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VW Elsa Newsletter



Das Auto.

Edition 86: May 19, 2014

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ODIS GFF Feedback

ODIS Survey

The ODIS Support team has posted a brief survey online. Please click on the link below (or paste the link into a browser) and take a couple of minutes to answer a few questions regarding the top ODIS GFF functions that you think need special attention.

<https://www.surveymonkey.com/s/NT5J6RB>

The purpose of this survey is to gather information that will help improve the functionality of ODIS

and make it more user-friendly. When answering these questions please try to be as specific as possible.

The survey will be available for four weeks. We appreciate your support with this survey!

ODIS Feedback Tips

Try to include one or more screen shots and a problem description for each ODIS feedback that you submit. The screen shots should clearly illustrate the issue that you are reporting. In your description, please let us know what you were trying to do when the error/problem occurred. Unfortunately, without this information, some issues cannot be processed.

If you are submitting ODIS feedback and not receiving a response email from the ODIS Support Team, please let us know. We may not have your correct email address. Email us at diag-feedback@vw.com so that we can update your contact information. This mail box is monitored throughout each day.

Top Feedback Submitters

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. Rob Ounpuu
2. Rich Cervantes
3. John Matikainen
4. Kevin Lynch
5. Chris Hudson
6. Rick Barsby
7. Patrick Pouliot
8. David Knight
9. Keith Young
10. Mitchell Johnson
11. George Adado

The latest version for Volkswagen is: Application v2.1.1 – Content v2.3.3. Please make it a point to update at your earliest convenience. Feedback by the Numbers – since August 2013:

- Total VW Feedback Received: 1433
- Total VW Feedback Submitted: 613
- Total VW Feedback Closed: 414

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 An issue may be rejected due to missing or incomplete information, out of date software, or because it is a duplicate of an issue already submitted.

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.

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.

Technical Bulletins

No new technical bulletins this week.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

24-08-01 Pressure Loss Fault Code P1297 May 9, 2014: Update to Information.			
Model(s)	Year	Eng.Code	Trans.Code
All	1998–2005	1.8T	All
Fault code P1297 may be set and fuel mixtures may go lean if the vehicle is driven under load or revved up and then returned to idle. If these symptoms should occur, it is recommended to check the pressure relief valve in the crankcase breather system			

(as shown below) to ensure the valve is moving freely. Replace as necessary.

57-12-06 Alarm System Activates Immediately After Opening the Door When Using the Key

May 9, 2014: Update to Information.

Model(s)	Year	Eng.Code	Trans.Code
EOS, Golf / GTI, Tiguan, Jetta, Jetta SportWagen	2010–2014	All	All

The alarm siren may activate immediately after opening the door, after unlocking using the physical key. A delay time of 15 seconds can be utilized to prevent this action as per the owner's manual instruction.

The delay time can be toggled ON or OFF using GFF under function/component selection, chassis, electrical system, self diag, 09, functions-adapting ATWS alarm delay when opening driver's door. The time delay option is available to activate or de-activate a 15 second delay whereas the key will then need to be inserted into the ignition in order to deactivate the alarm.

91-13-01 Equipped With RNS-510 Radio—Unit Start-Up and Boot-Up Operation

Model(s)	Year	Eng.Code	Trans.Code
CC, Eos, Passat, Tiguan	2012–2014	All	All

The navigation unit may be slow to respond at times when memory use is high. This may include boot-up time after vehicle start up or times when multiple features are in use. Symptoms may be described as "Locks Up", "Freezes", or "No Response". Switching modes (i.e. broadcast radio to SAT), Rear View Camera or soft-touch keys could be affected. The operation described above is considered a product characteristic. Warranty claims submitted with described operation may be denied.

92-14-02 Washer Level Sensor

Model(s)	Year	Eng.Code	Trans.Code
All (Except Routan)	2011-2014	All	All

The indicator lamp in the I.P. for washer fluid remains illuminated and the washer reservoir is full. Validate the washer reservoir is full with the proper washer solvent (G-052-164). Refer to Elsa for proper fluid type and fluid quantities under repair manual, maintenance, fluid capacity table. If the fluid is not blue in color, drain the fluid, remove the sensor and clean with cleaner (D-009-401-04) or equivalent. Reinstall the sensor, top off washer reservoir with proper fluid and validate that the indicator lamp in the I.P. is no longer illuminated.

Non-approved fluids can cause residues to form on the sensor which causes the washer fluid lamp to remain on when reservoir is full. Below are examples of non-approved fluids, a picture of the sensor in question (G33) and a picture of the approved cleaner (D-009-401-04).



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Campaigns

94G8 - Headlight (Low Beam)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012-2013	All	All	Check Elsa on the day the campaign will be performed to verify vehicle eligibility	Check Elsa on the day the campaign will be performed to verify vehicle eligibility

It is possible that, in instances where the hood is closed roughly (or dropped from a certain height), the resulting vibration and/or impact can cause a low - beam headlight bulb to lose electrical contact. If this happens, a warning in the instrument

cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.

Updates

No new updates this week.

Suggestions

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

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