

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



Das Auto.

Edition 148: August 10, 2015

Content

- [Reminder: Technical Bulletins and U.S. Tech Tips to be Removed from ServiceNet on August 17, 2015](#)
- [Wiring Diagrams Updates](#)
- [ODIS GFF Feedback](#)
- [New Workshop Equipment Categories and Content in ServiceNet](#)
- [Technical Bulletins](#)
- [Pending Service Solutions](#)
- [Tech Tips](#)
- [Campaigns](#)
- [Updates](#)
- [Suggestions](#)



Reminder: Technical Bulletins and U.S. Tech Tips to be Removed from ServiceNet on August 17, 2015

As of August 17, Technical Bulletins and U.S. Tech Tips will be removed from ServiceNet.

Through the Carlisle survey and dealer feedback, you have expressed the need to have service information:

- In one place (ElsaPro)
- Easily accessible (with VIN and without VIN)

Therefore, we are consolidating service information to the source system.

Easy accessible with VIN in ElsaPro

In the case of Technical Bulletins and U.S. Tech Tips, the source system is ElsaPro. ElsaPro allows searches for vehicle specific Technical Bulletins and Tech Tips based on the VIN entered. This change helps:

- Consolidate information location
- Avoid duplication of data and misaligned information
- Provides vehicle specific information

Easy Accessible without VIN via Google Search

To do a general search of the source system (ElsaPro), use the Volkswagen Google Search Tool (VW Google). VW Google can be accessed through the Technical Assistance button in ElsaPro and the wvhub.com homepage.

As you know, VW Google Search is a fast and efficient way to do a general search for Technical Bulletins and Tech Tips, without a VIN. However, we have received feedback from you that VW Google Search has not been working properly over the last few months. We are happy to inform you that the issue has been resolved.

Please refer to the VW Google Search Job Aid on ServiceNet under *Technician References* →

Google Search.

Future Enhancement

A change request will be coming in 2016 to ElsaPro which will allow access to Technical Bulletins at a glance, as it was with ElsaWeb. No need to drill down into Technical Service Solutions sub-categories any longer. We will inform you when the change will go live in 2016.

In the future, if you experience any issues locating Technical Bulletins or U.S. Tech Tips via VW Google Search, please email us at woa.workshopinformation@vw.com or submit an ElsaPro Feedback.

[Back to top](#)

Wiring Diagrams Updates

i-Wire is easier and faster to use than any other info media.



To access i-Wire, login to VWHub.com.

ODIS GFF Feedback

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. Capilano Volkswagen
3. Patrick Pouliot
4. Mark Mahowald
5. Rich Cervantes
6. Rui Penha

7. Robert Mizar

The latest version for Volkswagen is:

Application v2.2.6 – Content v2.28.1.

The current ODIS Service version can be found on the VW ServiceNet home page under Alerts.

ODIS Hotfix Issues Occasionally, hotfixes are provided by the factory to address specific tester issues. Please refer to the following guidelines for installing and using ODIS hotfixes.

1. Do not install any hotfix unless directed by the VW Technician Helpline.
2. All hotfixes must be removed as soon as the diagnostic session has been completed.
3. Do not share hotfixes between users and/or testers.
4. Only install a hotfix for the issue it was created for.

If a hotfix is left on a tester after the session has been completed, other diagnostic functions such as coding and adaptations may be affected.

Feedback by the Numbers – since October 2013

- Total VW Feedback Received: 3448
- Total VW Feedback Submitted to Factory: 1232
- Total VW Feedback Closed: 1020

Note: Not all feedback that we receive can be submitted to the factory 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.

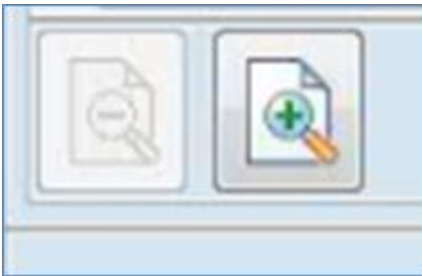
ODIS Issues

1. ODIS queries user for VIN near end of diagnostic session when preparing to send the diagnosis log, even though VIN is displayed at the top of the screen. 2011-up Jetta. Fixed with Brand update 2.28.1.
2. Logical Link failure reading IUMPR data when exiting GFF. ECF_OPEN_LOGICAL_LINK_FAILED. 2006-up Jetta, 2009-up Tiguan, 2013-up CC, 2007 Passat. Scheduled to be fixed with Base update 2.2.6.

3. Read Control Modules function stops at 29%. Vehicle system test does not complete. 2010-up Touareg. Scheduled to be fixed with Base update 2.2.6.
4. Text cannot be read within a function test. Text represented by unintelligible text strings. For example: No I18N: (08004521800236aa).(txt25). A resolution is pending for these issues.
5. Issues or errors when trying to run online coding or adaptations. May be related to a factory installed hotfix. Remove the hotfix. Refer to the ODIS Hotfix Issue section of this document.

To get ODIS issues corrected as soon as possible, please submit a new feedback each time you experience any issues performing ODIS functions. Please contact the VW Technician Helpline for assistance performing GFF functions if necessary.

Note: The main ODIS screen may not refresh due to an anti-virus or anti-malware application locking a file or files, resulting in a blank window. To refresh the screen manually, use the zoom in / zoom out buttons at the bottom left corner of the main screen. (see below)



Approximately 30% of feedbacks we receive do not include a screen print or a description of the problem. When submitting ODIS feedback, please remember to include a screen print and description of the issue. Without this information, it may not be possible to submit the issue to the factory for resolution.

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.

[Back to top](#)

New Workshop Equipment Categories and Content in ServiceNet

Based on feedback received from recent dealer meetings, we have optimized the **Workshop Equipment** categories and contents in **VW ServiceNet**.

Highlights:

- The contents of the separate main category titles **Communications, For your Information** and **Instruction Books** are consolidated into a single **Tool Information** main category title.
- The new Tool Information subcategories are titled **Service Information, Instruction Manuals and Brochures**. These title revisions more accurately reflect the document types contained within.
- Obsolete and double-posted documents are removed.
- The separate main category titles **BRT-DBL4 TPMS** and **J-49225 Routan TPMS** are consolidated into a single Tire Pressure Monitoring Systems (TPMS) Diagnostic Tool main category title, and subcategories reorganized accordingly.

The above revisions address user feedback by reducing the number of initial ServiceNet – Workshop Equipment main category selections from eight to five, and by improving subcategory content navigation.

Due to their specialized nature, the main categories containing **Alignment** and **Storage Cabinet** etc. information and related resources remain unchanged.

We trust that the revisions outlined above improve your ServiceNet navigation experience.

Please share this information with all affected colleagues.

[Back to top](#)

Technical Bulletins

46 15 04 - 2010245 Supersedes T. B. V461502 dated March 19, 2015 to include additional models and model year applicability.

Vibration or Noise When Braking (U.S. Only)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	2014–2015	All	All	All	All
All (except Passat)	2016	All	All	All	All

Vibration or noise when braking may be due to brake disc corrosion protection which has not been completely removed by normal braking or surface rust built up during transportation.

Note: This Technical Bulletin only applies once at PDI. Please note that vehicles in dealer inventory should be maintained per the recommended 30 days maintenance procedure to prevent excessive rust build up.

Production Solution: No production change required.

46 15 05 - 2015173 Supersedes T. B. V461406 dated July 3, 2014 to update model and model year applicability.

Brake Disc Pulsation or Vibration (U.S. Only)

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	2014–2015	All	All	All	All
All (except Passat)	2016	All	All	All	All

When applying brakes at highway speeds the following symptoms may occur:

- Brake pedal pulsation
- Vibration felt in vehicle body
- Steering wheel shakes

Production Solution: No production change required.

91 15 07 - 2039352 Supersedes Technical Bulletin V911506 dated June 16, 2015 to enter comment about eGolf.

Modular Infotainment System (MIB) Radio Switches to FM Station 87.7

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI, Golf R, Golf Sportwagen, EXCEPT eGolf	2015	All	All	All	All

The customer may complain that, intermittently, the FM radio station will have switched to the station 87.7 upon start up. This condition occurs without the driver selecting this station intentionally.

Note: THIS BULLETIN DOES NOT APPLY TO eGolf. This technical bulletin must be read in its entirety before attempting the software update.

Production Solution: Not applicable.

96 15 01 - 2038432 Supersedes Technical Bulletin V961407 dated October 6, 2014 to update latest wiTECH software requirement.

WIN Module Replacement

Revised programming procedure for Marquardt Wireless Control Module (WCM) replacement kits on vehicles built before June 7th 2010.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009–2010	All	All	All	All

Revised programming procedure for Marquardt Wireless Control Module (WCM) replacement kits on vehicles built before June 7th 2010.

Note: Read this information in its entirety before beginning programming. Failure to do so may result in programming failure.

Production Solution: Not applicable.

Pending Service Solutions

No new Pending Service Solutions this week.

[Back to top](#)

Tech Tips

01-15-03 DTC P0171			
Model(s)	Year	Eng. Code	Trans. Code
Tiguan	2009–2015	All	All

When Diagnosing fault code P0171, monitor MVB 32, field 2 (long term fuel trims). If fuel trims read 15-20%, take a fuel sample and check alcohol content using Tech Tip 20-09-01. If it is found necessary to pump out the tank and replace the fuel, note that all Tiguan's have saddle style fuel tanks. Both sides of the fuel tank must be pumped out as a result. Removing the rear seat will provide access to both the passenger and driver side.

00-15-01 No Communication with the Scan Tool			
Model(s)	Year	Eng. Code	Trans. Code
All models (Except Routan)	2011–2015	All	All

Concerns of no communication with the scan tool can be the result of spread pins at the Data Link Connector. Spread or damaged pins that are the result of aftermarket monitoring devices (e.g. insurance monitors), are not a manufacturer defect.

Campaigns

REVISION: 19K5 - Coolant Pump					
Additional parts and steps added to the work procedure.					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
GTI	2011–2014	All	All	See Campaign/Actions screen in Elsa	See Campaign/Actions screen in Elsa

The coolant pump may develop a small leak over time.

[Back to top](#)

Updates

No new updates this week.

Suggestions

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

[Back to top](#)

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