

A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [Elsa Newsletter](#) section in the Technician References menu.

VW Elsa Newsletter



Edition 167: December 21, 2015

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ODIS Service Version 3.0.0 - Mandatory Installation from Web Server

Please be reminded that ODIS Service V3.0.0 is now available for installation, and that it is mandatory on all diagnostic devices used on vehicles covered by the new vehicle warranty. With the release of V3.0.0:

- **Online updates are no longer available for ODIS Service versions up to and including V2.2.7.** As a result, we urge you to ensure V3.0.0 installations take place quickly as possible.
- **Installation DVDs are no longer used.** New installations on new devices and re-installations on existing devices are now performed directly from the web server.

For detailed installation instructions, please log on to ServiceNet and navigate to the **Vehicle Diagnostics** category. Then refer to **ODIS Service – Service Information** (2015) document: **Version 3.0.0 – Mandatory Installation from Web Server**

Reminder: Use the ElsaPro Back Button

For smoother operation and of ElsaPro, and for the feedback monitor to work correctly, use only the forward and back buttons within ElsaPro. Do not use the forward and back buttons associated with the Internet Explorer browser.

Using the Internet Explorer forward and back buttons may not always work to correctly place you back to the correct ElsaPro page. Additionally, when trying to create a feedback, the ElsaPro path will not correctly populate within your feedback request.

Technical Bulletins

57 15 06 - 2041749 Door Arrester (Door Check Rod/Door Check Strap) Noisy or Defective					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012–2015	All	All	All	All
Passat	2016	All	All	A3_GC000001	A3_GC015932
One or more of the following conditions are exhibited:					

- Noise (grinding, popping, creaking, clicking, etc.) when opening or closing the door.
- Door binding during opening or closing operation.

Production Solution: As of CW47/15 the door arrester is mounted to the door using bolts that has a smaller diameter head. The smaller diameter bolt head provides the necessary clearance for the door arrester seal to properly seal against the door and prevent water entering the door arrester boot.

87 15 18 - 2038368 Supersedes Technical Bulletin V871517 dated November 24, 2015 to update the vehicle model years applicable and to add N280 valve inspection R.O. documentation.

Air Conditioning Does Not Cool and or Compressor is Noisy

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI,Golf SportWagen	2015–2016	All	All	All	All

One or more of the following conditions are exhibited:

- The air conditioning does not cool, or the cooling performance is very weak.
- The air conditioning system cools, but the compressor is noisy. The noise is characterized as a grinding or groaning noise.
 - Either symptom may be intermittent.
 - No DTCs are stored.

Production Solution: Improved N280 valve for the Sanden A/C compressor CW36/15.

91 15 11 - 2042467

MIB2 MQB Composition Media Modular Infotainment System Malfunctions

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Golf Sportwagen	2016	All	All	All	All

Note: This bulletin only applies to vehicles equipped with PR code 7Q0

This procedure corrects the concern(s) specified below by updating the MIB2

Infotainment System software to the latest level 0613.

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

- System requests an “activation key” for included features
 - App-Connect malfunctions or is inoperative
 - Infotainment display goes blank or dark
 - Infotainment system freezes or reboots
 - Infotainment system turns off without input
- Display screen turns blue with “Emergency Download” error message displayed
 - Bluetooth is unavailable or inoperative
- Voice Recognition malfunctions or is inoperative
 - Settings in menu are not stored or missing
- Audio source changes without input after key cycle
 - SD card malfunctions or is inoperative
 - Loss of paired Bluetooth device
 - Language settings change without input
 - Loss of radio pre-sets
- Announcement volume changes or fluctuates without input
 - Loss of audio output

Production Solution: Not applicable.

91 15 14 - 2042343 Supersedes V91 1512 dated December 9, 2015 to correct SD card part number.

MIB2 PQ Discover Media and MIB2 PQ Composition Media Radio Malfunctions

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle, Beetle Convertible, Jetta, CC, Tiguan, Passat	2016	All	All	All	All

Note: This bulletin only applies to vehicles equipped with PR code(s) 7UQ or I7B.

In addition to the symptoms listed below, this programming update proactively improves various other radio characteristics.

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

- Infotainment system freezes or reboots
- Infotainment system turns off at random
- Navigation system malfunctions or is inoperative
 - Navigation announcements speak in German
- Adjustment of sub woofer settings sporadically unavailable in setup menu
 - Sirius radio issues
- Compass display in instrument cluster is erratic or malfunctions
 - Crackling or static noise from speakers
 - Park pilot is inoperative or unavailable
- Automatic clock update for Daylight Savings Time malfunctions
- Abnormal sound output and/or delayed sound output from speakers
 - Android Auto malfunctions or is inoperative

Note: This technical bulletin must be read in its entirety before attempting the software update.

Production Solution: Not applicable.

92 15 04 - 2042810 Rain Sensor is not Functioning

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2015	All	All	All	All
Jetta	2016	All	All	AJ_G000001	AJ0GM273149

Rain sensor may not have been activated at the factory.

Note:

Normal wiper operation not affected.

Before beginning this procedure, validate that the rain sensor is not operating by switching the wipers to the intermediate position with the ignition ON and spraying the windshield with water in the area of the rain sensor. If rain sensor operates normally, this technical bulletin does not apply.

Production Solution: Recode body control module beginning AJ0GM273149.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

No new Tech Tips this week.

Campaigns

01A9 - Tire Information Label – Inventory Only					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf R, e-Golf	2015–2016	All	All	See Campaign/Action screen in Elsa	See Campaigns/Action screen in Elsa
For affected e-Golf vehicles, the tire information label contains “---” instead of the required word “NONE” in the area reserved for spare tire specification. For affected Golf R vehicles, the tire information label contains specifications for a spare tire (i.e. size and pressure values), even though a spare tire is not available for the vehicle. Because no spare tire is available, the information given does not create any risk to vehicle safety; however the label is noncompliant with motor vehicle safety regulations.					

01B2 - Vehicle Emission Control Information Label					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2016	1.4L Engine (non-Hybrid)	All	Check Campaign/Action screen in Elsa	Check Campaign/Action screen in Elsa
The Vehicle Emission Control Information Label contains the word “AIR” when it should not. This makes the label non-compliant with Federal Regulations.					

34G5 - Automatic Transmission Fluid (ATF) Pipe Bracket					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2014–2015	3.0L	All	Check Campaign/Action screen in Elsa	Check Campaign/Action screen in Elsa
Over time and in rare cases, vehicle and road vibrations can cause a small automatic transmission fluid (ATF) pipe leak to occur.					

Updates

69L7 - Airbag Control Module Software Update (NVLW)

NOTE:

- **Perform this UPDATE on all applicable vehicles within the New Vehicle Limited Warranty.**
- **It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.**
- **Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.**

NOTE:

**Required DMS Wording/Programming Text (SAGA claim comments):
UPDATE Code 69L7 - Airbag Control Module Software Update (NVLW)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2016	All	All	Check Campaign/Action Screen in Elsa	Check Campaign/Action Screen in Elsa

This update has been proactively released to prevent erroneous DTCs stored in the airbag control module.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 69L7 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 period.
- 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.

**91N9 – MIB2 MQB Modular Infotainment System Software Update (NVLW) –
USA Only**

NOTE:

- Perform this **UPDATE** on all applicable vehicles within the **New Vehicle Limited Warranty**.
- It is **MANDATORY** to perform **UPDATES** on all applicable vehicles in dealer inventory **PRIOR TO RETAIL SALE**.
- Inform customers that this **UPDATE** will be available free of charge as long as their vehicle is within the **Warranty** parameters outlined in this **UPDATE**.

NOTE:

Required DMS Wording//Text: (line item, customer concern description on repair order):

91N9 UPDATE – MIB2 MQB Modular Infotainment System Software Update (NVLW)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Golf Sportwagen	2016	All	All	Check Campaign/Action Screen in Elsa	Check Campaign/Action Screen in Elsa

This update has been proactively released to prevent one or more of the following infotainment related symptoms:

- App-Connect malfunctions or is inoperative
 - Infotainment display goes blank or dark
 - Infotainment system freezes or reboots
 - Infotainment system turns off without input
- Display screen turns blue with “Emergency Download” error message displayed
 - Bluetooth is unavailable or inoperative
- Navigation system malfunctions or is inoperative
- Voice Recognition malfunctions or is inoperative
 - Settings in menu are not stored or missing
- Audio source changes without input after key cycle
 - SD card malfunctions or is inoperative
 - Loss of paired Bluetooth device
 - Language settings change without input

- Loss of radio presets
- Announcement volume changes or fluctuates without input
- Loss of audio output

This UPDATE is in effect until removed.
Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91N9 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 period.
- 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: vwqa.workshopinformation@vw.com

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