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VW Elsa Newsletter



Das Auto.

Edition 117: December 22, 2014

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Blocked Part Ordering Process

Please be advised that the process for ordering blocked parts that require a call into the Volkswagen Technicians Helpline has changed.

Ordering Warranty Parts

1. The Service Technician creates a VTA Ticket, calls into the Volkswagen Technicians Helpline (800) 678-2389, and is given a case code.
2. **The Service Technician must provide the case code number to the Parts Personnel**
(no part has been ordered at this point).
3. The Parts Personnel calls into the Parts Specialist Team at (800) 767-6552 with the Case

code number to order the part (if part is not in stock at the dealership).

4. The Parts Specialist allocates the part to the dealer.
5. The Parts Personnel enters part information into Dealer Management System (DMS) so the part is identified upon arrival at the dealership.

Over The Counter Sales “ Non-Warranty”

1. The Parts Personnel calls into the Parts Specialist Team at (800) 767-6552 to order the part (if part is not in stock at the dealership).
2. The Parts Specialist allocates the part to the dealer.
3. The Parts Personnel enters part information into Dealer Management System (DMS) so the part is identified upon arrival at the dealership.

For additional information, please reference Part Circular, number 05-02-2012.

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Technical Bulletins

21 14 07 - 2038978 MIL ON, Turbocharger or Charge Pressure Actuator DTCs Stored in ECM Fault Memory					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2012–2015	1.4L (CNLA)	All	All	All
Customer states the engine lacks performance and the MIL is ON with one or more of the following fault codes:					
DTC	Description				
P2263	Turbocharger/compressor, system no performance, malfunction				
P2562	Position sender for charge pressure regulator, electric fault				
P2564	Position sender for charge pressure regulator, signal too small				
P334A	Charge pressure regulator, electric fault				
P334B	Charge pressure regulator, mechanical fault				
P0033	Air recirculation valve for turbocharger, electric fault				

P0034	Air recirculation valve for turbocharger, short circuit to earth
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Production Solution: As of CW15/14 the turbo is produced with a Charge Pressure Actuator rod with a higher chromium content to decrease corrosion.

51 14 03 - 2039000 Corrosion on the Roof in the Area of the Roof Rails

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Wagon (B5)	1998–2001	All	All	All	All
Passat Wagon (B5.5)	2001–2005	All	All	All	All
Passat Wagon (B6)	2007–2010	All	All	All	All

Corrosion on the roof (in the contact area of roof rail/roof rail base) - Figures 1 and 2.

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

55 14 07 - 2038993 Corrosion on Rear Lid at Rear Window Area

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Wagon	1998–2005	All	All	All	All

2038993 Corrosion on Rear Lid at Rear Window Area

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Not applicable.

55 14 08 - 2038997 Corrosion on Rear Lid around the License Plate Light Area

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Wagon	2007–2010	All	All	All	All

Corrosion on the rear lid around the license plate light (Figure 1, red outline).
(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

55 14 09 - 2038998 Corrosion on the Rear Lid around the License Plate Light

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sportwagen	2009–2014	All	All	All	All

Edge corrosion on the rear lid around the license plate light (Figure 1 and 2).
(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Not applicable.

55 14 10 - 2038999 Corrosion Around Handle On Rear Lid

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	1998–2001	All	All	All	All

Corrosion where handle contacts rear lid (Figure 1).
(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Deviations discovered after end of production.

55 14 11 - 2039197 Corrosion On Rear Lid Around Rear Lights

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat Wagon	2006–2010	All	All	All	All

The surface area of the rear lid becomes chafed from movements between the components.

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

55 14 12 - 2038996 Supersedes Technical Bulletin V551406 dated December 12, 2014 to update attachments.**Corrosion on Rear Lid around License Plate Light / Release Handle Assembly**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2001–2005	All	All	All	All

Corrosion on the rear lid in the cut-out sections for the license plate light / handle assembly (Figures 1 and 2).

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

57 14 06 - 2038995 Corrosion on the Front Door in Trim Strip Area

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2006–2010	All	All	All	All
CC	2009–2012	All	All	All	All

Because of incomplete bonding of the trim strip (Figure 2, red circle) water can get between trim strip and door. Because of water ingress, corrosion is possible in the area of the guide holes (Figure 1, red circles).

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Not applicable.

57 14 07 - 2039003 Corrosion on Front Doors (Multiple Locations)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004–2006	All	All	All	All

Alignments in production can lead to hairline cracks in the top coat and paint damage (edges on holes) on the already painted door. Humidity then penetrates paint and causes blistering and/or white corrosion.

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

58 14 02 - 2039001 Corrosion, Rear Inner Doors in Door Fold Area

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2004–2010	All	All	7L_4D000001	7L_AD005286

Corrosion in the fold of the rear door.

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

58 14 03 - 2039212 Corrosion on Rear Door in Trim Strip Area

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2006–2010	All	All	All	All
CC	2009–2012	All	All	All	All

Because of incomplete bonding of the trim strip (Figure 2, red circle) water can get between trim strip and door. Because of water ingress, corrosion is possible in the area of the guide holes (Figure 1, red circles).

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Not Applicable

58 14 04 - 2039211 Corrosion on Rear Doors (Multiple Locations)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004–2006	All	All	All	All

Alignments in production can lead to hairline cracks in the top coat and paint damage (edges on holes) on the already painted door. Humidity then penetrates paint and causes blistering and/or white corrosion.

(Due to length of content, please refer to Elsa for full bulletin details with images.)

Production Solution: Corrections in the production process after discovering deviations.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

64-14-03 Rattle Noise when Closing Door-Window Regulator Loose

December 19, 2014: Update to repair information.

Model(s)	Year	Eng. Code	Trans. Code
Beetle, Beetle Convertible	2012–2015	All	All

Complaints of a rattle noise when closing the front door, or rattle from door when driving on bump roads may be caused when the front window regulator mounting nuts have become loose in the door. This concern may be more noticeable with the window closed. (See Fig. 1)

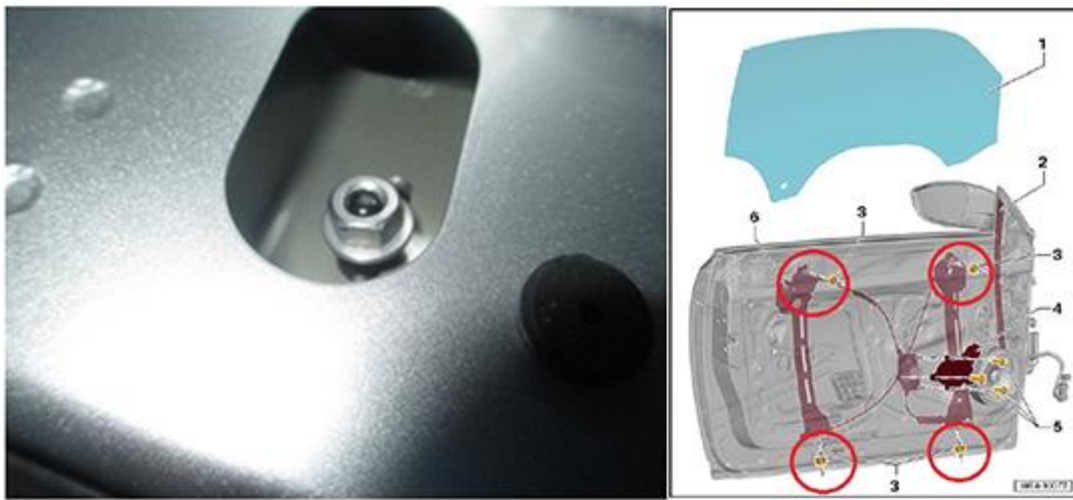


Fig. 1

This occurs due to insufficient torque on the fixation nuts for the window regulator. The regulator rails can then move in the door creating the noise concern.

To repair:

- Remove the front door trim panel to gain access to all four window regulator mounting nuts; see Repair Manual Group 70, Interior Trim in Elsa.
- Remove the caps for the front window regulator nut on the underside of the door.
 - Remove the caps for the upper window regulator nuts on the door.
- Remove and replace the 4 regulator mounting nuts with part number N 908 877 03.
- Adjust the front door window accordingly; see Repair Manual Group 64 Glass, Window Regulators in Elsa.
- Once the front door window is properly adjusted, torque the regulator fixation nuts to 8 Nm using torque wrench 1783 (VAG1783).

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Campaigns

23N5 - ECM Software					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012–2014	TDI® Clean Diesel	All	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa
<p>Some vehicles may experience exhaust turbocharger failure (under extreme cold weather conditions) in a brief time period after initial vehicle start up. This condition could cause a MIL ON and possible vehicle performance problems. To diminish this condition Volkswagen will momentarily decrease vehicle turbocharger boost pressure only during extreme cold start parameters to assure necessary turbocharger performance.</p> <p>In addition, the vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.</p>					

57F6 - BCM Update to Correct Headlight Noncompliance					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2015	All	All	See Campaign/Action Screen in Elsa	See Campaign/Action Screen in Elsa
<p>Certain vehicles with halogen headlights contain software within the control module that will turn off the low beam headlights when the high beam headlights are activated. This is not in compliance with federal regulations that require the low beam headlights to stay illuminated (for integral headlights). This causes the light output from the headlights to be too low. Reduced lighting at the front of the vehicle can affect the driver's vision in driving conditions where illumination is beneficial, and may increase the risk of overlooking obstacles in roadway, and could result in a crash.</p> <p>Turning off the high beam headlights will immediately restore low beam headlights.</p>					

Updates

24BG ECM Software (FED_EMS)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2013–2014	CNLA	7spd DSG / OCG (DQ200)	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa
<p>This update has been proactively released to prevent the Engine Control Module (ECM) from incorrectly storing scan tool mode data. 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 24BG code in Elsa, 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.					

Suggestions

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

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