year      | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|---------------------|-----------|-----------|-------------|----------------|--------------|
| All (except Routan) | 2000–2015 | All       | All         | All            | All          |

Unpleasant odor is coming from Heating and Ventilation system. Odor mainly occurs after vehicle has been sitting (unused) at least 5 hours and within 20 to 60 seconds after vehicle is first started.

**Note: This Bulletin may only be applied as “one time only” for vehicles with the complaint. Any future complaints will be at the expense of the customer.**

**Production Solution:** Not applicable.

**91 14 04 - 2035473 Supersedes Technical Bulletin 91-13-23 dated November 7, 2013 to provide information regarding the changing of the format (new web version).**

**Infotainment Worksheet (U.S. Only)**

| Model(s)            | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|---------------------|------|-----------|-------------|----------------|--------------|
| All (Except Routan) | 2014 | All       | All         | All            | All          |

This bulletin provides instructions and information for completing and submitting the updated web version of the Infotainment Worksheet. Like the previous version, the

Infotainment Worksheet allows more detail to be provided for repairs related to the Infotainment System (radio, navigation, Bluetooth, telephone systems, etc.). The new web version provides an easier approach by which to complete and submit the information.

Because of advanced and frequently changing technology, it is critical that detailed information is provided in order to better understand issues related to Infotainment.

One or more of the following symptoms are possible, but not limited to:

- Poor AM/FM/Satellite radio reception.
  - Poor sound quality.
- Inability/difficult to pair phones, phone loses pairing.
- Navigation system malfunctions or is inoperative.
- Car-Net system malfunctions or is inoperative.
- Rearview Camera malfunctions or is inoperative.
  - Radio or Navigation display issues.
  - Poor sound quality during phone calls.
- CD player/changer malfunctions or is inoperative.
- Voice command(s) malfunctions or is inoperative.

**Production Solution:** Not applicable.

## Pending Service Solutions

No new Pending Service Solutions this week.

## Tech Tips

No new Tech Tips this week.

## Campaigns

No new campaigns this week.

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## Updates

No new updates this week.

## Suggestions

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

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