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VW Elsa Newsletter



Das Auto.

Edition 149: August 17, 2015

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Effective Today: Technical Bulletins and U.S. Tech Tips Removed from ServiceNet

Effective today, August 17, Technical Bulletins and U.S. Tech Tips have been 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 consolidated 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 vwuhub.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.

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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 wvoa.workshopinformation@vw.com or submit an ElsaPro Feedback.

Below is an overview of how to search for Technical Bulletins and Tech Tips in VW Google Search.

VW Google Search for Technical Bulletins and Tech Tips

A link to VW Google is located on the home page of VWHub.com.

Users can find all Technical Bulletins (TB) on VW Google using the following search methods (The example TB shown is **"26-12-07 - Ad Blue Filling at Delivery (2031040/1)"**):

1. Using the TB group number **(26-12-07)**:

Searching by group number allows the user to browse all the TB's available for that specific group. There are three ways to use the group search:

- A. By repair group # (26)
- B. By Repair Group # + Publishing Year (26-12)
- C. By Repair Group # + Year + Publishing # (26-12-07)

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Example (Repair Group # + Publishing Year):

Search Results powered by Google

Warning: The VW Google search tool does not search information clearly to ensure it applies to the vehicle you are working on. No void your warranty claim.

Search: **26-12** [Search]

Results for "26-12"

Tech Bulletins, RVUs 3 of 11 results |

- [26-12-02TT - AdBlue Level Reset Procedure](#)
... TT 26-12-02 Date: November 9, 2012 2012-2013 Passat TDI AdBlue Level Reset Procedure February 14, 2014: Upd
- [26-12-01TT - Secondary Air Injection Sys](#)
... TT 26-12-01 Date: May 11, 2012 2005 Sportwagen with 2.5L Engine Secondary Air Injection System ...
- [26-12-05 - Catalytic Converter Replacement Guidelines](#)
26 12 05 July 18, 2012 2010271 Supersedes TB 200701 dated September 13, 2007 to update warranty table claiming information, ...

On-car analysis list for please contact VW He

Models	MY	Engine	Tr
Jetta, Jetta SW, Golf, Beetle, Beetle Conv, Passat	14	2.0TDI C/JAA/CKRA	A
Jetta, Passat	14-15	All	A
Passat	12-15	All	A

All Documents From RG 26 published in 2012

2. Or the TB title:

Search Results powered by Google

Warning: The VW Google search tool does not search information clearly to ensure it applies to the vehicle you are working on. No void your warranty claim.

Search: **Ad Blue Filling at Delivery** [Search]

Results for "Ad Blue Filling at Delivery"

You could try:

[Add Blue Filling at Delivery](#)

Tech Bulletins, RVUs 1 of 1 results |

- [26-12-07 - Ad Blue Filling at Delivery](#)
... Blue Filling at Delivery The checking and filling of Ad ... The Ad Blue tank capacity in the Passat is 19.5L. During assembly the tank is filled with 18.5 ...

On-car analysis please contact

Models	MY	En
Jetta, Jetta SW, Golf, Beetle,		2

3. Or the TB instance:

Search Results POWERED BY Google **Warning:** The VW Google search tool does not search clearly to ensure it applies to the vehicle you are working on. void your warranty claim.

Search:

Results for "2031040/1"

Tech Bulletins, RVUs 1 of 1 results | [▶](#)

[26-12-07 - Ad Blue Filling at Delivery](#)

Model(s), Year, Eng. Code, Trans. Code, VIN Range From, VIN Range To.
Passat, 2.0L TDI (CKRA), All, All, All, All, 26 12 07 September ...

On-car analysis please contact

Models	MY	Eng
Jetta, Jetta SW, Golf, Beetle,		2.0

4. Or by Key word search:

Search Results POWERED BY Google **Warning:** The VW Google search tool does not search info clearly to ensure it applies to the vehicle you are working on. void your warranty claim.

Search:

Results for "ad blue"

You could try:
[and blue](#)

Tech Bulletins, RVUs 3 of 4 results | [▶](#)

[26-15-04 - Ad Blue Warning and/or MIL ON - Ad Blue Leakage at Reductant Injector](#)

[26-12-07 - Ad Blue Filling at Delivery](#)

[26-14-01 - MIL ON, DTC P204F Stored, Ad Blue Warning Lamp ON, XXX Miles to No Restart](#)

Tech Tips 2 of 2 results | [▶](#)

[26-14-01TT - Ad Blue® Reset Procedure](#)

[26-14-01TT - Ad Blue® Reset Procedure](#)

On-car analysis please contact V

Models	MY	
Jetta, Jetta SW, Golf, Beetle, Beetle Conv, Passat	14	Cl
Jetta, Golf, Passat	15	Cl
Jetta Hybrid	13 - 15	
Jetta, Passat, Beetle, Beetle Conv	14-15	
DT	12-	

Campaign/Warranty

... Vehicles Used for Comm
Limited Warranty coverage f

Warranty - Paint & Corrosio

... to clear coat of vehicle du

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Wiring Diagrams Updates

Based on entered VIN, toggling Vehicle Options ON/OFF helps narrowing down available content.



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.

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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.**

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Technical Bulletins

00 15 04 - 2038059 Supersedes Technical Bulletin V001412 dated November 5, 2014 to add additional model year applicability.					
Prepaid PDI Time Units (U.S. Only)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2014–2016	All	All	All	All
Listed in the table below are the time units used in the calculation of the Prepaid PDI (PPDI) payment through model year 2016.					

Time Units Used in Calculation of the PPD I Payment			
Model	2014	2015	2016
Beetle (including Convertible)	100	100	100
Jetta (including Hybrid)/Jetta SportWagen	100	100	100
Golf/GTI/Golf R/ e-Golf/Golf SportWagen	125	100	100
Passat	100	100	100
CC	125	125	125
Touareg (including Hybrid)	170	170	170
Eos	125	125	125
Tiguan	125	125	125
Routan	105	N/A	N/A

Production Solution: Not applicable.

01 15 22 - 2041112 2041112 Supersedes Technical Bulletin V011516 dated July 8, 2015 to correct SVM code discrepancies.
Update Programming, MIL ON, DTC P0138 Stored in the ECM Fault Memory

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle, Beetle Convertible	2013–2014	2.0T (CPPA,CPLA)	All	All	All
Jetta	2013–2014	2.0T (CPPA,CPLA) 1.8T (CPKA,CPRA)	All	All	All
Passat	2014	1.8T (CPKA,CPRA)	All	All	All

The following fault code will be stored in the ECM Fault Memory:

DTC	Description
P0138	O2 Sensor Circ.,Bank1 -Sensor2 High Voltage

Production Solution: Not applicable.

**15 15 03 - 2038672 Supersedes Technical Bulletin V151502 dated May 4, 2015 to include updated damage code in warranty section.
MIL ON, DTCs P0300, P0302, P0304 or P0306 Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011-2012	3.6L (CJRA)	All	All	All

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find that any the following Diagnostic Trouble Codes have been set:

- P0300- Multiple Cylinder Misfire
 - P0302- Cylinder 2 Misfire
 - P0304- Cylinder 4 Misfire
 - P0306- Cylinder 6 Misfire

Tip:

- **wiTECH™ SOFTWARE LEVEL MUST BE AT RELEASE 13.04.18 OR HIGHER FOR THIS BULLETIN.**
- **StarMOBILE™ SOFTWARE LEVEL MUST BE AT RELEASE 10.01 OR HIGHER FOR THIS BULLETIN.**

Production Solution: Cylinder Head improvement MY 2013.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

87-15-01 HVAC Temperature and Recirculation position motor noise (Clicking) during operation

Model(s)	Year	Eng. Code	Trans. Code
Golf, Golf R, Golf Sportwagen, eGolf	2015	All	All

The customer may state that the following:

- During initial vehicle startup there is clicking noise behind the glove box.
- While operating the temperature controls, there is a clicking noise in the driver's side dash (right foot area).

Verify the customer complaint by manually operating the temperature cabin adjustment and switching on and off the recirculation mode.

Note: The customer's concern must be duplicated to verify a motor failure.



**Check the production date.
Affected motors built before
August 14th 2014 (14.08.14)**



**Look for a white dot on corrected
position motors built on or after
August 14, 2014**

Campaigns

No new campaigns this week.

Updates

No new updates this week.

Suggestions

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

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