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VW Elsa Newsletter



Das Auto.

Edition 135: May 11, 2015

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Wiring Diagrams Updates

Based on technicians' feedback, i-Wire access will soon be available on VWHub homepage as well as its current access from ServiceNet.



Elsa Feedback Wants Your Photos and Attachments

Many of you have asked about being able to attach photos and other supporting documents when creating a feedback. This is now possible with added capacity to our workshop email address. The new process will be as follows:

- Create a feedback in the feedback monitor as you have always done in the past. As always, please try to be as thorough as possible with your information.
- If you have no attachments, then you have completed the feedback process.
- If you have photos, video, PowerPoint presentations, etc. that may assist us with your feedback, then simply send them to VWoA.WorkshopInformation@vw.com with the feedback number in the subject line.

While each email is limited to 10MB, you will have the ability to send files in multiple emails if necessary. Again, just please make sure to reference the feedback number in the subject title or we will have no way to reference the information to the correct feedback.

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Technical Bulletins

01 15 10 - 2040202					
MIL ON DTC P0492 and or DTC P0491 Stored in ECM Fault Memory					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg Hybrid	2011–2015	3.0L (CGFA)	All	All	All
Customer states the MIL-On and the vehicle has one or both faults present with more than 15,000 miles. (See Technical Bulletin for DTC codes) Production Solution: Not applicable.					

**01 15 11 - 2040202 Supersedes technical Bulletin V011510 dated May 4, 2015 to include road test time units in warranty table.
MIL ON DTC P0492 and or DTC P0491 Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg Hybrid	2011–2015x	3.0L (CGFA)	All	All	All

Customer states the MIL-On and the vehicle has one or both faults present with more than 15,000 miles.
(See Technical Bulletin for DTC codes)
Production Solution: Not applicable.

**15 15 02 - 2038672 Supersedes Technical Bulletin V151501 dated January 14, 2015 to include special damage code claiming instruction 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 13.04.7 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.

17 15 02 - 2040523 Hybrid Oil Drain Plug					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Hybrid	2011–2015	1.4L (CNLA)	All	All	All
Engine oil leak after an engine oil change has been performed. Production Solution: Informational only.					

40 15 01 - 2040561					
Squeaking Noises From Front Of Vehicle					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	2010– 2015	All	All	All	All
Squeaking/creaking noise from front of vehicle while fully turning steering wheel. Production Solution: No production change required.					

46 15 03 - 2038230 Supersedes Technical Bulletin V461409 dated October 22, 2014 to remove note about contacting the helpline.					
Rear Disc Brakes, Replacing Rear Brake Pads and Rotors for Squeal					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Beetle	2013– 2014	All	All	AT_DM649629	AT_EM645977
Beetle Convertible	2013– 2014	All	All	AT_DM808849	AT_EM813132
Jetta (Kern Production Line)	2013	All	All	AJ_DM251824	AJ_DM349999
Jetta (West Production Line)	2013	All	All	AJ_DM410000	AJ_DM500000
Jetta (Kern Production Line)	2014	All	All	AJ_EM200001	AJ_EM273347
Jetta (West Production Line)	2014	All	All	AJ_EM350000	AJ_EM420943

Note: Read this bulletin in its entirety before performing any repairs.

Customer concerns for rear brake squeal can be serviced up to 12,000 miles or 1 year from the in service date (whichever comes first) by installing improved rear brake pads and new brake rotors.

Production Solution: Improved rear brake pads.

91 15 04 - 2040330 Modular Infotainment System (MIB) Display Shows Fuel Pump Icon after J794 Module Replacement

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
e-Golf	2015	All	All	All	All

The customer may complain that after a repair involving replacement of the 5F Information Electronics Module J794, that the icon in the lower right hand side of the "Car" menu on the MIB display shows the image of a fuel pump instead of an electric charging station icon.



Production Solution: Not applicable.

Pending Service Solutions

No new Pending Service Solutions this week.

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Tech Tips

**57-12-10 Key Adaptation - Date: September 14, 2012
May 8, 2015: Update to Model Year Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
Touareg	2011–2015	All	All

When adapting keys on a 2011-2015 Touareg, it is necessary to complete the "Adapt Immobilizer" test plan under 05 access start module. Right click on address word 05, and open Guided Functions. Select the "Adapt immobilizer" test plan. When prompted, select "Repair Immobilizer" instead of "Rewrite all Immobilizer data". Finally, make selection to adapt keys. Note that "Rewrite all Immobilizer data" should only be selected when all immobilizer components have been replaced.

**64-12-03 Door Panel Window Switch Bezel Removal - November 2, 2102
May 8, 2015: Update to Model Year Applicability**

Model(s)	Year	Eng. Code	Trans. Code
Beetle	2012–2016	All	All

If the door panel needs to be removed, gently remove the window switch bezel following this procedure:

- Release the switch metal clip on the switch bezel by pulling up on the front side of the trim. If necessary, use a bone tool to release the clip. Avoid excessive upward force.
- Once the metal clip has been released, press into the door panel just above the switch bezel. This will completely release all remaining clips.
 - The bezel trim can now be lifted easily without damage to the clips.

(See Tech Tip for images)

**64-14-02 Heated Rear Window, One or More Lines Inoperative - January 24, 2014
May 8, 2015: Update to Model Year Applicability.**

Model(s)	Year	Eng. Code	Trans. Code
All	1995–2016	All	All

To detect which line(s) is inoperative, utilize a volt meter to check for 0 V, which will

be present after the open in the grid line. The check must be performed with the engine running and heated rear window switched on. Switch OFF the ignition and visually locate the damage. Proceed with checking any other lines as necessary. Once the damaged line is identified, repair utilizing the **Repair kit by Permatex®**

ITEM 09117.

Note:

Repair should be performed on maximum of 4 lines.

The following are general instructions. Always read and follow the instructions of the product:

- Ignition and heated rear window switches OFF.
- Clean interior surface of rear window with glass cleaner.
- Using transparent tape, place a strip of tape (approx. 25mm) horizontally on the top and bottom of the inoperative line(s) at the gap (do not cover the line or the gap with tape)
 - Shake the bottle of Permatex® well.
- Apply Permatex® product (using a small brush) over the damage, extend repair approx. 6mm beyond the break in both directions.
 - Wait until product is dry (approx. 30 seconds).
 - Repeat application three times.
 - Remove tape after 30 minutes.
- Wait 24 hours before switching the heated rear window ON.

For additional information, see the owner’s manual under “Instrument panel lighting and headlight range adjustment”.

91-11-01 Bluetooth Compatibility - Date: January 7, 2011

May 8, 2015: Update to information.

Model(s)	Year	Eng. Code	Trans. Code
Touareg, CC, EOS, Golf, GTI, Jetta, Jetta Sportwagen	2011 >	All	All
Routan	2010 >	All	All

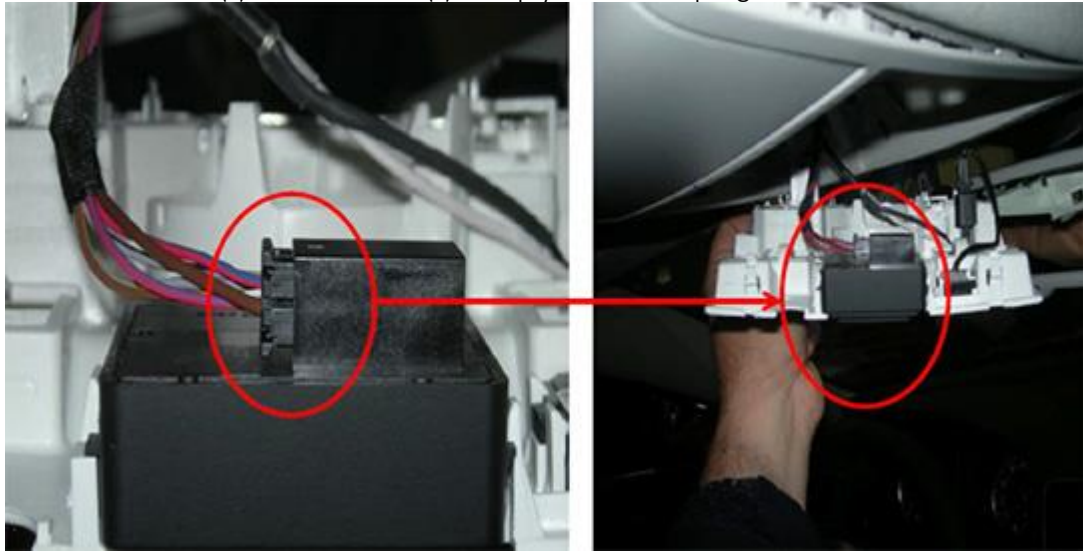
A Bluetooth compatibility list for 2011 MY vehicles can be found on <http://knowyourvw.com/bluetooth/>. Be sure the correct model is selected when entering the site as it will save the information from the last vehicle entered. Look for the Technology tab and select Bluetooth. Observe the top right of the screen, there you will find the selection “Is your phone compatible?” There will be a drop down list to select the carrier and type of phone for all models except 2010 Routan (which will be a PDF format list).

91-14-01 Car Net™ Equipped Vehicles False Outbound Calls - January 17, 2014

May 8, 2015: Update to Model Year Applicability

Model(s)	Year	Eng. Code	Trans. Code
Eos, Jetta, Beetle, Passat, CC, Tiguan	2014–2015	All	All

If a 2014–2015 Model Year vehicle equipped with the Car Net™ system experiences a customer complaint where the system is placing false outbound calls, it is possible that the cause is a loose or unplugged connector at the 3-Button Assembly in the overhead console. If this concern is verified and there is no damage to the terminal(s) or connector(s), simply secure or plug in the loose connector.



Campaigns

01A4 - Vehicle Emission Control Information Label					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
e-Golf	2015	All	All	See Campaign / Action screen in Elsa	See Campaign / Action screen in Elsa
During vehicle production, the Vehicle Emission Control Information label was not installed on certain 2015 model year e-Golf vehicles.					

Updates

2309 UPDATE – 2.0L TDI ECM Software (FED_EMS)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Jetta, Beetle, Beetle Convertible	2015	2.0L TDI (CVCA)	DSG (02E), Manual (02Q)	See Campaign / Action screen in Elsa	See Campaign / Action screen in Elsa
Golf, Golf SportWagen	2015	2.0L TDI (CRUA)	DSG (02E), Manual (02Q)	See Campaign / Action screen in Elsa	See Campaign / Action screen in Elsa
This update has been proactively released to prevent a MIL on condition. Updated ECM software is available to bring the vehicle up to the most current factory specifications.					

Suggestions

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

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