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VW Elsa Newsletter



Edition 172: February 8, 2016

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Tech Tip Correction: TT 96-16-03

Please Note: in calendar week 5 (Jan. 25-29), Tech Tip 2043175-91N9 Update Freezes (TT 96-16-03) was incorrectly numbered. It has since been corrected and resides in the correct repair group (TT 91-16-04).

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Technical Bulletins

00 16 01 - 2034407 Supersedes Technical Bulletin V001304 dated September 23, 2013 to include current model year vehicles.

Choosing Service Numbers – Transmission and Drivetrain

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|-------------------|-----------|-----------|-------------|----------------|--------------|
| All except Routan | 2012–2016 | All | All | All | All |

To ensure that customer concerns are being properly addressed, please reference the following information **(See Technical Bulletin)** for examples of the Service Numbers available for customer concerns/technician findings. Proper Service Number usage will ensure customer concerns/technician findings are properly addressed allowing for more accurate and timely repair information, Updates and Technical Bulletins.

Production Solution: Information only.

37 16 01 - 2033975 Supersedes Technical Bulletin V371301 dated June 10, 2013 to include current model year vehicles.

Automatic Transmission Fluid Requirements

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|-----------|-----------|-------------|----------------|--------------|
| All | 2010–2016 | All | All | All | All |

In response to multiple dealership inquiries about aftermarket universal (one fluid fits all) automatic transmission fluids and transmission flushing, Volkswagen Group of America, Volkswagen Canada have prepared the following statement.

At this time, Volkswagen Group of America, Volkswagen Canada do not support or warranty any use of aftermarket universal automatic transmission fluids or the machines used to flush the transmissions. This applies to all standard automatic and DSG transmissions. Due to the functional and design variations in each automatic transmission, the transmission fluid is developed and used by Volkswagen for specific purpose within each application. Under no circumstances are these fluids to be used outside their designated transmission and replacing any of the Volkswagen approved automatic transmission fluids with a universal “one fluid fits all” approach is not accepted.

Volkswagen Group of America, Volkswagen Canada have not been provided any

information from the manufacturers of these aftermarket automatic transmission fluids that indicate that they meet any of the requirements set forth by the developers of these transmissions. There are also no immediate plans to implement these fluids into the currently available automatic transmission fluid selection. As such, any transmission repair where the incorrect fluid is used or the incorrect repair procedure was followed will not be covered under Volkswagen warranty.

It is also highly recommended that these universal automatic transmission fluids and transmission flushes not be used during customer pay repairs to ensure that the high standards set forth by Volkswagen are always met for the customers, both in and out of warranty.

Please contact your local FOM/QTMM with any further questions or concerns.

Production Solution: No production change required.

40 16 01 - 2043146 Strut or Shock Absorber Leak Assessment

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|-----------|-----------|-------------|----------------|--------------|
| All | 2006–2016 | All | All | All | All |

Customer states one or more of the shocks/struts appear to have an oil leak.

Production Solution: Information only.

57 16 02 - 2038202 Supersedes Technical Bulletin V571404 dated November 5, 2014 to include Door Lock Front Replaced labor operation.

Front Door Locks Hard to Release

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|--------------------|-----------|-----------|-------------|----------------|--------------|
| Jetta (A6) | 2011–2014 | All | All | All | All |
| Jetta (A6) | 2015 | All | All | AJ_FM200001 | AJ_FM219981 |
| Jetta (A6) | 2015 | All | All | AJ_FM350001 | AJ_FM354021 |
| Golf/GTI (A7) | 2015 | All | All | AU_FM000001 | AU_FM032085 |
| Beetle | 2012–2014 | All | All | All | All |
| Beetle | 2015 | All | All | AT_FM600001 | AT_FM619716 |
| Beetle Convertible | 2013–2014 | All | All | All | All |

| | | | | | |
|--|-----------|-----|-----|-------------|-------------|
| Beetle Convertible | 2015 | All | All | AT_FM800001 | AT_FM804950 |
| Passat NMS | 2012–2014 | All | All | All | All |
| Passat NMS | 2015 | All | All | A3_FC000001 | A3_FC025559 |
| Customer may comment that the front door is hard to open with exterior handle. Production Solution: Improved front door locks. | | | | | |

| 60 16 01 - 2043031 Rattle or Creaking Noise from Panoramic Sunroof | | | | | |
|---|-----------|-----------|-------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Golf, Golf GTI | 2015–2016 | All | All | All | All |
| A rattle or creaking noise may be heard from the rear of the Panoramic Sunroof when driving on uneven roads with the sunroof closed. Production Solution: Not applicable. | | | | | |

| 91 15 15 - 2042718 MIB2 MQB Discover Media and MIB2 MQB Composition Media * (Composition Media for eGolf ONLY) | | | | | |
|---|------|-----------|-------------|----------------|--------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Golf, GTI, Golf Sportwagen, Golf R, eGolf | 2016 | All | All | All | All |
| <p>Note:</p> <p>For Golf, GTI, and Golf Sportwagen, this bulletin only applies to vehicles with PR code(s) 7UF.</p> <p>For Golf R and eGolf, this bulletin applies to all vehicles EXCEPT vehicles with PR code 7UG.</p> <p>In addition to the symptoms listed below, this programming update proactively improves various other radio characteristics.</p> <p><u>The customer may complain of one or more of the following symptoms:</u></p> <ul style="list-style-type: none"> • Infotainment system freezes or reboots • Infotainment system turns off at random • Navigation system malfunctions or is inoperative | | | | | |

- Navigation announcements speak in German
- Adjustment of subwoofer settings sporadically unavailable in setup menu
 - Sirius radio issues
- Compass display in instrument cluster is erratic or malfunctions
 - Crackling or static noise from speakers
- Automatic clock update for Daylight Savings Time malfunctions
- Abnormal sound output and/or delayed sound output from speakers
 - Android Auto malfunctions or is inoperative

Production Solution: Not applicable.

91 16 01 - 2035473 Supersedes Technical Bulletin V911509 dated September 15, 2015 to include additional instructions.

Infotainment Worksheet (U.S. Only)

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|------|-----------|-------------|-------------------|--------------|
| All | 2016 | All | All | All | All |

This bulletin provides instructions and information for completing and submitting the updated web version of the Infotainment Worksheet. Like the previous version, the Infotainment Worksheet allows more detail to be provided for repairs related to the Infotainment System (radio, navigation, Bluetooth, telephone systems, etc.). The new web version provides an easier approach by which to complete and submit the information.

Because of advanced and frequently changing technology, it is critical that detailed information is provided in order to better understand issues related to Infotainment.

One or more of the following symptoms are possible, but not limited to:

- Poor AM/FM/Satellite radio reception.
 - Poor sound quality.
- Inability/difficult to pair phones, phone loses pairing.
 - Navigation system malfunctions or is inoperative.
 - Car-Net system malfunctions or is inoperative.
 - Rearview Camera malfunctions or is inoperative.
 - Radio or Navigation display issues.
 - Poor sound quality during phone calls.
 - CD player/changer malfunctions or is inoperative.
 - Voice command(s) malfunctions or is inoperative.

Tip:

If the repair to the Infotainment system being performed is part of an existing Technical Service Bulletin, it is not mandatory that the Infotainment Worksheet be submitted. However, it will then be mandatory that the 7-digit (example: 2035473) Technical Bulletin number be specifically referenced in the warranty claim comments. Specific information regarding the customer complaint will also be mandatory.

Production Solution: Not applicable.

91 16 02 - 2043066 MIB 1 - MDI Connected Device Will Not Play or No Audio

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

The customer may mention that when their phone/device is connected via MDI that there is no audio, or will not play music. The device will still charge, but will not play audio. This condition does not affect Bluetooth operation. The message "iPod Error" may also be displayed on the MIB Infotainment Display.

Production Solution: Not applicable.

Pending Service Solutions

No new Pending Service Solutions this week.

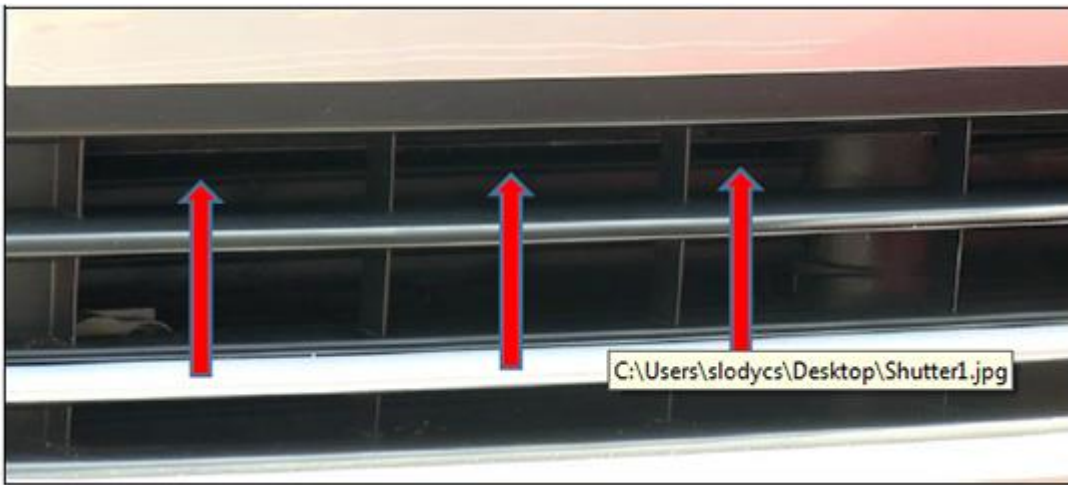
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Tech Tips

**01-16-01 P05A3 Active Grille Air Shutter "A" Control Circuit
Range/Performance**

| Model(s) | Year | Eng. Code | Trans. Code |
|-----------------|-----------|-----------|-------------|
| Jetta 1.8T Golf | 2014-2016 | All | All |

Please inspect the lower grill active shutter for any obstructions i.e. accident damage, snow, ice or debris.



If an obstruction is found, please remove/clean active grill shutters and perform a road test until the vehicle reaches full operating temperature (80°C) to verify operation and recheck for any active DTC.

If obstruction is not found, please check circuit integrity at the V544 T4 as connector:

- Battery voltage on pin 4
- Ground on pin 1
- Check resistance of wire from T91/76 to terminal 3

If the correct readings are achieved, please replace the V544 motor and road test to verify operation.

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

February 5, 2016: Update to information. Photo demonstrating key to reader coil placement.

| 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 is removed from the steering column and the key is touching the reader coil during key adaptation (Figure 1). 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.
(Please refer to Tech Tip for instructions and diagrams.)

Campaigns

REPAIR NOT YET AVAILABLE: 69L9 - Side Airbag Inflators

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|--|------|-----------|-------------|--------------------------------------|--------------------------------------|
| Tiguan | 2015 | All | All | Check Campaign/Action screen in Elsa | Check Campaign/Action screen in Elsa |
| <p>The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator fracture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could to be propelled into the passenger compartment, possibly striking and causing injury to vehicle occupants.</p> | | | | | |

91N9 - MIB2 MQB Radio (Modular Infotainment System) Software

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|--|------|-----------|-------------|------------------------------------|------------------------------------|
| Vehicles with the MIB2 MQB Radio | 2016 | All | All | See Campaign/Action screen in Elsa | See Campaign/Action screen in Elsa |
| <p>This customer satisfaction campaign has been proactively released to prevent one or more of the following infotainment-related symptoms:</p> <ul style="list-style-type: none"> • App-Connect malfunctions or is inoperative <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Bluetooth is unavailable or inoperative • Navigation system malfunctions or is inoperative • Voice Recognition malfunctions or is inoperative <ul style="list-style-type: none"> • 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

Updates

| 92D5 – Rain Sensor Activation (NVLW) | | | | | |
|--|------|-----------|-------------|------------------------------------|------------------------------------|
| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
| Jetta | 2016 | All | All | See Campaign/Action screen in Elsa | See Campaign/Action screen in Elsa |
| <p>This update has been proactively released to prevent customer complaints regarding the operation of the rain sensing wipers. This UPDATE is in effect until removed. Vehicle must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Procedure is valid only for vehicles that show the 92D5 code in Elsa, Campaign/Action Information screen <u>on the day of repair</u>. • If the vehicle is sold it must be within the new vehicle limited warranty (NVLW) 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: vwoa.workshopinformation@vw.com

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