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# VW Elsa Newsletter



Das Auto.

Edition 146: July 27, 2015

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## **Reminder: Technical Bulletins and U.S. Tech Tips to be Removed from ServiceNet**

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 [vw.hub.com](http://vw.hub.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 [vwqa.workshopinformation@vw.com](mailto:vwqa.workshopinformation@vw.com) or submit an ElsaPro Feedback.

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## **Maintenance Program Changes for MY16**

To better serve our dealers and customers, Volkswagen of America has made improvements to the MY16 factory service schedules. These improvements make a customer's cost to own a Volkswagen more competitive, reduce complexity in the service lane at dealerships, and allow dealers more flexibility to up-sell services tailored to customer needs.

The improvements were made after months of on-site research at dealerships, consultations with service and legal experts, and thorough technical analysis and collaboration with Volkswagen AG. Changes will go into effect with MY16 models.

*MY16 Service Schedule Changes:*

<b>Service</b>	<b>MY15 Description</b>	<b>MY16 Changes</b>
<b>Tire Rotation*</b>	Rotate tires front to rear	Removed from required services. Conduct rotation only as needed. (All MY16 Models)
<b>Rear Window Nozzle Check*</b>	Check rear window cleaning nozzle functionality	Removed from required services due to overlap with required service: Window wiper and wash system and headlight washer system: check function and

		adjustment. (MY16 Golf, GTI, e-Golf, Tiguan, Touareg, and all wagon variants)
<b>Apply Service Sticker*</b>	Enter the date of the next service on the service sticker and apply to the driver's side door pillar	Removed from required services. (All MY16 Models)
<b>Door Check and Mounting Pins*</b>	Lubricate door checks and mounting pins	Removed from required services for all MY 16 models except MY16 Eos models.
<b>Automatic Transmission Fluid</b>	Change fluid on AQ250 transmissions at 50K miles	Interval extended to 80K miles. (All MY16 models equipped with an AQ250 transmission)
<b>Dust and Pollen Filter</b>	Replace at 20K miles or every 2 years	Interval extended to 40K miles or every 2 years (All MY16 models)

\* Communicated in service schedule supplement

These changes make Volkswagen maintenance costs more competitive relative to key brands such as Honda and Toyota. As a key avoidance and rejection reason for Volkswagen, cost of ownership has a direct impact on customer loyalty and new car sales. These improvements and the customer savings that result will have a positive effect on avoidance and rejection based on maintenance and ownership costs. The following table demonstrates the impact these improvements have on our Jetta and Passat models.

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*MY16 Changes Impact on Maintenance Costs:*

<b>VW Models</b>	<b>Approx. Customer Savings to MY15*</b>	<b>VW Maintenance Cost</b> MY15 Gap to MY15 Honda	<b>VW Maintenance Cost</b> MY16 Gap to MY15 Honda
<b>Jetta</b>	<b>\$500 – \$600</b>	<b>15%</b> <b>More Expensive than Honda</b>	<b>0%</b>
<b>Passat</b>	<b>\$400 – \$500</b>	<b>0%</b>	<b>10%</b> <b>Less Expensive than Honda</b>

\*Approximate customer pay savings based on a 5 year / 75k mile period for gas engines only. Actual savings may vary based on labor rates and trim/engine.

These improvements remove redundant services allowing our technicians to be more efficient. Moreover, removing required services that are not technically necessary grants dealers more flexibility to up-sell and tailor services based on customer need.

Volkswagen of America and Volkswagen AG are committed to continuing these improvements in the coming model years. Interval extensions, technical serviceability enhancements, and various other improvements have been identified to reduce service complexity for many new MY18 and MY19 vehicles and engines. In the long term, our goal is to be a top competitor in terms of cost of ownership.

In summary with these maintenance costs changes your prospects will have less cause to exclude Volkswagen from their purchase considerations and your customers will have less reason to leave the brand. Please insure that your teams are made aware of the new MY16 maintenance changes and good luck for a successful 2016.

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## Wiring Diagrams Updates

i-Wire has 24 features for you to discover.



To access i-Wire, login to ServiceNet.

## Technical Bulletins

**01 15 18 - 2023591 Supersedes T. B. V011231 dated October 24, 2012 to add additional text about readiness codes on UDS vehicles.**

**TDI Clean Diesel I/M (Inspection Maintenance) Testing Issues due to Readiness Not Set**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009	2.0L TDI (CBEA)	All	All	All
Golf, Jetta, Jetta SportWagen	2010–2013	2.0L TDI (CJAA)	All	All	All
Passat	2012–2013	2.0L TDI (CKRA)	All	All	All
Touareg	2009–2010	3.0L TDI (CKRA)	All	All	All
Touareg	2011–2013	3.0L TDI (CNRB)	All	All	All
Beetle	2013	2.0L TDI (CJAA)	All	All	All

DTCs were recently erased from the vehicle's engine control module (ECM).

A Volkswagen TDI clean diesel is not ready for I/M (Inspection Maintenance) testing due to readiness codes not being fully set.

**Tip:** This does not indicate any technical problems with the vehicle, only that more driving may be necessary to set full OBD readiness.

Certain environmental conditions and customer driver profiles may extend the drive time required to fully set readiness on TDI clean diesel vehicles. Fully setting the DPF monitoring function requires a cycle of building soot and burning the soot off during a regeneration process.

**Tip:** If possible, advise customer not to service vehicle directly before I/M inspection. If the readiness bits are reset, this can create a condition where extensive driving is required prior to setting full readiness.

**Production Solution:** No Production Solution required.

**01 15 19 - 2041328 Update Programming MIL ON, DTC P208D Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Beetle, Beetle Convertible	2015	2.0L TDI (CVCA)	All	All	All
Golf, Golf Sportwagen	2015	2.0L TDI (CRUA)	All	All	All

Update Programming MIL ON, DTC P208D Stored in ECM Fault Memory

DTC	Description
P208D	Reductant Pump "A" Control Circuit High

**Production Solution:** Implemented into production.

**01 15 20 - 2041329 MIL ON, DTCs P208D and or P205B Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2015	2.0L TDI (CVCA)	All	All	All

MIL ON, DTCs P208D and or P205B Stored in ECM Fault Memory

DTC	Description
P208D	Reductant Pump "A" Control Circuit High
P205B	Reductant Tank Temperature Sensor Circuit Range/Performance

**Production Solution:** Implemented into production.

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**26 15 07 - 2031583 Supersedes T.B. V261305 dated September 24, 2013 to include additional models and model year applicability with VIN ranges. MIL ON - DTC's P047F, P0477, P048A, P048B, P048C or P0401 Stored in ECM Fault Memory**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009	2.0L TDI (CBEA, CJAA)	All	All	All
Jetta	2010–2013	2.0L TDI (CJAA)	All	AJ_AM000001	AJ_DM421700
Golf	2010–2013	2.0L TDI (CJAA)	All	AJ_AW000001	AJ_DW124280
Jetta SportWagen	2010–2013	2.0L TDI (CJAA)	All	AJ_AM000001	AJ_DM661026
Beetle	2013	2.0L TDI (CJAA)	All	AT_DM000001	AT_DM657794
Beetle Convertible	2013	2.0L TDI (CJAA)	All	AT_DM000001	AT_DM811697
Passat	2012–2013	2.0L TDI (CKRA)	All	A3_CC000001	A3_DC096379

MIL ON, DTCs related to exhaust flap. One or more of the following fault codes stored in the ECM:

DTC	Description
P047F	Exhaust Pressure Control Valve "A" Stuck Open
P0477	Exhaust Pressure Control Valve "A" Low
P048A	Exhaust Pressure Control Valve "A" Stuck Closed
P048B	Exhaust Pressure Control Valve Position Sensor/Switch Circuit
P048C	Exhaust Pressure Control Valve Pos. Sensor/Switch Circuit Range/Performance



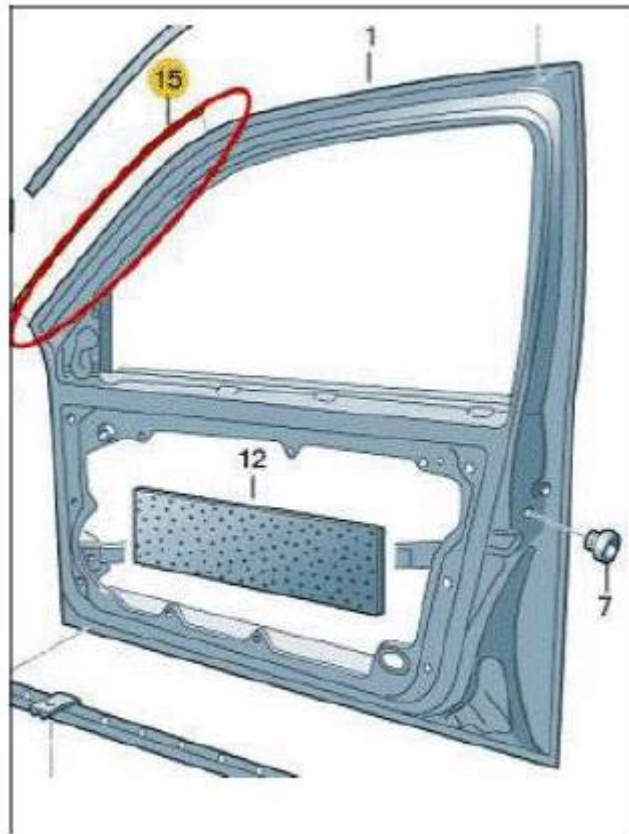
P0401	Exhaust Gas Recirculation Flow Insufficient Detected
<b>Production Solution:</b> Improved parts introduced into production.	

**US. ONLY: 57 15 02 - 2039003 Supersedes Technical Bulletin V571407 dated December 18, 2014 to update service number.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004–2006	All	All	All	All
<p>Corrosion on Front Doors (Multiple Locations) (See Technical Bulletin for images)</p> <p><b>Note:</b></p> <p>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.</p> <p>Documentation required per Warranty Policies and Procedures Manual.</p> <p>For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.</p> <p><b>Production Solution:</b> Corrections in the production process after discovering deviations.</p>					

**US. ONLY: 57 15 03 - 2038887 Supersedes Technical Bulletin V571405 dated November 10, 2014 to update service number.**  
**Corrosion on the Fold of the Front Inner Door**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, Jetta Wagen	2000– 2006	All	All	All	All
<p>Corrosion on the fold of the front inner door in the extra seal area.</p> <p><b>Note:</b></p> <p>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.</p> <p>Documentation required per Warranty Policies and Procedures Manual.</p> <p>For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.</p>					



**Figure 1**

**Production Solution:** No production change required.

**US. ONLY:** 57 15 04 - 2038995 Supersedes Technical Bulletin V571409 dated December 19, 2014 to update the service number.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2006–2010	All	All	All	All
CC	2009–2012	All	All	All	All

Corrosion on the Front Door in Trim Strip Area



Figure 1 (the red ellipses show the area which can be affected by the corrosion)

**Note:**

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

Documentation required per Warranty Policies and Procedures Manual.  
For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

**Production Solution:** Not Applicable.

**US. ONLY: 58 15 01 - 2039001 Supersedes Technical Bulletin V581402 dated December 16, 2014 to update the service number.**  
**Corrosion, Rear Inner Doors in Door Fold Area**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2004–2010	All	All	7L_4D000001	7L_AD005286

Corrosion in the fold of the rear door.



**Note:**

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

Documentation required per Warranty Policies and Procedures Manual.  
For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

**Production Solution:** Corrections in the production process after discovering deviations.

**US. ONLY: 58 15 02 - 2039211 Supersedes technical bulletin V581404 dated December 18, 2014 to update service number.**  
**Corrosion on Rear Doors (Multiple Locations)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004–2006	All	All	All	All

Alignments in production can lead to hairline cracks in the top coat and paint damage (edges on holes) on the already painted door. Humidity then penetrates paint and causes blistering and/or white corrosion.

(See Technical Bulletin for images)

**Note:**

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

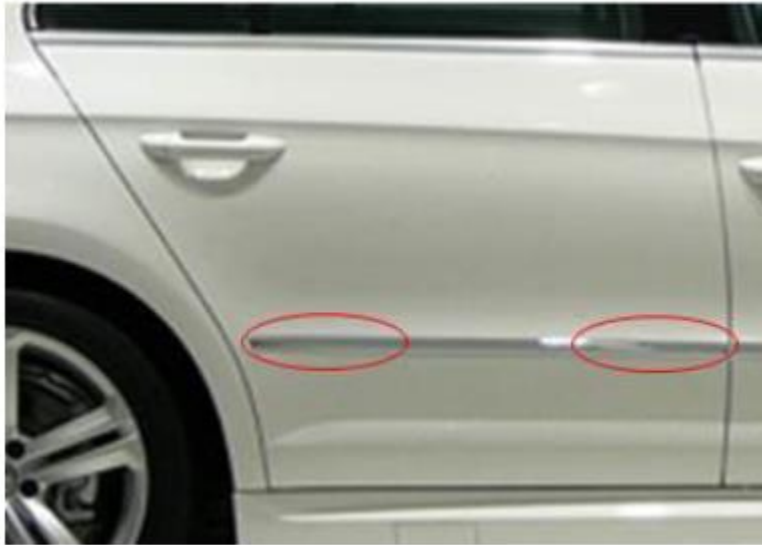
Documentation required per Warranty Policies and Procedures Manual.  
For vehicles outside of the Limited Warranty Against Corrosion Perforation this Technical Bulletin is for information only.

**Production Solution:** Corrections in the production process after discovering deviations.

**US. ONLY: 58 15 03 - 2039212 Supersedes Technical Bulletin 581405 dated December 19, 2014 to updated service number.**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon	2006–2010	All	All	All	All
CC	2009–2012	All	All	All	All

Corrosion on Rear Door in Trim Strip Area



**Note:**

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual.

Documentation required per Warranty Policies and Procedures Manual.  
For vehicles outside of the Limited Warranty Against Corrosion Perforation this

Technical Bulletin is for information only.

**Production Solution:** Not Applicable.

**80 15 04 - 2040580 Supersedes Technical Bulletin V801503 dated July 9, 2015 to include GFF fault P2457.**

**No Heat from Passenger Side Cabin - Heater Core Restricted - Possible MIL for DTC P2457 EGR Cooler Efficiency (CKRA Diesel only)**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2013–2014	2.0L TDI (CKRA)	All	All	All

The customer may complain that the cabin heating output is insufficient on the passenger side.

Mil Light Illuminated: P2457 Exhaust Gas Recirculation Cooler Efficiency Below Threshold.

**Production Solution:** 2.0L (CKRA) engine no longer produced

**92 15 02 - 2026253 Supersedes T. B. V921301 dated May 6, 2012 to provide updated cleaning product information and include additional model and model year applicability.**

**Windshield Wipers Streak or Smear**

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	1998–2016	All	All	All	All

Windshield or rear window is streaked, has a snakeskin appearance, or the surface feels rough.

To avoid unnecessary replacement of wiper blades, the condition and cleanliness of the windshield, rear window and wiper blades, should be checked first.

Customer complaints may include that the wipers:

- Streak or smear.
- Do not clear across entire length of blade.

- Chatter (Noisy) or skip as wiper travels across the windshield or rear window glass.

**Production Solution:** No production change required.

## Pending Service Solutions

No new Pending Service Solutions this week.

## Tech Tips

### 96-14-05 Immobilizer Key / Key Remote Adaptation Test Plan

**July 24, 2015: Update to Information, Kessy vehicles removal of the reader coil and placement of vehicle key.**

Model(s)	Year	Eng.Code	Trans.Code
Golf, GTI	2015	All	All

To adapt keys to a 2015 Golf or Golf GTI, it is necessary to complete the "Adapt Immobilizer" test plan. **Kessy Vehicles:** Verify that the reader coil (figure 1) is removed from the steering column and the key is touching the reader coil during key adaptation. Bladed key vehicle, it is not necessary to remove the reader coil. The test plan can be found under the ODIS Special Functions Tab (figure 2) or by navigating to "Immobilizer functions" under "Elect. Immobilizer 5A" after clicking the "Select self test" button in the Test Plan tab (figure 3). This procedure adapts both the remote and immobilizer functions of the key.

**Note:** Vehicle may not start and or have warning lights on cluster after immobilizer / key adaptation is completed. See pg. 5 information in this tech tips after immobilizer / key adaptation for further instructions.

(See Tech Tip for images)

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## Campaigns

19K5 - Coolant Pump					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
GTI	2011–2014	All	All	See Campaigns/Actions screen in Elsa	See Campaigns/Actions screen in Elsa
The coolant pump may develop a small leak over time.					

## Updates

No new updates this week.

## Suggestions

Please send comments or suggestions to: [vwoa.workshopinformation@vw.com](mailto:vwoa.workshopinformation@vw.com)

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