



## Self Study Program 803503

# ElsaWeb User Guide



Volkswagen of America, Inc.  
Volkswagen Academy  
Course Number 803503

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This User Guide provides introductory information regarding the design and function of new models, automotive components or technologies.

**All values given are intended as a guideline only and refer to the software version valid at the time of publication of this User Guide.**

For maintenance and repair work, always refer to current technical literature.

Note!



Warning!





## Introduction

This User Guide will assist you in using ElsaWeb, Volkswagen's web-based service information system. ElsaWeb is a VIN-driven service information system that will serve as the source for all vehicle information via your dealership's high-speed Internet connection.

ElsaWeb is an important part of Volkswagen's worldwide initiative in support of the Manufacturer Supported Service Process (MSSP). By centralizing and tracking technical information, MSSP supports the following primary goals:

- Improved accuracy of repairs
- Improved customer service levels
- Improved efficiency of the diagnosis and repair process

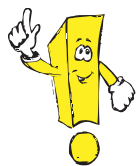
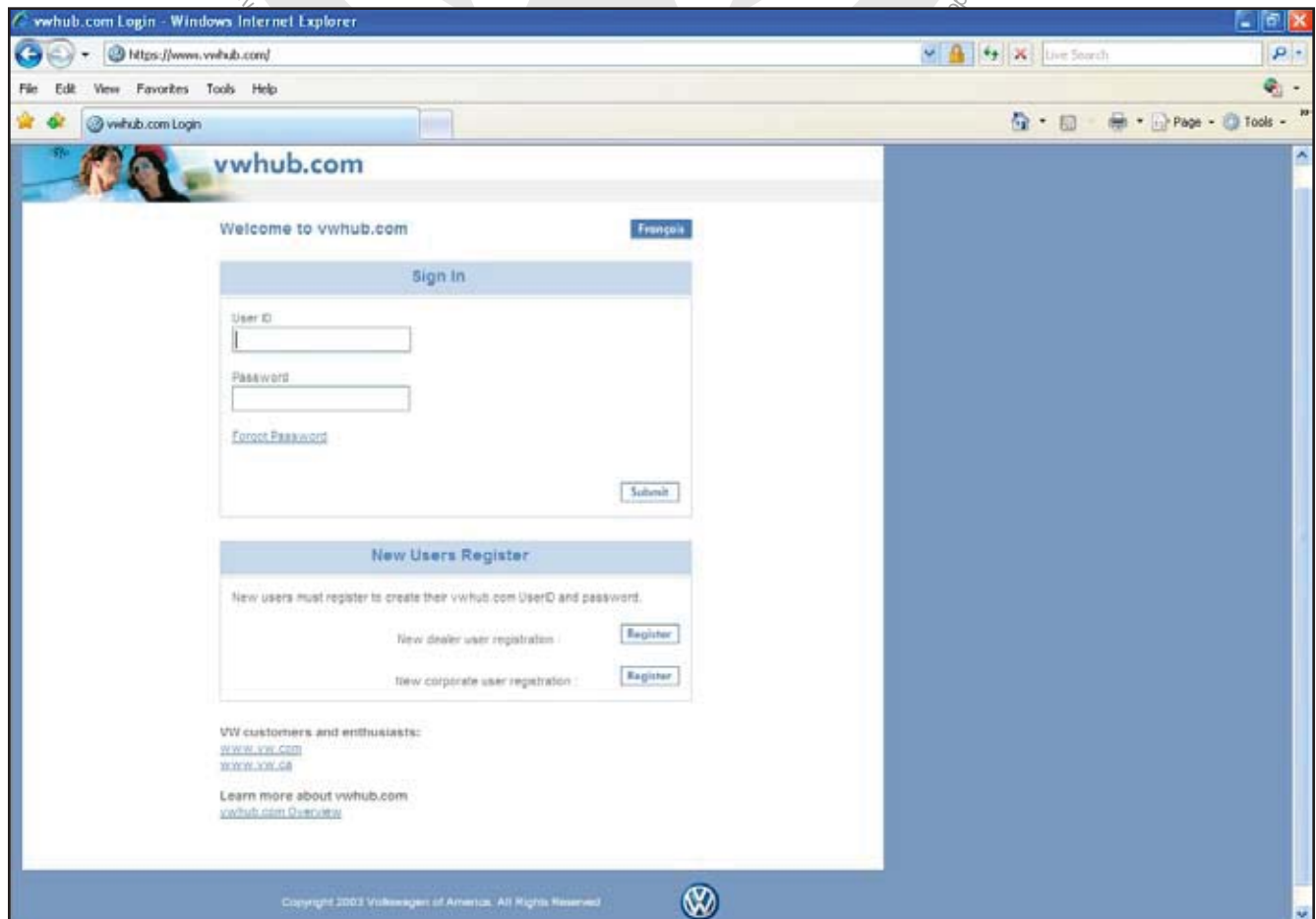
The key advantages of ElsaWeb include:

- Automatic updates of all service repair information
- Easy access to all repair, Suggested Repair Times (SRTs), damage codes, and vehicle option code information
- A VIN-driven approach to data to ensure correct vehicle-specific information
- Greater ease and speed in viewing multiple sources of information

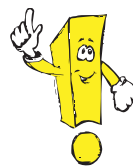
# Accessing ElsaWeb

## Getting Started

ElsaWeb is a web-based application. You can gain access to ElsaWeb through vwhub.com. Enter your vwhub.com User ID and Password, then click "Submit" to continue.



It is a good idea to have ElsaWeb open as you go through this User Guide. Duplicating the steps shown will help you to understand ElsaWeb better.

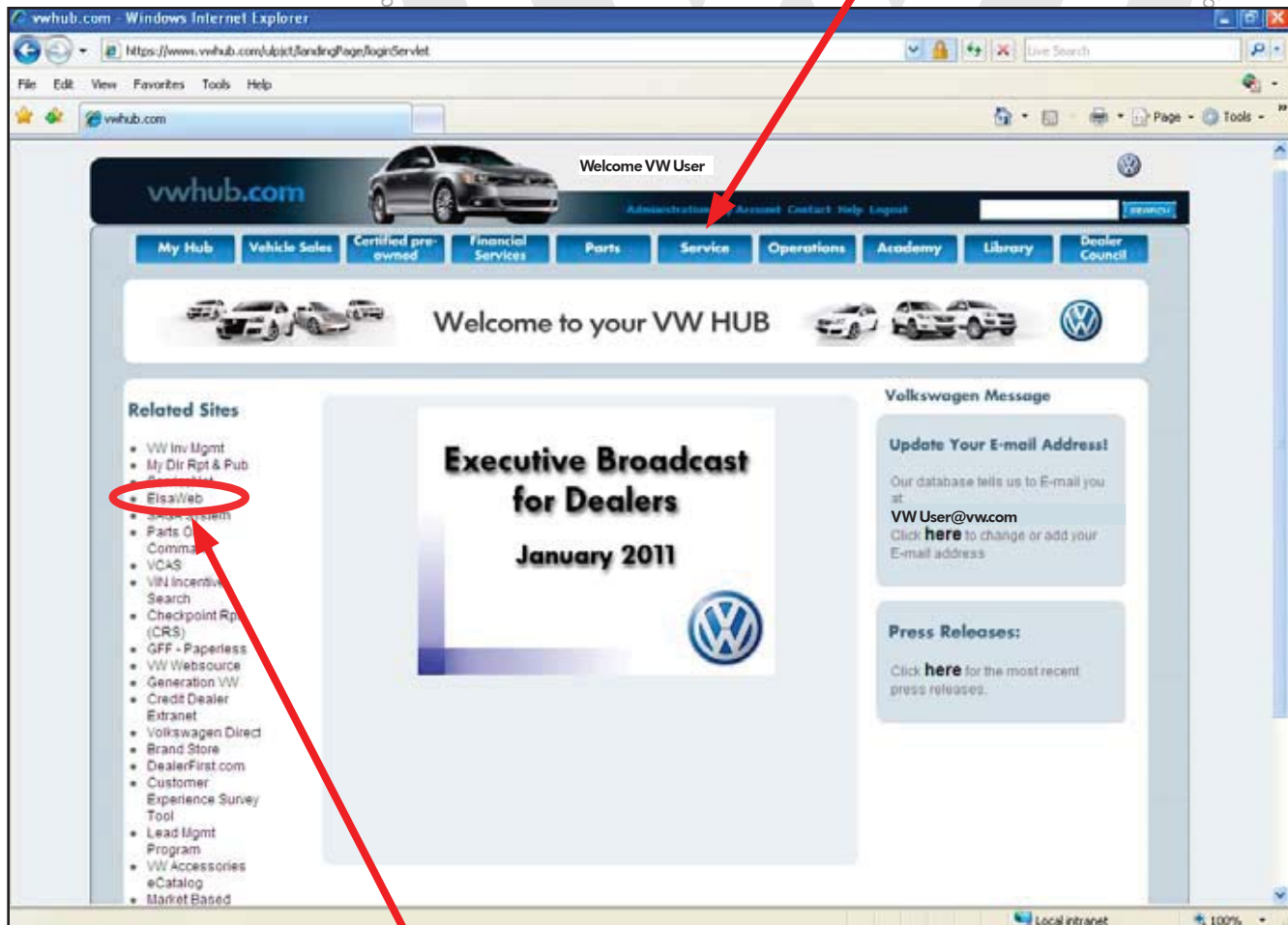


Your vwhub.com User ID must have both the MSSP and ElsaWeb roles assigned to it to successfully access ElsaWeb. To verify that your User ID has the correct assignment roles, contact your Extranet Administrator for more information.

# Accessing ElsaWeb

From the vwhub.com Home Page, select the "Service" tab, then click the "ElsaWeb" link under "Related Sites" on the left.

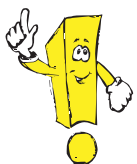
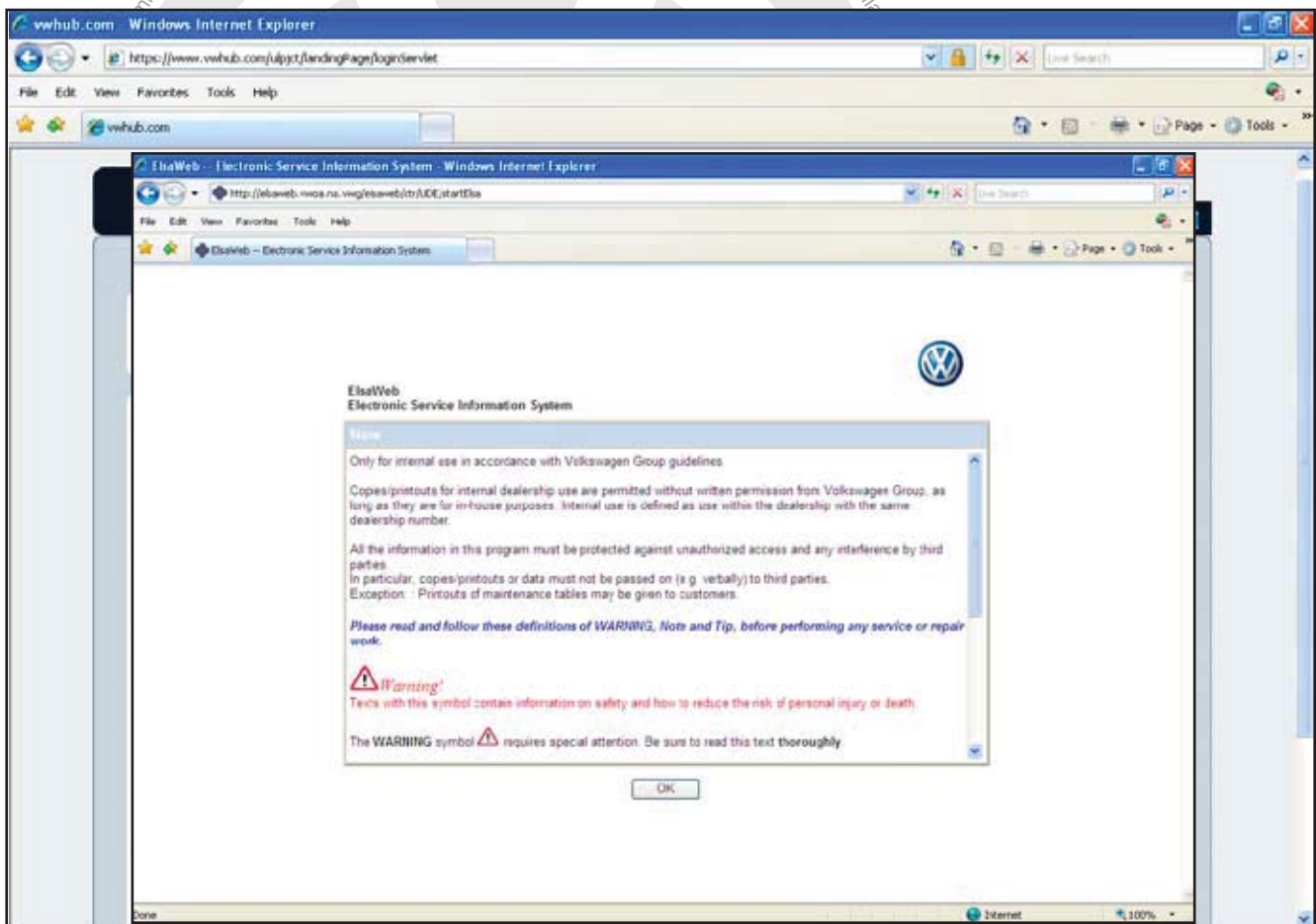
Step 1: "Service" tab



Step 2: "ElsaWeb" link

# Accessing ElsaWeb

A disclaimer window will remind the user that the information contained in ElsaWeb is for Volkswagen internal use only. Click "OK" to indicate that you understand and agree. This needs to be done each time you log into ElsaWeb.



ElsaWeb may time out and you will be required to login in again if you have not used ElsaWeb within a two-and-one-half-hour time period.



# Accessing ElsaWeb

This is the ElsaWeb Home Page. From here you can access all ElsaWeb Infomedia types by clicking the desktop buttons or the toolbar buttons in the ElsaWeb menu bar.



# Accessing ElsaWeb

## Toolbar Icons



Home



Logout



Change User



Print



Create New Job



Navigation History



Select Existing Job



Vehicle Identification



Last Contents



Feedback



Advanced Search



**First:** Takes user to first screen selected in current session.



**Back:** Takes user to the screen viewed immediately before the current screen view.



**Forward:** Takes user forward one screen after the user has used the Back or First buttons.



**Last:** Takes user to the last screen selected in the current session once user has navigated with Back or First buttons.



Vehicle-Specific Information



Repair Manual



Technical Solutions



Suggested Repair Times (SRTs)



Body Collision Repair



Maintenance Manual



Damage Codes Catalog



Wiring Diagrams / Component Locations



ServiceNet



Campaign/Action Information



Technical Assistance



Help



Job Note

# Vehicle Selection

## Vehicle-Specific Information

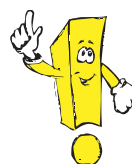
The easiest way to populate all the "Vehicle Selection" fields is to enter a VIN. This will automatically populate all the fields.

Entering a VIN will also help prevent entering wrong information, and save time and effort that would otherwise be spent gathering data from the vehicle itself.

When using a VIN, type in (or copy and paste) the number in the "VIN" field, then click the "Submit" button. ElsaWeb will then retrieve information specific to the VIN from a worldwide database via the internet.

Submit "Submit" button

The screenshot shows the ElsaWeb interface within a Windows Internet Explorer browser. The main window title is "ElsaWeb - Electronic Service Information System". The address bar displays "http://elsaweb.vwa.na.vwg/elsaweb/ctr/elsafis". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar is a toolbar with various icons. The main content area features a "Vehicle Selection" form. At the top of this form is a "VIN" field containing the text "WVGCM87L85D058103". To the right of this field is a "Submit" button, which is circled in red. A red arrow points from the text "Submit" button" to this button. Below the VIN field are several other input fields arranged in two columns. The left column includes "Make", "Model Year", "Color Code", "Delivery Date", and "Delivering Dealer". The right column includes "Sales Model", "Engine", "Transmission", "Final Drive", "Production Date", "Ordering Dealer", and "Leasing Code". Each of these fields has a "Lookup" button next to it. At the bottom of the form are three buttons: "OK", "Cancel", and "Reset". The browser's status bar at the bottom shows "Done" on the left and "Local intranet" and "100%" on the right.



When a VIN is entered and the "Submit" button is clicked and nothing happens, a pop-up blocker may be preventing ElsaWeb pop-ups. To allow pop-ups, go to Tools > Internet Options > Privacy and uncheck the "Block pop-ups" box.

# Vehicle Selection

Once the "Vehicle Selection" screen refreshes, information will be populated into the various fields. Click "OK."

Another benefit of using a VIN is that when you click on the "Submit" button, ElsaWeb will also check against the list of open campaigns.

If the selected vehicle has an open campaign, a window will pop up telling you there is an open campaign.

For a complete description, please go to Campaign/Action Information on page 20.

The screenshot shows the ElsaWeb Electronic Service Information System interface. The main form is titled "Vehicle Selection". It contains several input fields and buttons. The VIN field is populated with "JVVGCN67L68DC59103". The Make field is "V", Model Year is "2005", Sales Model is "TLACM1", Engine is "AXQ", Transmission is "HAI", and Final Drive is empty. The Color Code is "88-88-GL", Production Date is "Feb 5, 2006", Delivery Date is "Jun 17, 2006", Ordering Dealer is "999-93022", and Delivering Dealer is empty. The "OK" button is circled in red, and a red arrow points to it from the text "OK" button" below the screenshot.

OK

"OK" button

# Vehicle Selection

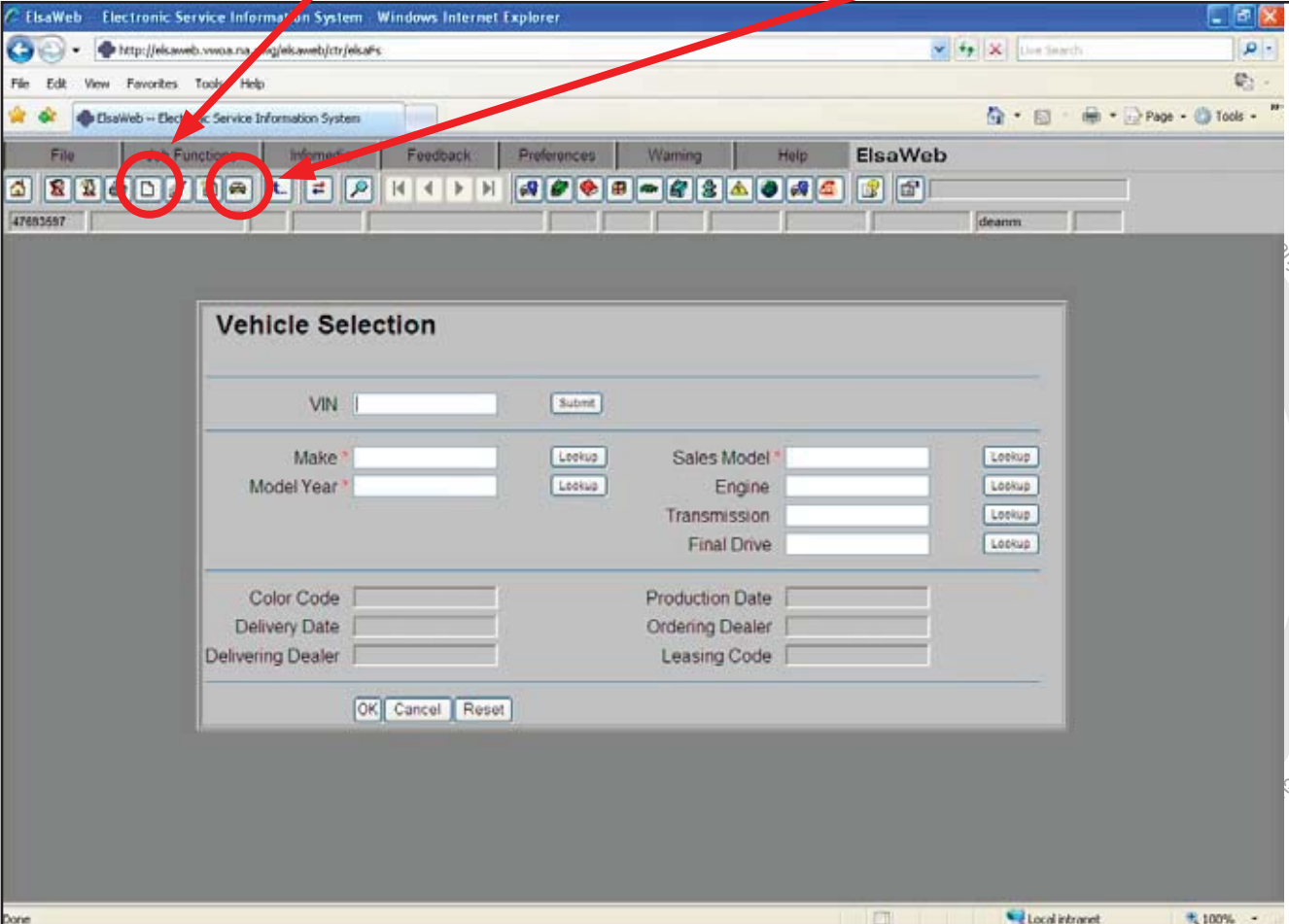
## Filling in Vehicle Selection Window

Each time you log into ElsaWeb and select an Infomedia type, you will need to fill in the "Vehicle Selection" window. This window automatically launches the first time you click an ElsaWeb Infomedia button or icon from the ElsaWeb Home Page.

The vehicle-specific information that you enter here will be your starting point for all related ElsaWeb information. You will need to fill in this information only when you are entering a vehicle for the first time. One of the benefits of ElsaWeb is that you only have to enter this information once for each job number.

 "Create New Job" button

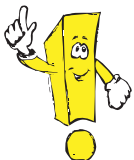
 "Vehicle Identification" button






The screenshot shows the ElsaWeb interface in a Windows Internet Explorer browser. The toolbar contains several buttons, with two circled in red: the "Create New Job" button (a square with a plus sign) and the "Vehicle Identification" button (a car icon). The "Vehicle Selection" window is open, displaying the following fields:

Vehicle Selection	
VIN	<input type="text"/>
Make	<input type="text"/>
Model Year	<input type="text"/>
Sales Model	<input type="text"/>
Engine	<input type="text"/>
Transmission	<input type="text"/>
Final Drive	<input type="text"/>
Color Code	<input type="text"/>
Production Date	<input type="text"/>
Delivery Date	<input type="text"/>
Ordering Dealer	<input type="text"/>
Delivering Dealer	<input type="text"/>
Leasing Code	<input type="text"/>

Buttons: Submit, Lookup, OK, Cancel, Reset.



No matter where you are in ElsaWeb, you can view your vehicle information by clicking the  "Vehicle Identification" button on the toolbar.

To start a new job, all you have to do is click the  "Create New Job" button in the toolbar. This opens a new  "Vehicle Selection" window.

# Vehicle Selection

When you enter information in a field using the "Lookup" buttons, all other fields are filtered so you will see only data that applies to your selected information. The lookup fields will be displayed in alphanumeric order, which will allow the user to quickly locate and select the item from the list.

The most efficient method is to select "Make" and "Model Year" first, which reduces the number of options to select from in the other fields. The red asterisks "\*" will turn black as information is populated into the Vehicle Selections screen.

Once you have filled in all the fields, click "OK".

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**"Make" & "Model Year" fields**

**"Lookup" button**

**Vehicle Selection**

VIN	<input type="text"/>	Submit
Make *	<input type="text" value="v"/>	Lookup
Model Year *	<input type="text" value="2009"/>	Lookup
Sales Model *	<input type="text" value="7L6"/>	Lookup
Engine	<input type="text"/>	Lookup
Transmission	<input type="text"/>	Lookup
Final Drive	<input type="text"/>	Lookup
Color Code	<input type="text"/>	
Delivery Date	<input type="text"/>	
Producing Dealer	<input type="text"/>	
Production Date	<input type="text"/>	
Ordering Dealer	<input type="text"/>	
Leasing Code	<input type="text"/>	

**OK** **Cancel** **Reset**

**OK** **"OK" button**

# Vehicle Selection

If you do not enter a VIN, you can fill in these fields manually, or use the “Lookup” buttons to select the fields that need to be filled in. The required fields, indicated by a red asterisk (\*), vary based on the Infomedia type you selected.

Vehicle Selection Window Required Fields (Based on Infomedia Source)						
Infomedia	VIN Required	Make	Model	Sales Model	Engine	Transmission
Suggested Repair Times (SRTs)	No	*	*	* (6-Digit)	*	*
Damage Code Catalogs	No	*	*	* (6-Digit)		
Wiring Diagram	No	*	*	* (3-Digit)	*	
Repair Manual	No	*	*	* (3-Digit)	*	*
Body Collision Repair	No	*	*	* (3-Digit)		
Maintenance Manual	No	*	*	* (3-Digit)		
Technical Solutions	No	*	*	* (6-Digit)	*	*
ServiceNet	No	No Fields Required				
Help	No	No Fields Required				
Vehicle-Specific Information	Yes					
Campaign/Action Information	Yes					
Technical Assistance	Yes					



# Vehicle Selection

The Status Bar is now populated with Job Number, VIN (if you entered one), Model Year Code, Sales Code, Model Description, Engine Code, Transmission Code, and User Name.

The vehicle configuration has now been attached to the Job Number. For the life of this job, the Job Number and other key information will always appear in the Status Bar.

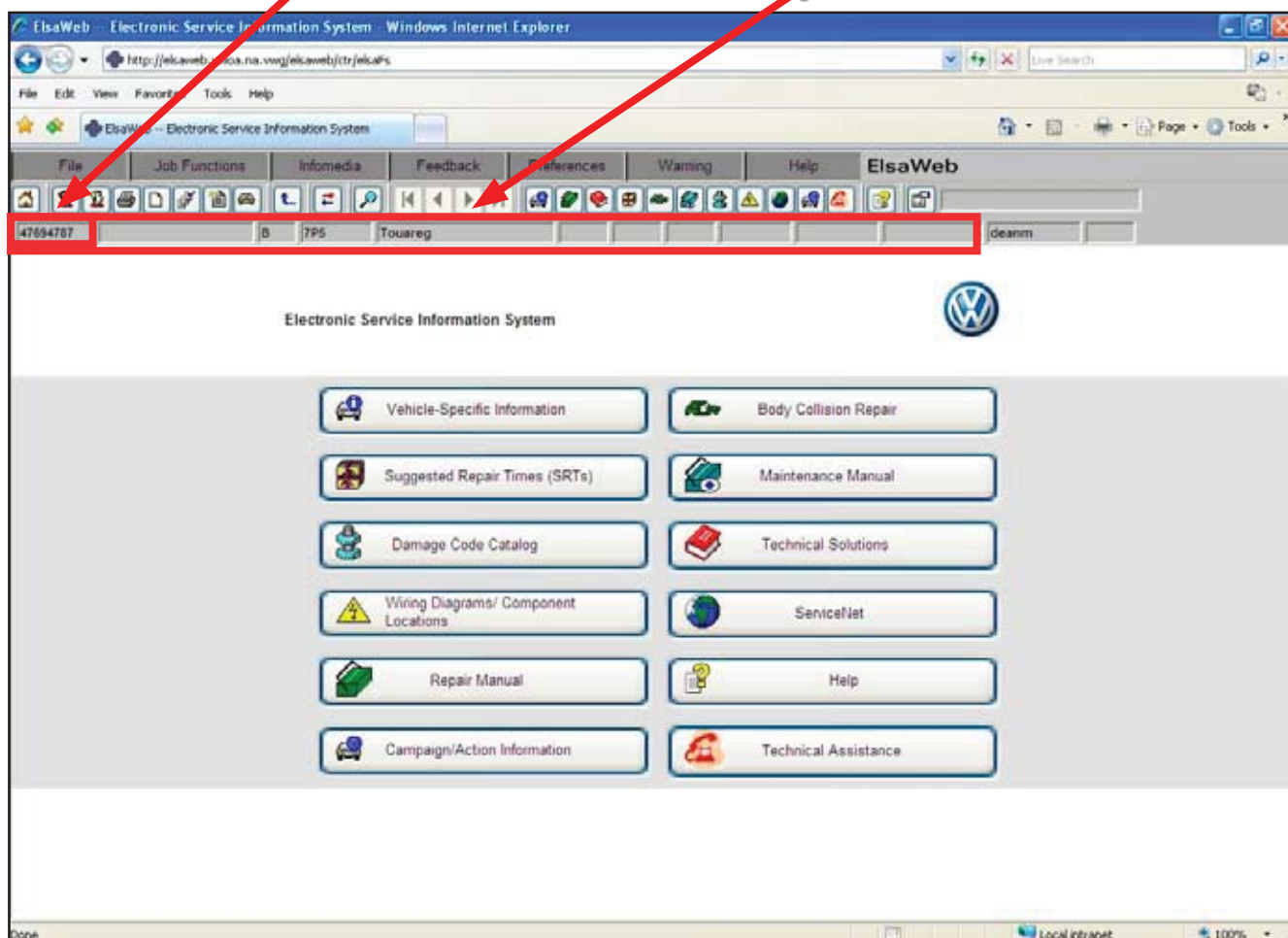
Once the vehicle information is entered, it does not have to be re-entered if you need to go back later. To see how to do this, check the Job List functionality on page 85.

Each job can be viewed for 30 days. After that, it will be removed from the Job List.

To keep ElsaWeb consistent with your Dealer Management System (DMS), the Job Number created by ElsaWeb can be changed to match your Repair Order Number. To see how to do this, go to "Additional ElsaWeb Tools-Job List" on page 85.

**Job Number**

**Status Bar**




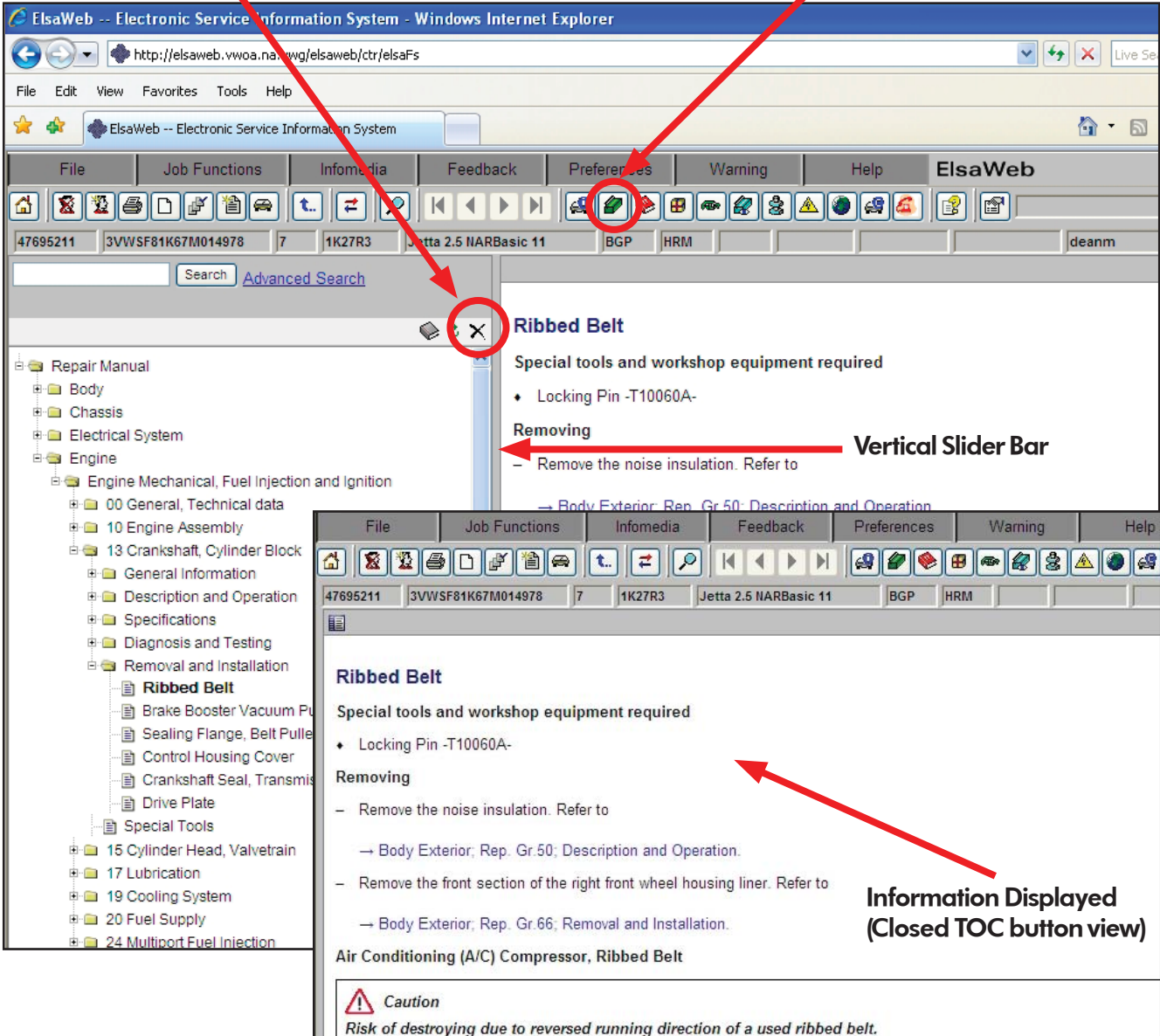



# Vehicle Selection


Next, click on the ElsaWeb Infomedia you would like to access. In this example, we previously selected the  "Repair Manual" desktop button on the Home Page.


There are now two halves on the screen. The left pane is the table of contents. The right pane is where the information is displayed.

You can click on the  "Hide TOC" (Hide Table of Contents) button to collapse the left pane and create a larger area of the screen to view content.



 "Hide TOC" button

 "Repair Manual" button

 Vertical Slider Bar

**Information Displayed (Closed TOC button view)**

**Ribbed Belt**


Special tools and workshop equipment required

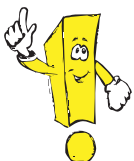
- ♦ Locking Pin -T10060A-

**Removing**

- Remove the noise insulation. Refer to  
→ Body Exterior, Rep. Gr 50: Description and Operation.
- Remove the front section of the right front wheel housing liner. Refer to  
→ Body Exterior, Rep. Gr 66: Removal and Installation.

**Air Conditioning (A/C) Compressor, Ribbed Belt**


 **Caution**  
Risk of destroying due to reversed running direction of a used ribbed belt.



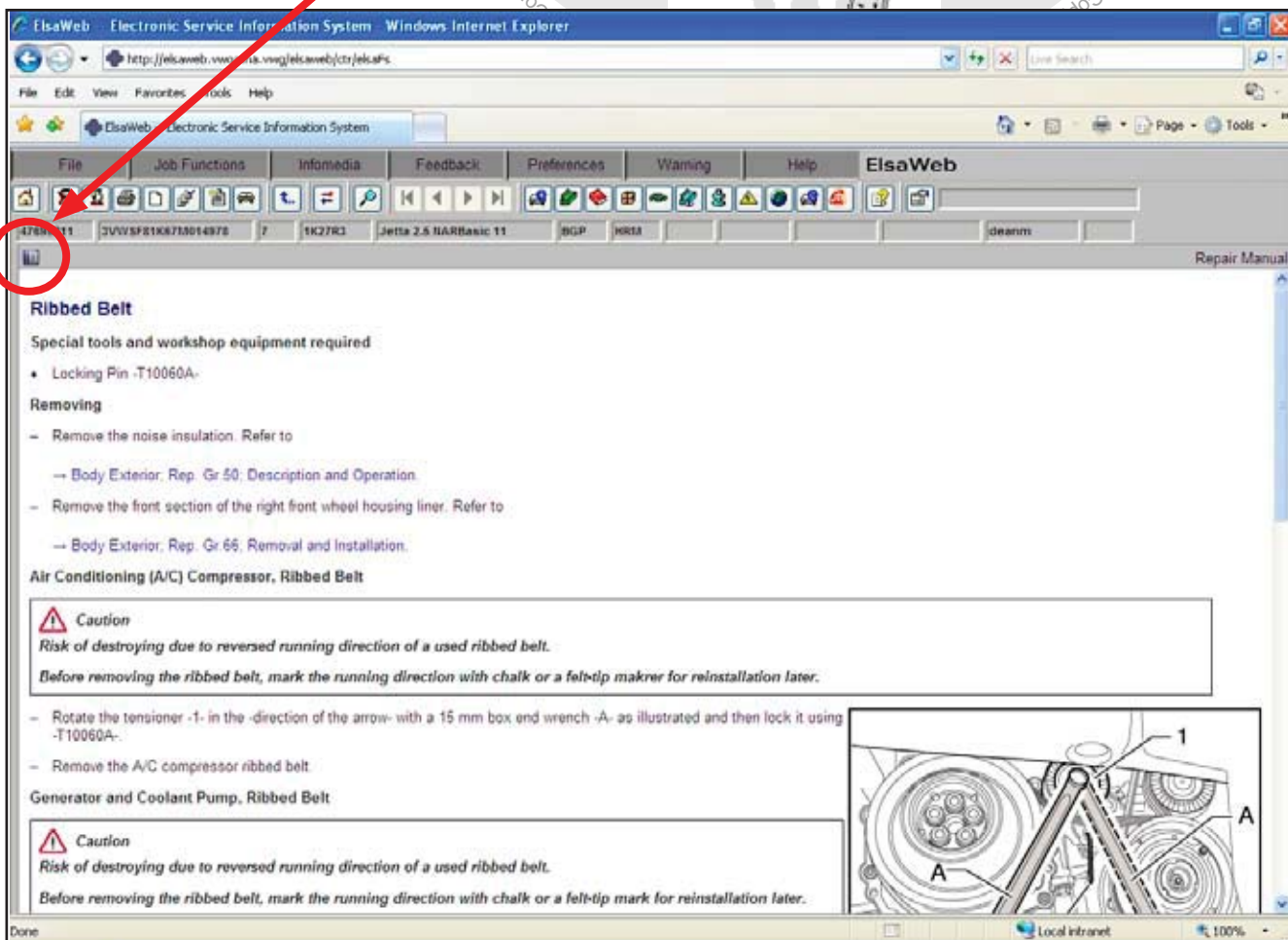
Move the vertical slider bar to increase or decrease the width of the table of contents or to provide more room for the document you want to view.

To adjust the width of the table of contents, move your mouse cursor over the slider bar, then click and hold the left mouse button.

# Vehicle Selection

To view the table of contents again, click the  "Show TOC" button. The table of contents will then populate the left pane and the content window will be reduced.

 "Show TOC" button



ElsaWeb - Electronic Service Information System - Windows Internet Explorer

http://elsaweb.vwg.vwgroup.com/elsaweb/ctr/elsa.htm

File Edit View Favorites Tools Help

ElsaWeb - Electronic Service Information System

File Job Functions Infomedia Feedback Preferences Warning Help ElsaWeb

478111 3UV5F81K6713014978 7 1K27R3 Jetta 2.5 16V Basic 11 BGP HRLA dearim Repair Manual

### Ribbed Belt

Special tools and workshop equipment required

- Locking Pin -T10060A-

Removing

- Remove the noise insulation. Refer to
  - Body Exterior, Rep. Gr 50; Description and Operation.
- Remove the front section of the right front wheel housing liner. Refer to
  - Body Exterior, Rep. Gr 65; Removal and Installation.

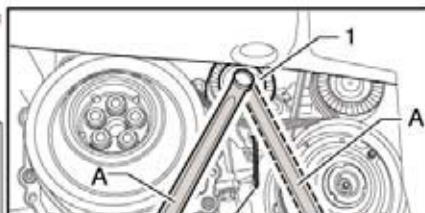
Air Conditioning (A/C) Compressor, Ribbed Belt

**Caution**  
Risk of destroying due to reversed running direction of a used ribbed belt.  
Before removing the ribbed belt, mark the running direction with chalk or a felt-tip marker for reinstallation later.

- Rotate the tensioner -1- in the -direction of the arrow- with a 15 mm box end wrench -A- as illustrated and then lock it using -T10060A-.
- Remove the A/C compressor ribbed belt.


Generator and Coolant Pump, Ribbed Belt

**Caution**  
Risk of destroying due to reversed running direction of a used ribbed belt.  
Before removing the ribbed belt, mark the running direction with chalk or a felt-tip mark for reinstallation later.



# Vehicle-Specific Information

## Using Vehicle-Specific Information

Clicking the  "Vehicle-Specific Information" toolbar button will take you to information that is specific to the selected vehicle. This information

always requires a VIN. Vehicle Data, Service History, Campaigns/Actions, Customer Data, and Radio Code appear in the left window.

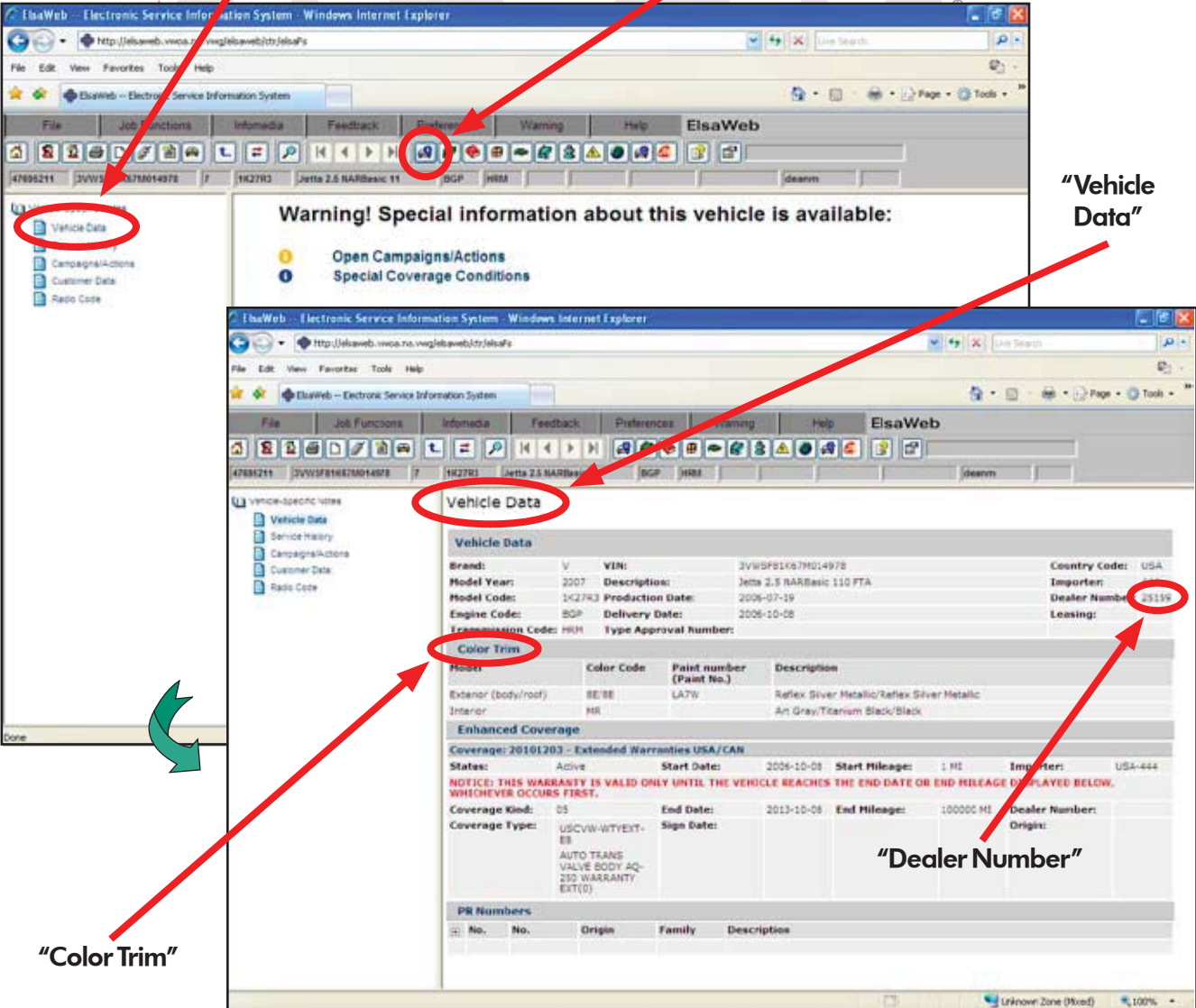
**"Vehicle Data" link**

**"Vehicle-Specific Information" button**

**"Vehicle Data"**

**"Color Trim"**

**"Dealer Number"**



The screenshot displays the ElsaWeb Electronic Service Information System interface. The top menu bar includes File, Job Functions, Informedia, Feedback, Preferences, Warning, and Help. The left sidebar contains links for Vehicle Data, Service History, Campaigns/Actions, Customer Data, and Radio Code. The main content area features a warning message: "Warning! Special information about this vehicle is available: Open Campaigns/Actions, Special Coverage Conditions". Below this, the "Vehicle Data" section provides details for a Jetta 2.5, including Brand (V), VIN (3VW5P81K67M014978), Model Year (2007), Description (Jetta 2.5 BARBasic 110 FTA), Model Code (1K27R3), Production Date (2006-07-19), Engine Code (BGP), Delivery Date (2006-10-08), Transmission Code (HRM), and Type Approval Number. The "Color Trim" section lists Exterior (body/roof) as Reflex Silver Metallic/Reflex Silver Metallic and Interior as Art Gray/Titanium Black/Black. The "Enhanced Coverage" section shows Coverage: 20101203 - Extended Warranties USA/CAN, Status: Active, Start Date: 2006-10-08, Start Mileage: 1 MI, Importer: USA-444, Coverage Kind: D5, End Date: 2013-10-08, End Mileage: 100000 MI, Dealer Number: 25139, Coverage Type: USCW-WTYEXT-ES, and Sign Date. The "PR Numbers" section is also visible at the bottom.

Vehicle Data			
Brand:	V	VIN:	3VW5P81K67M014978
Model Year:	2007	Description:	Jetta 2.5 BARBasic 110 FTA
Model Code:	1K27R3	Production Date:	2006-07-19
Engine Code:	BGP	Delivery Date:	2006-10-08
Transmission Code:	HRM	Type Approval Number:	

Color Trim			
Exterior (body/roof):	BE/BE	Paint number (Paint No.):	LATW
Interior:	HR	Description:	Reflex Silver Metallic/Reflex Silver Metallic

Enhanced Coverage			
Coverage:	20101203 - Extended Warranties USA/CAN		
Status:	Active	Start Date:	2006-10-08
Start Mileage:	1 MI	Importer:	USA-444
NOTICE: THIS WARRANTY IS VALID ONLY UNTIL THE VEHICLE REACHES THE END DATE OR END MILEAGE DISPLAYED BELOW, WHICHEVER OCCURS FIRST.			
Coverage Kind:	D5	End Date:	2013-10-08
End Mileage:	100000 MI	Dealer Number:	25139
Coverage Type:	USCW-WTYEXT-ES	Sign Date:	
AUTO TRANS VALVE BODY AQ-250 WARRANTY EXT(D)			

PR Numbers				
No.	No.	Origin	Family	Description



# Vehicle-Specific Information

The "Vehicle Data" screen contains a summary of the vehicle build, color and trim, and production options.

Click the "+" button in the "PR Numbers" section to expand the list of the vehicle's options and a description of each code. Each column in the list can be sorted by clicking on the column title.

**Vehicle Data**

Brand: V VIN: 3VWSP81K67M014978 Country Code: USA  
 Model Year: 2007 Description: Jetta 2.5 NARBasic 110 FTA Importer: 444  
 Model Code: 1K27R3 Production Date: 2006-07-19 Dealer Number: 25159  
 Engine Code: BGP Delivery Date: 2006-10-08 Leasing:  
 Transmission Code: HRM Type Approval Number:

**Color Trim**

Model	Color Code	Paint number (Paint No.)	Description
Exterior (body/roof)	BE/BE	LA7W	Reflex Silver Metallic/Reflex Silver Metallic
Interior	MR		Art Gray/Titanium Black/Black

**Enhanced Coverage**

Coverage: 20101203 - Extended Warranties USA/CAN  
 Status: Active Start Date: 2006-10-08 Start Mileage: 1 MI Importer: USA-444  
 NOTICE: THIS WARRANTY IS VALID ONLY UNTIL THE VEHICLE REACHES THE END DATE OR END MILEAGE DISPLAYED BELOW, WHICHEVER OCCURS FIRST.  
 Coverage Kind: OS End Date: 2013-10-08 End Mileage: 100000 MI Dealer Number:  
 Coverage Types: USCWW-WTYEXT-EB Sign Date: Origin:  
 AUTO TRANS VALVE BODY AQ-250 WARRANTY EXT(0)

**PR Numbers**

No.	No.	Origin	Family	Description
1	0A2	L	TUE	4 doors
2	0AG	L	STV	Front stabilizer
3	0BG	L	STH	Rear stabilizer
4	0ER	L	EDF	Installation differentiation for transmission AQ250 vehicle components
5	0FL	L	FAD	Mexico manufacturing sequence
6	0HH	L	AED	Vehicle class differentiation - 1K01- Build status corresponds to production
7	0KA	L	KAE	Without stickers and badges
8	0NV	L	SZU	Nameplate set "2.5"
9	0P1	L	AER	Rear side exhaust tailpipe
10	0SS	L	BAU	Labels/plates in English and French
11	0TD	L	ZFH	Front and rear floor mats
12	0VM	L	STA	Information kit in American English
13	0Y3	L	KLZ	Cold zones
14	0YG	L	GKH	Weight range 7 installation control only, no requirement forecast
15	1A1	L	KRS	Fuel sys. for carburetor gasoline eng. w/ injector system without fuel return
16	1AT	L	BRG	(Electronic) stabilization program (ESP)
17	1D0	L	AHV	Without trailer hitch
18	1E4	L	AKB	Activated charcoal canister acc. to QRVRand siphoning device for filling up
19	1EB	L	TYP	Without identification plate
20	1G4	L	RER	Space-saving spare wheel
21	1JA	L	DPH	Rear shock absorption, basic design 1

# Vehicle-Specific Information

## Service History

Click the "Service History" link in the left pane to access the vehicle's warranty service history going back to the year 2000. The "Vehicle Data" section of the Service History screen is a brief summary of the Vehicle ID page.

The "Invoices" section of the screen shows a list of warranty claims for the vehicle. Click on the "+" next to the selected repair to see the Labor Operations and Parts from the repair. Click the "+" to expand the Labor Operations and Parts for further details.

**"Service History" link**

**"Invoices" section**

**"+" buttons for Labor Operations and Parts Detail**

**Labor Operations and Parts Detail**

No.	Invoice	Repair Order	Mileage	Repair OrderNo.	InvoiceNo.	Dealer number	Claim type	Part ID	Co
1	Invoice	Repair Order	52089	2768501	2768501	25159	710	28F3	Co
2	Invoice	Repair Order	23005	154002	154002	25159	110	6458	Wa
3	Invoice	Repair Order	23005	154001	154001	25159	110	9709	Wa
4	Invoice	Repair Order	13678	8187601	8187601	25159	710	9402	Co

No.	Labor Operation	Description	Maintenance Paint	Casual Package
1	01500000	OFF/Guided Functions	0	0
2	97094153	Central wiring harness repaired	0	0
3	72011910	Front seat removed+reinstalled	0	0

No.	Parts Item	Description	Quantity	Factory Code	Factory Order	TG	Sales code	Package
1	000979940	Connector	6.00					0
2	000979010	Wire set	1.00					0

# Vehicle-Specific Information

The Service History screen now has a timestamp which can be printed out to show when you accessed the warranty history of a vehicle. In addition, a PDF copy is now available to make it easier to print or save on your PC. Click on *Viewing Copy* and you can view, save or print the vehicle service history in the PDF file format. The

viewable copy will display exactly what is on the screen. If you need to view the labor operations and parts for a specific item, make sure you expand the individual item before clicking *Viewing Copy*. The PDF will also display the timestamp for your records.

Timestamp

"Viewing copy" link

The image displays two screenshots of the ElsaWeb Electronic Service Information System. The top screenshot shows the 'Service History' page for a vehicle with VIN 3VWSPB1K67M014978. A red arrow points to the 'Viewing copy' link in the 'Invoices' section. The bottom screenshot shows the same page with a red circle around the 'Viewing copy' link. A 'File Download' dialog box is open, showing the file 'RepairHistory\_3VWSPB1K67M014978.PDF' and options to 'Open', 'Save', or 'Cancel'. A red arrow points to the 'Save' button in the dialog box.

**PDF option to view, save or print the vehicle service history**



# Vehicle-Specific Information

## Accessing Radio Codes

Click the "Radio Code" link in the left pane to access the vehicle's radio code. Type in your GeKo ID and Password in the window that will appear in the right pane, then click "Log-on."

In the next window, type in the VIN and Serial Number and click "OK." This will bring up another window with the correct PIN number for your Radio Serial Number.

"Radio Code" link

The screenshot shows the ElsaWeb interface in a Windows Internet Explorer browser. The left pane contains a tree view with the following items: Vehicle-Specific Notes, Vehicle Data, Service History, Campaigns/Actions, and Radio Code. The "Radio Code" item is circled in red. A red arrow points from the "Radio Code" link to the "Login for the radio code request" form. This form has fields for "User ID:" and "Password:" and a "Log-on" button. A green curved arrow points from the "Log-on" button to the "Log-in to retrieve Radio Code" form. This form has fields for "GeKo User ID:" (containing "US039990.117") and "Password:" (containing "\*\*\*\*\*") and a "Log-in" button. A green curved arrow points from the "Log-in" button to the "Please enter the serial number of the radio" form. This form has fields for "VIN:" (containing "3VWED21C42M447426") and "Serial Number:" (empty), and an "OK" button. A red arrow points from the "Serial Number" field to the "Type in VIN and Radio Serial Number" label. A red arrow points from the "Log-on" button of the first form to the "Type in GeKo ID and Password" label. A note at the bottom of the third form states: "Note: Radio code data is saved. The owner of the GeKo ID is responsible for the proper use of the data. Misuse can constitute criminal behavior and be prosecuted accordingly."

Type in GeKo ID and Password


Type in VIN and Radio Serial Number

# Campaign/Action Information

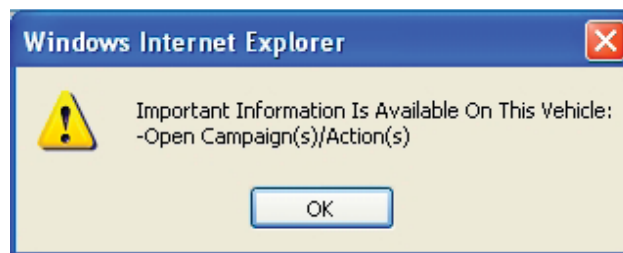
## Campaign/Action Functionality

ElsaWeb contains information on specific VIN campaigns/actions, including Basic Vehicle Data, Open Campaigns, and Closed Campaigns.

As always, ensure that a printout of the Open Campaign/Action Information from ElsaWeb is attached to your recall claim.

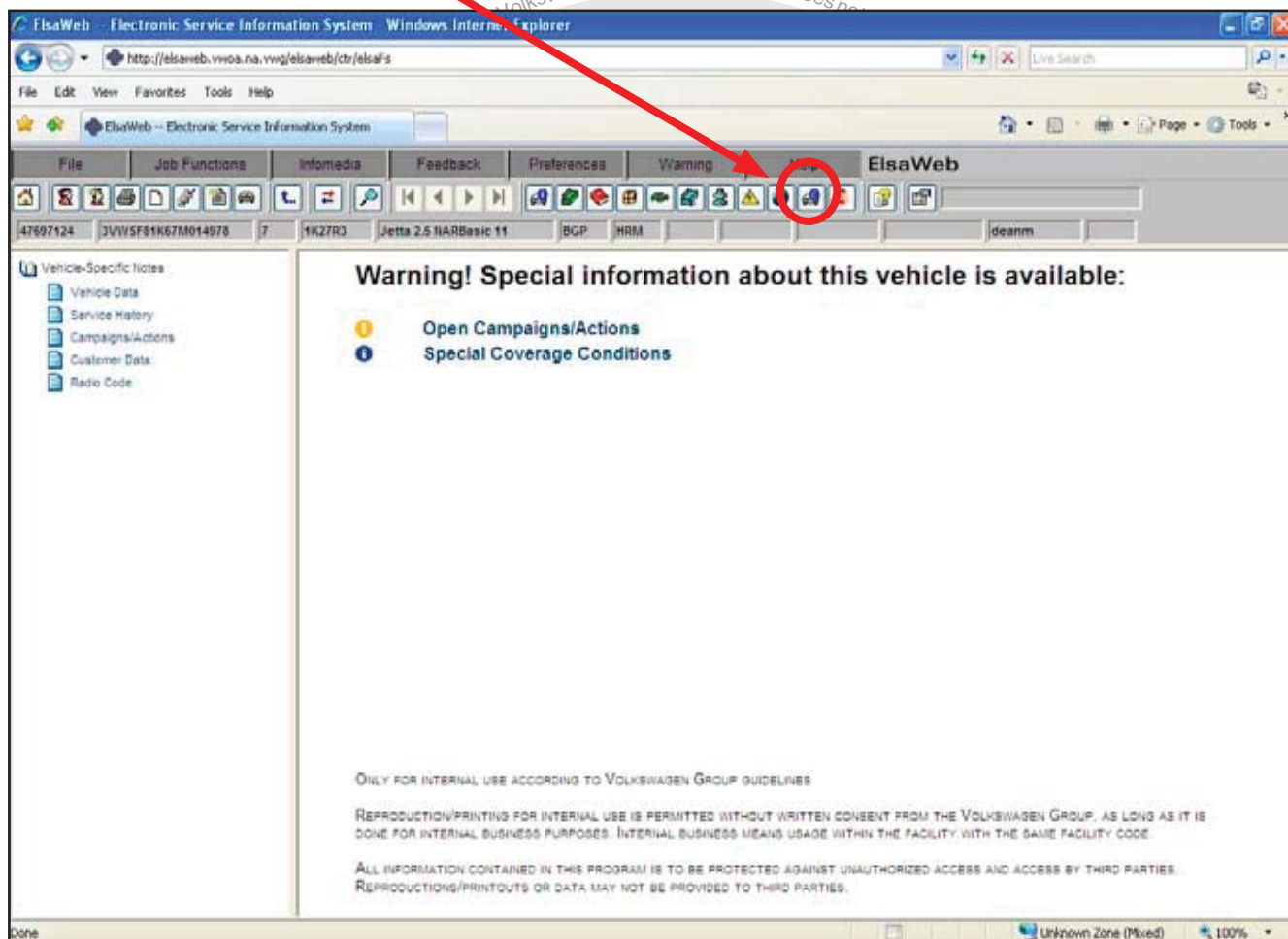
You can access Open Campaign/Action Information from the "Vehicle Selection" screen or from any other screen by clicking the  "Campaign/Action Information" toolbar button.

When a VIN is entered on the "Vehicle Selection" screen, the system will automatically check it against the list of Open Campaigns. If the vehicle has an Open Campaign, the following window will pop up.



Note that this window will only appear if there are any Open Campaigns. Click "OK" in the dialog box.

 "Campaign/Action Information" button





# Campaign/Action Information

The "Vehicle Data" section of the "Vehicle Selection" screen summarizes the Vehicle Identification screen. Click "OK."

To check campaigns that have already been performed on a vehicle, click the "Campaign/Actions" link on the left pane, then the "Service Number (Campaign Code)" link on the right pane.

Click "OK" to access open campaign information

**Vehicle Selection**

VIN: 3VWSF81K67M014978 [Submit]

Make: V [Lookup] Sales Model: 1K27R3 [Lookup]  
Model Year: 2007 [Lookup] Engine: BGP [Lookup]  
Transmission: HRM [Lookup]  
Final Drive: [Lookup]

Color Code: 8E/8E MR Production Date: Jul 19, 2006  
Delivery Date: Oct 8, 2006 Ordering Dealer: 444-25159  
Delivering Dealer: [ ] Leasing Code: [ ]

[OK] [Cancel] [Reset]

**ElsaWeb -- Electronic Service Information System - Windows Internet Explorer**

http://elsaweb.vwoa.na.vwg/elsaweb/ctr/elsaFs

File Edit View Favorites Tools Help

ElsaWeb -- Electronic Service Information System

File Job Functions Infomedia Feedback Preferences Warning Help ElsaWeb

47697124 3VWSF81K67M014978 7 1K27R3 Jetta 2.5 NARBasic 11 BGP HRM deanm

Vehicle-Specific Notes  
Vehicle Data  
Service History  
**Campaigns/Actions**  
Customer Data  
Radio Code

**Campaigns/Actions**

**Vehicle Data**  
VIN: 3VWSF81K67M014978

**Campaigns/Actions**

No.	Service Number (Campaign Code)	Start Date	Description	Repair Date	Applicable Criteria ID (s)	Campaign/Action
1	<a href="#">28F3</a>	2009-10-23	A-Inspect, and If Necessary, Replace Ignition Coils	2010-10-01	10	Closed
2	<a href="#">94D2</a>	2007-10-18	A-Compliance Recall Campaign Q8: Headlamp Inspection/Modific	2007-11-21	01	Closed
3	<a href="#">97U3</a>	2011-01-14	Service Action Campaign T3 Inspect front seat side impact ai		01	Open

Click "Campaigns/Actions" link to bring up information in right pane

Click "Service Number" (Campaign Code) link to access campaign circular

# Campaign/Action Information

After clicking the link for an open campaign, the "Technical Solutions/Campaigns" folder is populated in the TOC/left pane, and the "Text information" tab of that campaign circular in the right pane, which is the default view. Clicking

on the "Attachments" tab(s) will bring up any related documents that are currently posted to ServiceNet. To return back to the open campaigns, click on the **"Campaigns/Action Information"** tab in the toolbar.

The screenshot displays the ElsaWeb Electronic Service Information System interface. The left pane shows a tree view with "Technical Solutions" expanded, and "Campaigns" selected. The right pane shows the "Text information" view for "Service Action Campaign T3 Inspect front seat side". The "Attachments" tab is selected, showing a document titled "Service Action Campaign T3 Inspect front seat side impact airbag connectors & install wiring harness kits, if necessary". A red arrow points to the "Attachments" tab in the toolbar. Another red arrow points to the "Text information" tab in the toolbar. A third red arrow points to the "Attachments" tab in the toolbar. A fourth red arrow points to the "Attachments" tab in the toolbar. A fifth red arrow points to the "Attachments" tab in the toolbar. A sixth red arrow points to the "Attachments" tab in the toolbar. A seventh red arrow points to the "Attachments" tab in the toolbar. An eighth red arrow points to the "Attachments" tab in the toolbar. A ninth red arrow points to the "Attachments" tab in the toolbar. A tenth red arrow points to the "Attachments" tab in the toolbar. A eleventh red arrow points to the "Attachments" tab in the toolbar. A twelfth red arrow points to the "Attachments" tab in the toolbar. A thirteenth red arrow points to the "Attachments" tab in the toolbar. A fourteenth red arrow points to the "Attachments" tab in the toolbar. A fifteenth red arrow points to the "Attachments" tab in the toolbar. A sixteenth red arrow points to the "Attachments" tab in the toolbar. A seventeenth red arrow points to the "Attachments" tab in the toolbar. An eighteenth red arrow points to the "Attachments" tab in the toolbar. A nineteenth red arrow points to the "Attachments" tab in the toolbar. A twentieth red arrow points to the "Attachments" tab in the toolbar. A twenty-first red arrow points to the "Attachments" tab in the toolbar. A twenty-second red arrow points to the "Attachments" tab in the toolbar. A twenty-third red arrow points to the "Attachments" tab in the toolbar. A twenty-fourth red arrow points to the "Attachments" tab in the toolbar. A twenty-fifth red arrow points to the "Attachments" tab in the toolbar. A twenty-sixth red arrow points to the "Attachments" tab in the toolbar. A twenty-seventh red arrow points to the "Attachments" tab in the toolbar. A twenty-eighth red arrow points to the "Attachments" tab in the toolbar. A twenty-ninth red arrow points to the "Attachments" tab in the toolbar. A thirtieth red arrow points to the "Attachments" tab in the toolbar. A thirty-first red arrow points to the "Attachments" tab in the toolbar. A thirty-second red arrow points to the "Attachments" tab in the toolbar. A thirty-third red arrow points to the "Attachments" tab in the toolbar. A thirty-fourth red arrow points to the "Attachments" tab in the toolbar. A thirty-fifth red arrow points to the "Attachments" tab in the toolbar. A thirty-sixth red arrow points to the "Attachments" tab in the toolbar. A thirty-seventh red arrow points to the "Attachments" tab in the toolbar. A thirty-eighth red arrow points to the "Attachments" tab in the toolbar. A thirty-ninth red arrow points to the "Attachments" tab in the toolbar. A fortieth red arrow points to the "Attachments" tab in the toolbar. A forty-first red arrow points to the "Attachments" tab in the toolbar. A forty-second red arrow points to the "Attachments" tab in the toolbar. A forty-third red arrow points to the "Attachments" tab in the toolbar. A forty-fourth red arrow points to the "Attachments" tab in the toolbar. A forty-fifth red arrow points to the "Attachments" tab in the toolbar. A forty-sixth red arrow points to the "Attachments" tab in the toolbar. A forty-seventh red arrow points to the "Attachments" tab in the toolbar. A forty-eighth red arrow points to the "Attachments" tab in the toolbar. A forty-ninth red arrow points to the "Attachments" tab in the toolbar. A fiftieth red arrow points to the "Attachments" tab in the toolbar. A fifty-first red arrow points to the "Attachments" tab in the toolbar. A fifty-second red arrow points to the "Attachments" tab in the toolbar. A fifty-third red arrow points to the "Attachments" tab in the toolbar. A fifty-fourth red arrow points to the "Attachments" tab in the toolbar. A fifty-fifth red arrow points to the "Attachments" tab in the toolbar. A fifty-sixth red arrow points to the "Attachments" tab in the toolbar. A fifty-seventh red arrow points to the "Attachments" tab in the toolbar. A fifty-eighth red arrow points to the "Attachments" tab in the toolbar. A fifty-ninth red arrow points to the "Attachments" tab in the toolbar. A sixtieth red arrow points to the "Attachments" tab in the toolbar. A sixty-first red arrow points to the "Attachments" tab in the toolbar. A sixty-second red arrow points to the "Attachments" tab in the toolbar. A sixty-third red arrow points to the "Attachments" tab in the toolbar. A sixty-fourth red arrow points to the "Attachments" tab in the toolbar. A sixty-fifth red arrow points to the "Attachments" tab in the toolbar. A sixty-sixth red arrow points to the "Attachments" tab in the toolbar. A sixty-seventh red arrow points to the "Attachments" tab in the toolbar. A sixty-eighth red arrow points to the "Attachments" tab in the toolbar. A sixty-ninth red arrow points to the "Attachments" tab in the toolbar. A seventieth red arrow points to the "Attachments" tab in the toolbar. A seventy-first red arrow points to the "Attachments" tab in the toolbar. A seventy-second red arrow points to the "Attachments" tab in the toolbar. A seventy-third red arrow points to the "Attachments" tab in the toolbar. A seventy-fourth red arrow points to the "Attachments" tab in the toolbar. A seventy-fifth red arrow points to the "Attachments" tab in the toolbar. A seventy-sixth red arrow points to the "Attachments" tab in the toolbar. A seventy-seventh red arrow points to the "Attachments" tab in the toolbar. A seventy-eighth red arrow points to the "Attachments" tab in the toolbar. A seventy-ninth red arrow points to the "Attachments" tab in the toolbar. An eightieth red arrow points to the "Attachments" tab in the toolbar. An eighty-first red arrow points to the "Attachments" tab in the toolbar. An eighty-second red arrow points to the "Attachments" tab in the toolbar. An eighty-third red arrow points to the "Attachments" tab in the toolbar. An eighty-fourth red arrow points to the "Attachments" tab in the toolbar. An eighty-fifth red arrow points to the "Attachments" tab in the toolbar. An eighty-sixth red arrow points to the "Attachments" tab in the toolbar. An eighty-seventh red arrow points to the "Attachments" tab in the toolbar. An eighty-eighth red arrow points to the "Attachments" tab in the toolbar. An eighty-ninth red arrow points to the "Attachments" tab in the toolbar. A ninetieth red arrow points to the "Attachments" tab in the toolbar. A ninety-first red arrow points to the "Attachments" tab in the toolbar. A ninety-second red arrow points to the "Attachments" tab in the toolbar. A ninety-third red arrow points to the "Attachments" tab in the toolbar. A ninety-fourth red arrow points to the "Attachments" tab in the toolbar. A ninety-fifth red arrow points to the "Attachments" tab in the toolbar. A ninety-sixth red arrow points to the "Attachments" tab in the toolbar. A ninety-seventh red arrow points to the "Attachments" tab in the toolbar. A ninety-eighth red arrow points to the "Attachments" tab in the toolbar. A ninety-ninth red arrow points to the "Attachments" tab in the toolbar. A hundredth red arrow points to the "Attachments" tab in the toolbar.

After clicking on the "Service Number" link, the "Text information" view of the circular populates in the right pane.

Clicking on the "Attachments" tab populates the related documents that are currently posted on ServiceNet.

# Campaign/Action Information

Clicking the ServiceNet button will open up a new window and take you to the ServiceNet home page. From there, select the Campaign Circular link in the "Library" menu and locate the applicable campaign circular.

To return back to the Campaigns/Actions Information, click on the "Campaign/Action Information" or "Vehicle-Specific Information" button on the toolbar.

"Vehicle-Specific" button

"ServiceNet" button

"Campaign/Action Information" button

The first screenshot shows the ElsaWeb interface with the 'Vehicle-Specific' button highlighted. The second screenshot shows the ServiceNet home page with the 'Campaign Circulars' link highlighted in the 'Library' menu. The third screenshot shows a specific campaign circular document titled 'Service Action' for the 2006-2007 Rabbit/R32/ GTI, 2005-2007 Jetta/Jetta Wagon, 2007-2008 Eos and 2006-2007 Passat/Passat Wagon.

**Vehicle-Specific button**

**ServiceNet button**

**Campaign/Action Information button**

**"Campaign Circular" link**

**ServiceNet** vw.hub.com

**Campaign Circulars**

Select a Campaign Code

For assistance please call the Campaign Helpline at (800) 741 2919

**Service Action**

Code: 97U3


Subject: 2006-2007 Rabbit/R32/ GTI, 2005-2007 Jetta/Jetta Wagon, 2007-2008 Eos and 2006-2007 Passat/Passat Wagon  
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary

January 2011



# Technical Service Bulletins (TSBs)

## Accessing Technical Service Bulletins

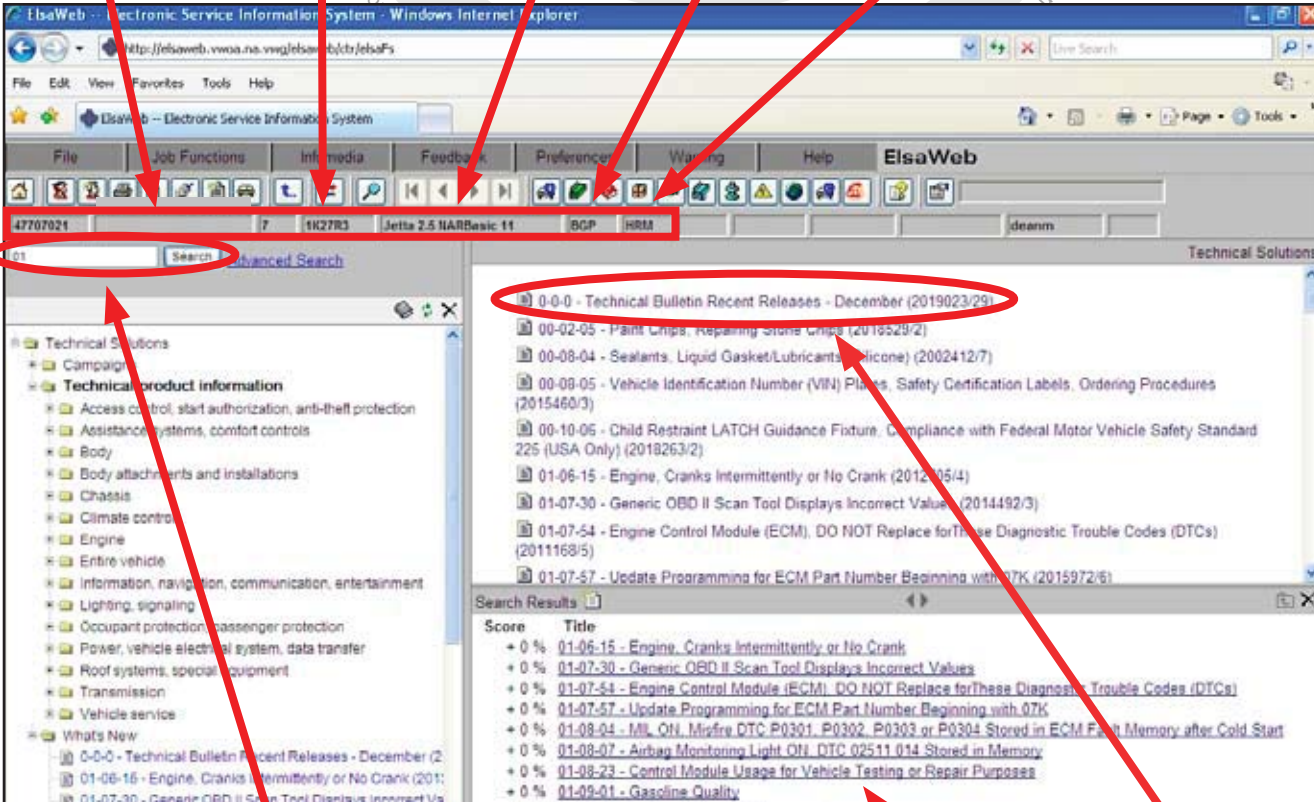
All current Technical Service Bulletins (TSBs) except the French versions can be accessed through ElsaWeb via the  Technical Solutions toolbar button. All TSBs have an expiration date of 10 years from the date they are published, at which time they are automatically archived.

Technical Solutions will display TSBs based on the engine, transmission, and model code and/or VIN ranges. All other non-related TSBs will not

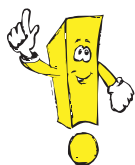
be displayed, making it easier for you to find and apply the information to your repair.

For your convenience, there is also a list of recently published TSBs which is updated monthly. This topic and list will appear as the first bulletin in the technical bulletin list field, upon selecting the Technical product information folder as stated below.

**No VIN required   Sales Model Code   Make/Model   Engine Code   Trans Code**



Score	Title
+ 0 %	<a href="#">01-06-15 - Engine Cranks Intermittently or No Crank</a>
+ 0 %	<a href="#">01-07-30 - Generic OBD II Scan Tool Displays Incorrect Values</a>
+ 0 %	<a href="#">01-07-54 - Engine Control Module (ECM) DO NOT Replace for These Diagnostic Trouble Codes (DTCs)</a>
+ 0 %	<a href="#">01-07-57 - Update Programming for ECM Part Number Beginning with 07K</a>
+ 0 %	<a href="#">01-08-04 - MIL ON, Misfire DTC P0301, P0302, P0303 or P0304 Stored in ECM Flash Memory after Cold Start</a>
+ 0 %	<a href="#">01-08-07 - Airbag Monitoring Light ON, DTC 02511 014 Stored in Memory</a>
+ 0 %	<a href="#">01-08-23 - Control Module Usage for Vehicle Testing or Repair Purposes</a>
+ 0 %	<a href="#">01-09-01 - Gasoline Quality</a>



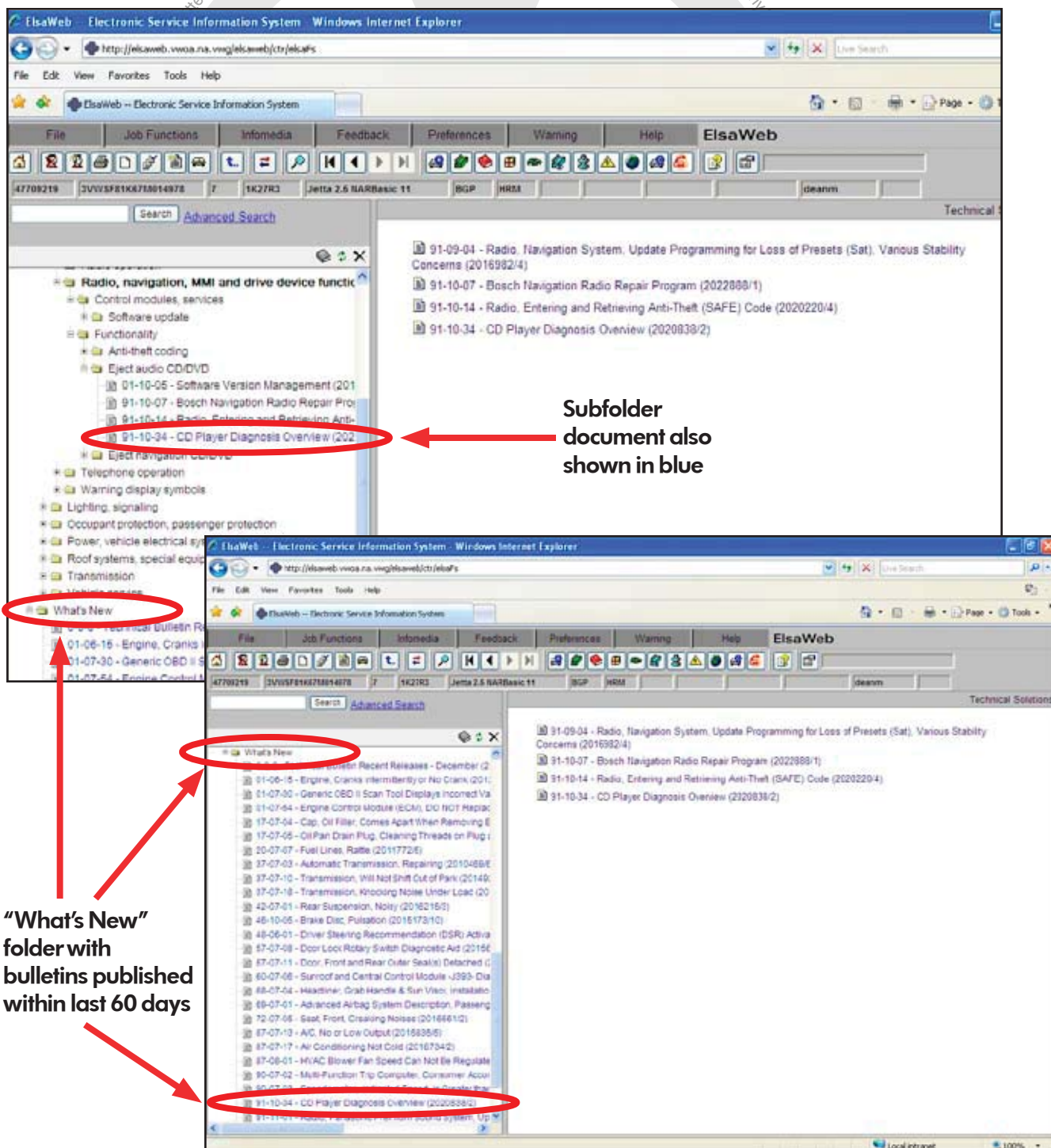
A quick search for bulletins can be performed once inside the Technical product information folder by using the search function and entering a bulletin group number. For instance, if you wish to view all bulletins in Group 01 for your selected vehicle, type 01 in the search feature. ElsaWeb will then sort and display all bulletins with any combination of a "0" or "1" in the title.

**Recently published  
Technical Bulletins**

**Search results**


# Technical Service Bulletins (TSBs)

Additionally, bulletins that have been published within the last 60 days will be displayed in blue under the "What's New" folder as well as the subfolder where it is found.

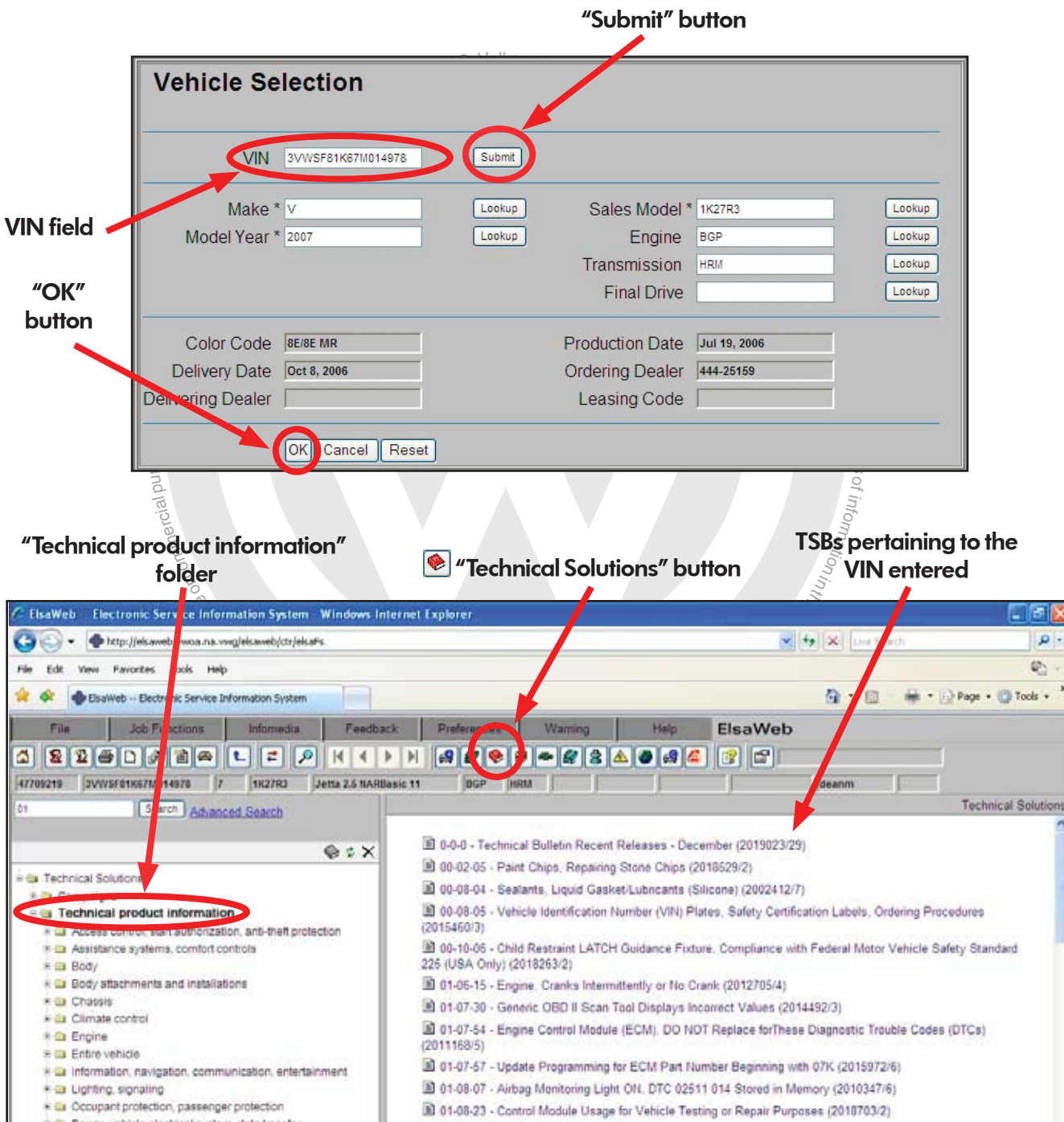


# Technical Service Bulletins (TSBs)

## Accessing Technical Bulletins in ElsaWeb Using a VIN

From the main screen, click the  Technical Solutions toolbar button. Enter the vehicle VIN in VIN field and click the "Submit" button. The rest of the fields will be auto-populated with the vehicle data. Click the "OK" button at the bottom

of the screen. Then click the "Technical product information" folder in the left pane. This will bring up TSBs available for your VIN on the right side of the screen.



The image shows two screenshots of the ElsaWeb interface. The top screenshot is a "Vehicle Selection" dialog box. It contains a "VIN" field with the value "3VWVSF81K67M014978" and a "Submit" button. Below this are fields for "Make" (V), "Model Year" (2007), "Sales Model" (1K27R3), "Engine" (BGP), "Transmission" (HRM), and "Final Drive". At the bottom are "Color Code" (8E/8E MR), "Production Date" (Jul 19, 2006), "Delivery Date" (Oct 8, 2006), "Ordering Dealer" (444-25159), and "Leasing Code". The "OK", "Cancel", and "Reset" buttons are at the bottom. Red arrows point to the "VIN" field, the "Submit" button, and the "OK" button. The bottom screenshot shows the ElsaWeb main screen. The "Technical Solutions" button in the toolbar is circled. The left pane shows the "Technical product information" folder selected. The right pane displays a list of TSBs for the entered VIN, including "0-0-0 - Technical Bulletin Recent Releases - December (2019023/29)", "00-02-05 - Paint Chips, Repairing Stone Chips (2018529/2)", "00-08-04 - Sealants, Liquid Gasket/Lubricants (Silicone) (2002412/7)", "00-08-05 - Vehicle Identification Number (VIN) Plates, Safety Certification Labels, Ordering Procedures (2015460/3)", "00-10-06 - Child Restraint LATCH Guidance Fixture, Compliance with Federal Motor Vehicle Safety Standard 225 (USA Only) (2018263/2)", "01-06-15 - Engine, Cranks Intermittently or No Crank (2012705/4)", "01-07-30 - Generic OBD II Scan Tool Displays Incorrect Values (2014492/3)", "01-07-54 - Engine Control Module (ECM), DO NOT Replace for These Diagnostic Trouble Codes (DTCs) (2011168/5)", "01-07-57 - Update Programming for ECM Part Number Beginning with 07K (2015972/6)", "01-08-07 - Airbag Monitoring Light ON, DTC 02511 014 Stored in Memory (2010347/6)", and "01-08-23 - Control Module Usage for Vehicle Testing or Repair Purposes (2010703/2)". Red arrows point to the "Technical Solutions" button, the "Technical product information" folder, and the list of TSBs.

**Vehicle Selection**

VIN: 3VWVSF81K67M014978

Submit

Make: V

Model Year: 2007

Sales Model: 1K27R3

Engine: BGP

Transmission: HRM

Final Drive:

Color Code: 8E/8E MR

Production Date: Jul 19, 2006

Delivery Date: Oct 8, 2006

Ordering Dealer: 444-25159

Leasing Code:

OK Cancel Reset

**ElsaWeb - Electronic Service Information System**

Technical Solutions

Technical product information

0-0-0 - Technical Bulletin Recent Releases - December (2019023/29)

00-02-05 - Paint Chips, Repairing Stone Chips (2018529/2)

00-08-04 - Sealants, Liquid Gasket/Lubricants (Silicone) (2002412/7)

00-08-05 - Vehicle Identification Number (VIN) Plates, Safety Certification Labels, Ordering Procedures (2015460/3)

00-10-06 - Child Restraint LATCH Guidance Fixture, Compliance with Federal Motor Vehicle Safety Standard 225 (USA Only) (2018263/2)

01-06-15 - Engine, Cranks Intermittently or No Crank (2012705/4)

01-07-30 - Generic OBD II Scan Tool Displays Incorrect Values (2014492/3)

01-07-54 - Engine Control Module (ECM), DO NOT Replace for These Diagnostic Trouble Codes (DTCs) (2011168/5)

01-07-57 - Update Programming for ECM Part Number Beginning with 07K (2015972/6)

01-08-07 - Airbag Monitoring Light ON, DTC 02511 014 Stored in Memory (2010347/6)

01-08-23 - Control Module Usage for Vehicle Testing or Repair Purposes (2010703/2)



# Technical Service Bulletins (TSBs)

Under the selected Technical product information folder are several sub-folders that are categorized by symptom.

As with other ElsaWeb menus, click the "+" signs to open the symptom topics one level at a time. Click on the word, not the "+" sign, to see the list.

To view the technical bulletins in a folder, click on the folder name. You will see the bulletins in the

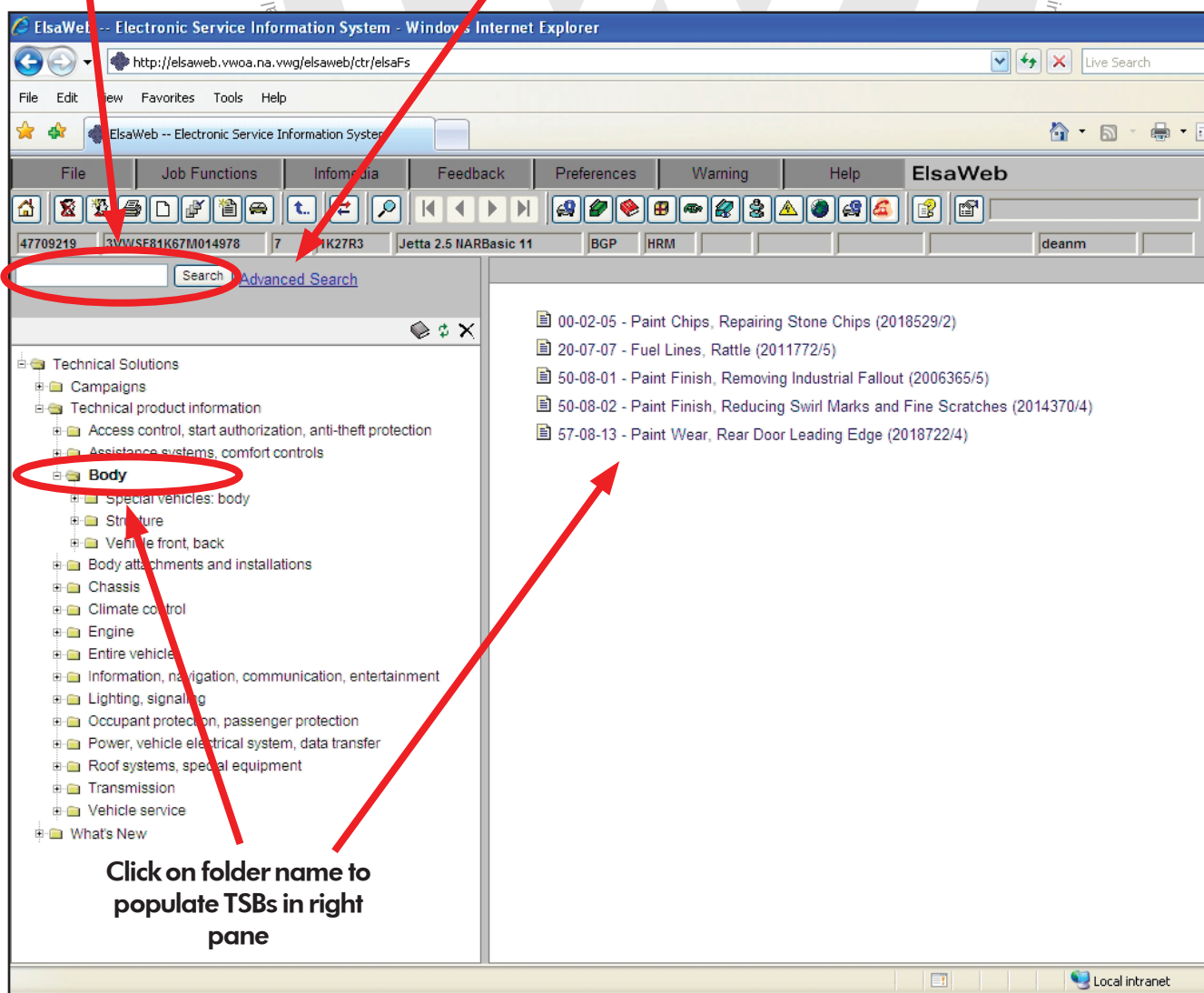
right pane. The name of the folder will appear in bold in the left pane.

Note that technical bulletins are no longer sorted by Repair Group. They are now sorted by system and symptom.

You can use the "Basic Search" or the "Advanced Search" function for a title or full-text search of available technical bulletins. See pages 80-84 for more information on the search functions.

"Basic Search" field

"Advanced Search" link



# Technical Service Bulletins (TSBs)

For instance, by clicking on the "Body attachments and installations" system subfolder, ElsaWeb will filter all of the bulletins and display only those relating to "Body attachments and installations".

Under each system folder there will be an additional group of sub-folders categorized by component. Under each component folder there will be additional sub-folders categorized by component or component location to choose from.

To narrow the list of technical bulletins on the right side of the screen, click on one of the sub-folders.

You can always tell which level you are at because your selected folder will be highlighted in bold.

For folder or TSB titles that cannot be displayed in the left pane, when the user places the mouse on the title in the table of contents, the system displays a floating tool tip with the full folder/document title.

**Subfolders**

**Body attachments and installations  
Technical Bulletins only**

57-07-11 - Door, Front and Rear Outer Seal(s) Detached (2016381/2)

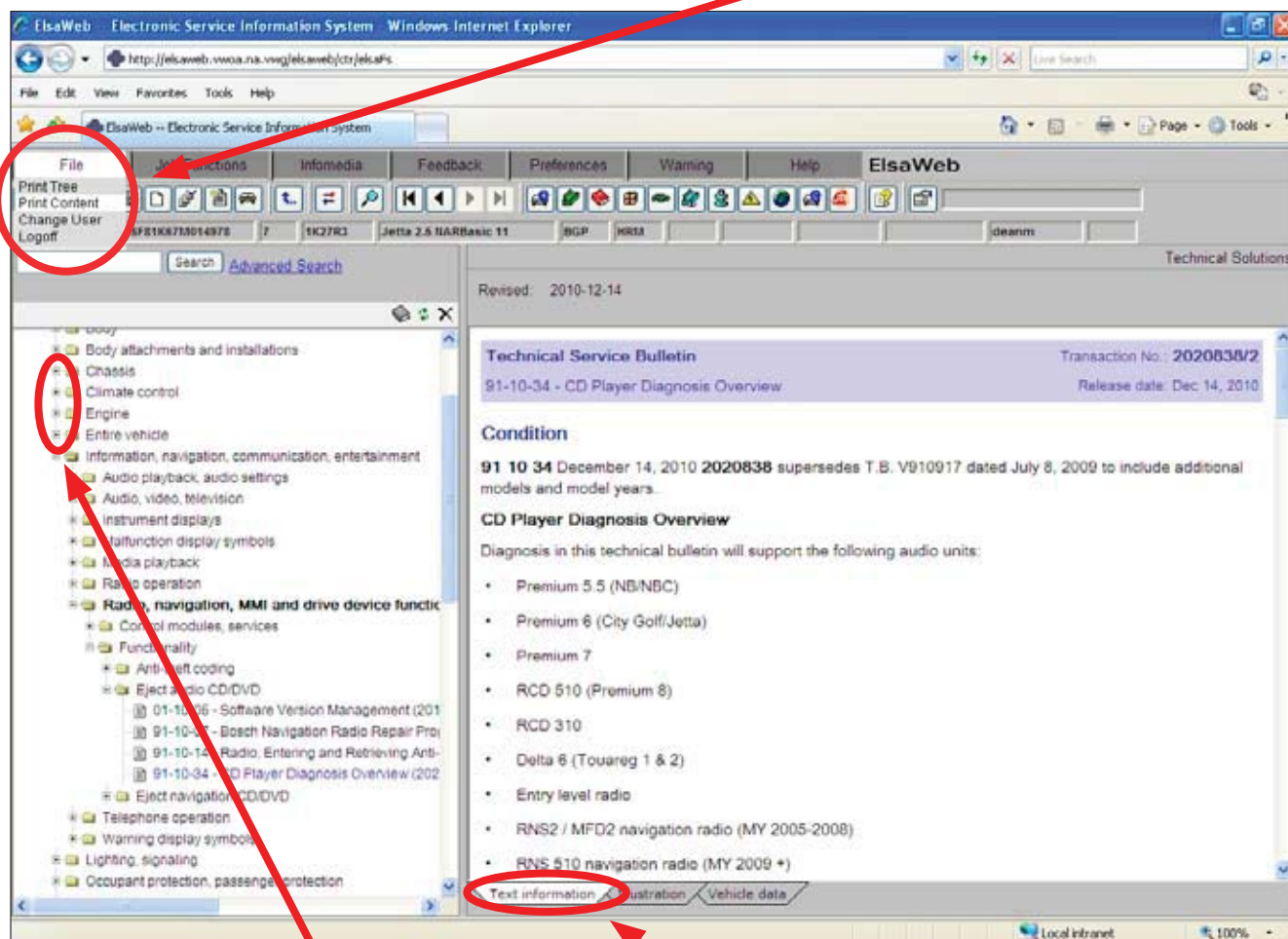
**Tool Tip**



# Technical Service Bulletins (TSBs)

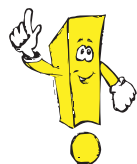
You can view any bulletin by clicking on the title in the right side pane. The bulletin will then appear in that same location. When a document is open, you may see multiple tabs at the bottom of the screen.

The first tab is always "Text Information," which will show you the actual bulletin content. Each document will have the topics highlighted in blue. Illustrations will be included in this view and can be easily printed by going to the ElsaWeb File Menu and selecting **"Print Content"**.



"+" Signs

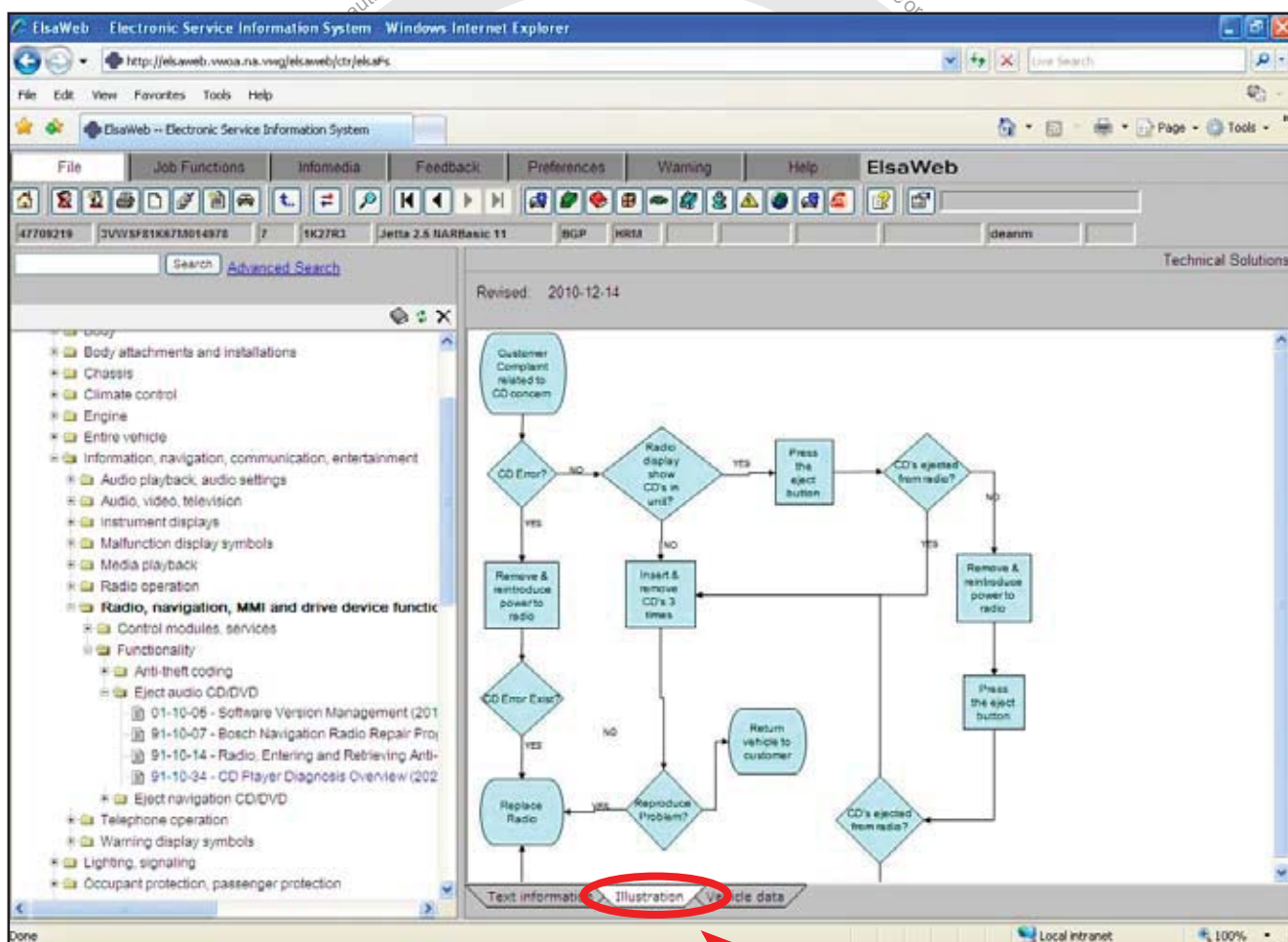
Text information tab



Open folders by clicking on the "+".  
Click the document name to open a document, which will appear in the right pane.

# Technical Service Bulletins (TSBs)

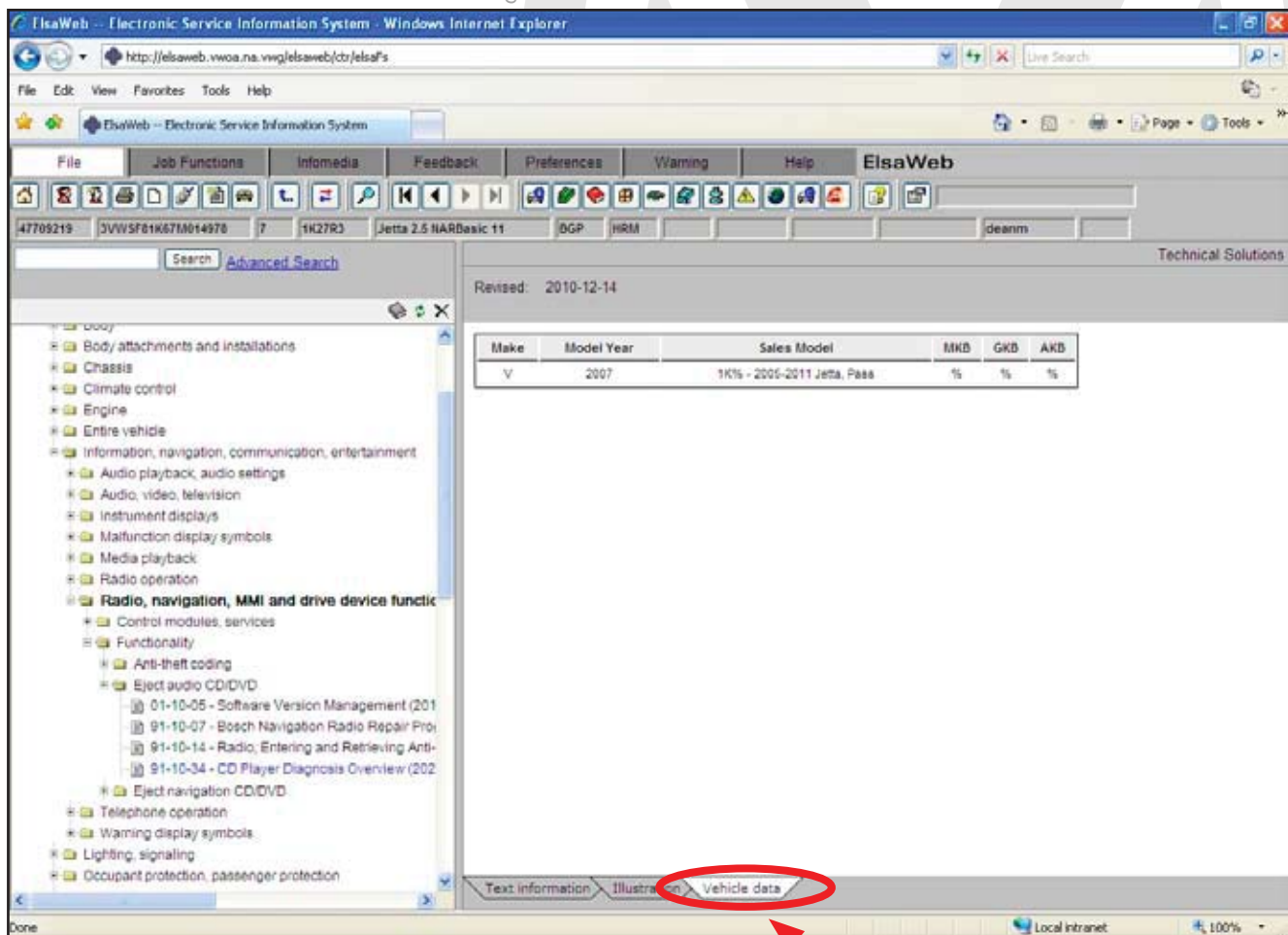
The “Illustration” or “Attachments” tab will appear if there are graphics or a form or additional document related to the specific bulletin.



“Illustration” tab

# Technical Service Bulletins (TSBs)

The "Vehicle Data" tab at the bottom of the screen shows a quick summary of vehicle information, including model year and engine code.



"Vehicle data" tab

# Technical Service Bulletins (TSBs)

## Accessing Technical Bulletins in ElsaWeb Without a VIN

In ElsaWeb, you do not need a VIN to view TSBs. You do need certain vehicle information that allows ElsaWeb to determine and display the correct TSBs for the vehicle you selected. As mentioned earlier in the text, for recently published bulletins, a summary is provided as the first bulletin when selecting the Technical product information folder in the left pane. As a reminder, this list is updated monthly.

Being VIN-driven is one of ElsaWeb's key strengths, so it is to your advantage to input a specific VIN to access the most accurate and complete information for that vehicle. However, this is not always possible or necessary, for instance, when scheduling with a customer over the phone, or if you have a general question about servicing a vehicle.

As described and shown in the earlier "Vehicle Selection" section of this User Guide, when not entering a VIN, the "Vehicle Selection" window will show a red asterisk (\*) next to the blank boxes or fields that need to be filled in. You can fill in these fields manually, using each field's "Lookup" menu to select the correct "Make," "Model Year," "Sales Model," "Engine," and "Transmission."

Every selection in one box will reduce the choices in the remaining boxes. For example, by selecting 2011 in the "Model Year" box and "V" in the "Make" box, you will only see a list of vehicles valid for 2011 Volkswagen in the sales model box. Once you have filled in all of the fields, click "OK."

**Entering Make and Model Year information limits remaining field choices**

**\* Required fields**

**Vehicle Selection**

VIN

Make \*

Model Year \*

Sales Model \*

Engine \*

Transmission

Final Drive

Production Date

Ordering Dealer

Leasing Code

**Select - Windows Internet Explorer**

Please Select the Sales Model Code

Model	Name
162	Jetta
1F7	EOS
1F8	Eos
357	CC
5K1	Golf
5N1	Tiguan

# Technical Service Bulletins (TSBs)

TSBs written for vehicles with specific engines, transmissions, or other specific equipment will only be visible if either a proper VIN is entered or if accurate information is selected in the "Vehicle Selection" window.

However, there are some bulletins that may apply either to all vehicles or to a certain model without any specific features. These TSBs will appear as long as all required fields are completed in the "Vehicle Selection" window.

The screenshot shows a "Vehicle Selection" window with various input fields. A red circle highlights the "Engine" field, and a red arrow points from it to a pop-up window titled "Please Select the Engine". The pop-up window contains a table with engine specifications.

Eng. Type	CCM	kW	Designation
BLU FSI h	3580	206	FSI-Direkteinspr.
CATA TDI CR	2967	165	Common-Rail
CBFA TFSI h	1984	147	FSI-Direkteinspr.
CBPA SRE	1984	85	MPI Bosch-Motronic
CBTA SRE	2480	125	MPI Bosch-Motronic
CBUA SRE	2480	125	MPI Bosch-Motronic

Specific engine information  
for selected make and model year



# Technical Service Bulletins (TSBs)

For example, there is a Touareg TSB 17-10-03 - "Oil Consumption Measurement (2017813/4)". By filling in one of the engines and transmissions selected, you will be able to view this bulletin.

However, with 01-10-07 - "Diesel Engine Not Ready for I/M (Inspection Maintenance) Testing due to Readiness Codes Not Being Fully Set (2023361/1)", you would need to correctly select engine code CATA in order to view this bulletin.

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**Specific engine code required**

**Specific engine code selected**

**No specific engine or transmission codes required**

The screenshot shows the ElsaWeb Electronic Service Information System interface. A pop-up window titled "Please Select the Engine" is displayed, showing a table with columns: Eng. Type, CCM, kW, and Designation. The table lists two engines: "BUX CDI 4 2577 280 TSI Direct Injection" and "CATA TDI CR 2967 165 Common-Rail". The "CATA TDI CR 2967 165 Common-Rail" engine is selected and highlighted with a red circle. A red arrow points from the text "Specific engine code selected" to this circle. Another red arrow points from the text "Specific engine code required" to the "CATA" code in the search bar. The main window shows a search bar with "CATA" entered and a list of technical bulletins. The bulletin "01-10-07 - Diesel Engine Not Ready for I/M (Inspection Maintenance) Testing due to Readiness Codes Not Being Fully Set (2023361/1)" is highlighted with a red circle. Another red circle highlights the "17-10-03 - Oil Consumption Measurement (2017813/4)" bulletin. A red arrow points from the text "No specific engine or transmission codes required" to the "17-10-03" bulletin.

Eng. Type	CCM	kW	Designation
BUX CDI 4	2577	280	TSI Direct Injection
CATA TDI CR	2967	165	Common-Rail

Submit

4773696 A 3.6V3 Touareg VNTDI 1658kW CATA KKK dearum

Technical Solutions

- 0-0-0 - Technical Bulletin Recent Releases - December (2019023/29)
- 00-08-04 - Sealants, Liquid Gasket/Lubricants (Silicone) (2002412/7)
- 00-08-05 - Vehicle Identification Number (VIN) Plates, Safety Certification Labels, Ordering Procedures (2015460/3)
- 00-09-03 - PDI - Description of Work Required (2016696/4)
- 00-10-05 - Child Restraint LATCH Guidance Fixture, Compliance with Federal Motor Vehicle Safety Standard 225 (USA Only) (2018263/2)
- 01-10-05 - Software Monitoring - Magnetics (2014000/0)
- 01-10-07 - Diesel Engine Not Ready for I/M (Inspection Maintenance) Testing due to Readiness Codes Not Being Fully Set (2023361/1)
- 01-10-11 - MIL ON - No Start or Rough Running - ABS (20007 - Fault Fault - Pressure Too Low) (2023624/2)
- 10-08-01 - Engine Replacement, Checking for Debris Lodged in Transferred Assemblies (2005558/4)
- 17-10-03 - Oil Consumption Measurement (2017813/4)
- 19-10-01 - Electric Coolant Fans Continue to Run after Ignition is Switched OFF (2022549/1)
- 19-10-03 - Identifying and Mixing Factory Fill Engine Coolants (2022548/2)
- 26-08-02 - Exhaust Heat Shield, Replacement Guidelines (2015831/3)
- 27-08-04 - Battery, Discharged, Diagnosis for Excessive Static Current Draw (2016076/7)
- 27-10-01 - Battery, Testing and Charging Using Midtronics VAS6161, MCR340V Analyzer or InCharge 940 Charging Station (2011894/7)
- 46-09-01 - Customer States "Vibration When Braking" (2010245/10)
- 46-10-05 - Brake Disc, Pulsation (2015173/10)
- 50-08-01 - Paint Finish, Removing Industrial Fallout (2006365/5)
- 50-08-02 - Paint Finish, Reducing Swirl Marks and Fine Scratches (2014370/4)
- 55-09-03 - Hood, Under Hood Not Painted Body Color (2021354/3)
- 67-10-03 - From Green, Reinstalling Information (2021103/3)

http://elsaweb.vwua.na.vw/elsaweb/ctr/jt/pl/showMetaContent?type=PROCESS&levelCode=100&procId=2016076/7 Local intranet 100%

# Technical Service Bulletins (TSBs)

## Searching for Technical Bulletins in ElsaWeb

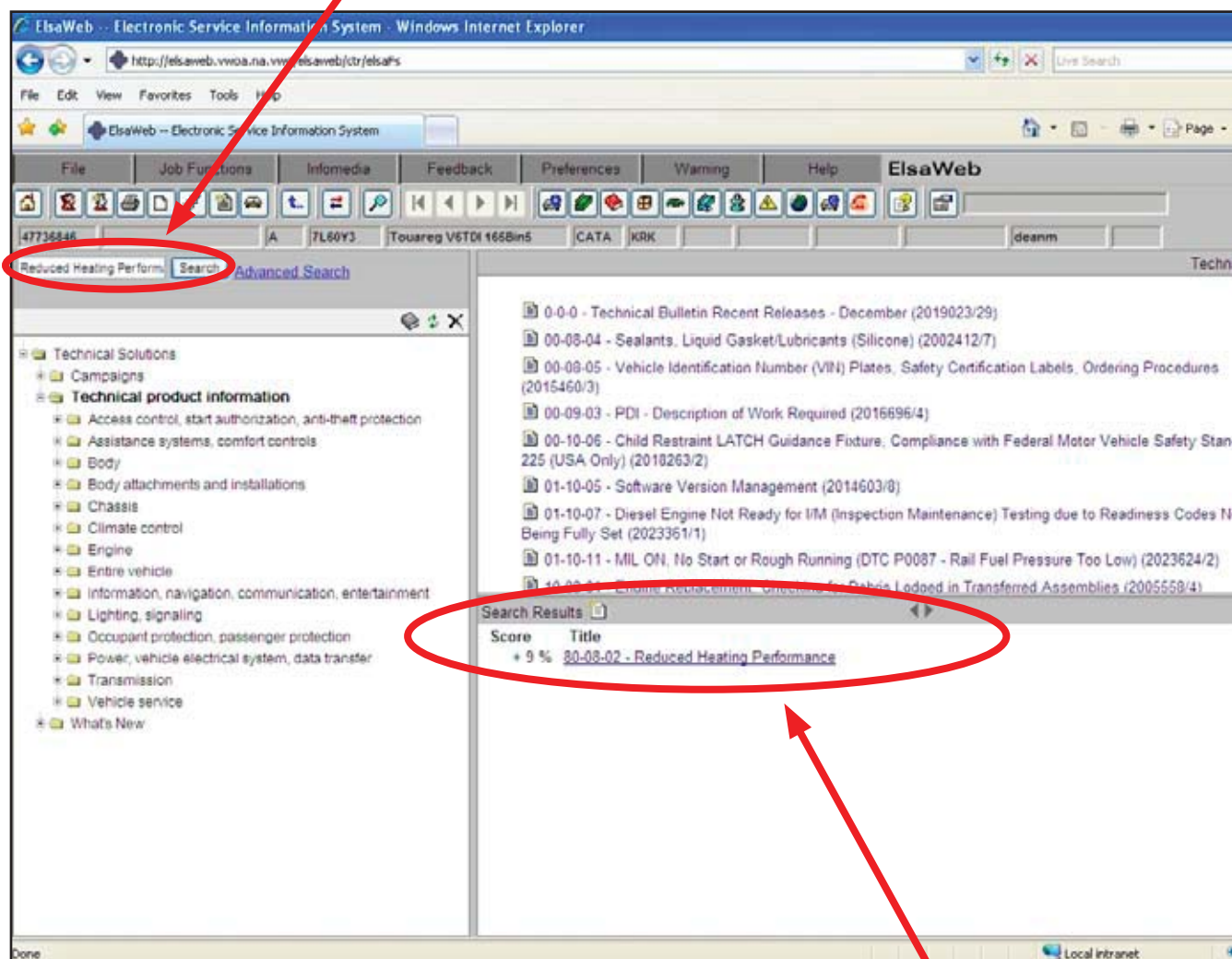
There are two ways to search for TSBs: Basic Search and Advanced Search. To learn more about these functions, see pages 80-84 of the Additional ElsaWeb Tools section in this User Guide.

Note that these searches are sensitive to spaces, dashes, and special characters.

As a newly added feature, Basic Search searches not only the title of the TSB, but also the full text of the document. However, the search is limited to the current Infomedia only.

Type in either "Reduced Heating Performance" or "80" for Repair Manual Group 80, and then click the "Search" button. The search results will display at the bottom of the screen. Select the link to view the bulletin.


Type in title of TSB and  
click "Search" button

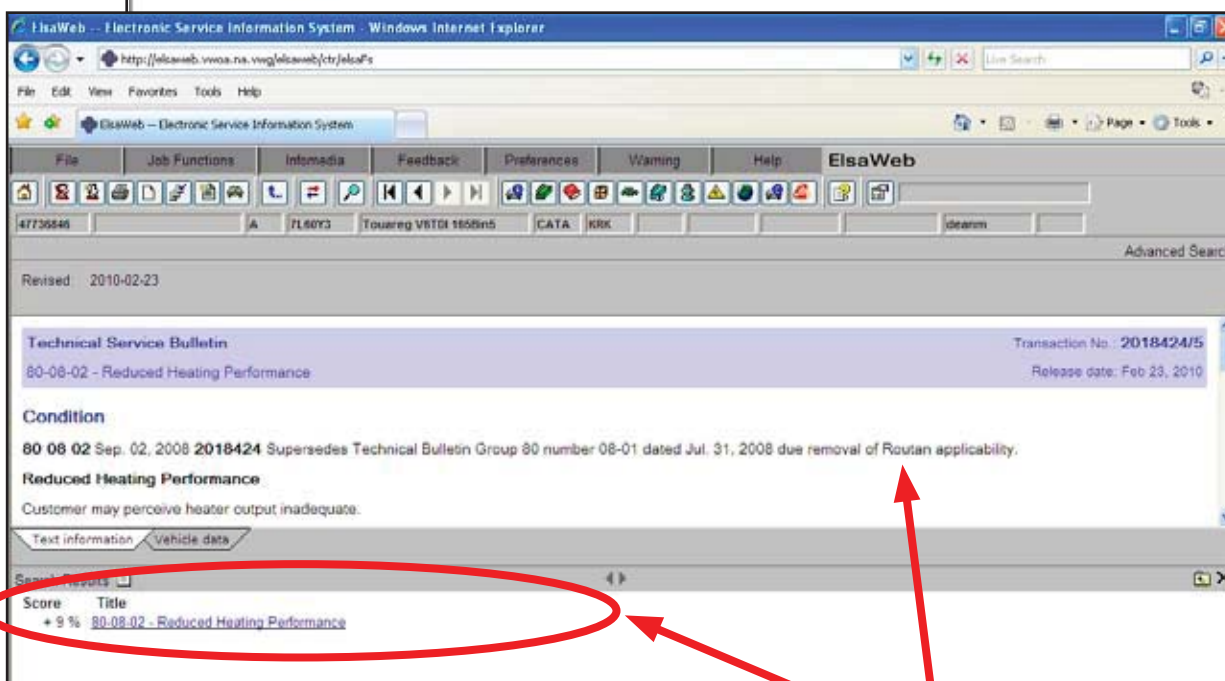
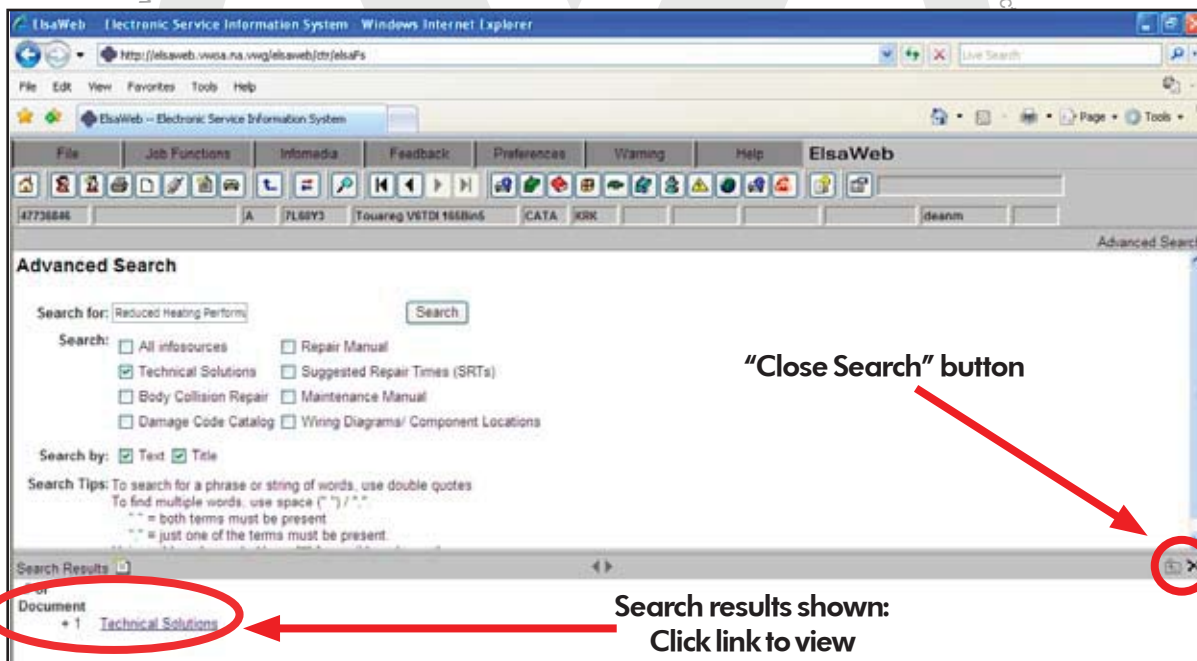


Search results shown:  
Click link to view

# Technical Service Bulletins (TSBs)

Advanced Search does a full-text search of all available TSBs for the selected vehicle. In Advanced Search you can also search other Infomedia at the same time.


Search results are returned in the bottom half of the content window. Click the result to open the bulletin. Click the  "Close Search" button to close the search result and view the bulletin.





# Technical Service Bulletins (TSBs)

## Viewing Technical Bulletins in ServiceNet

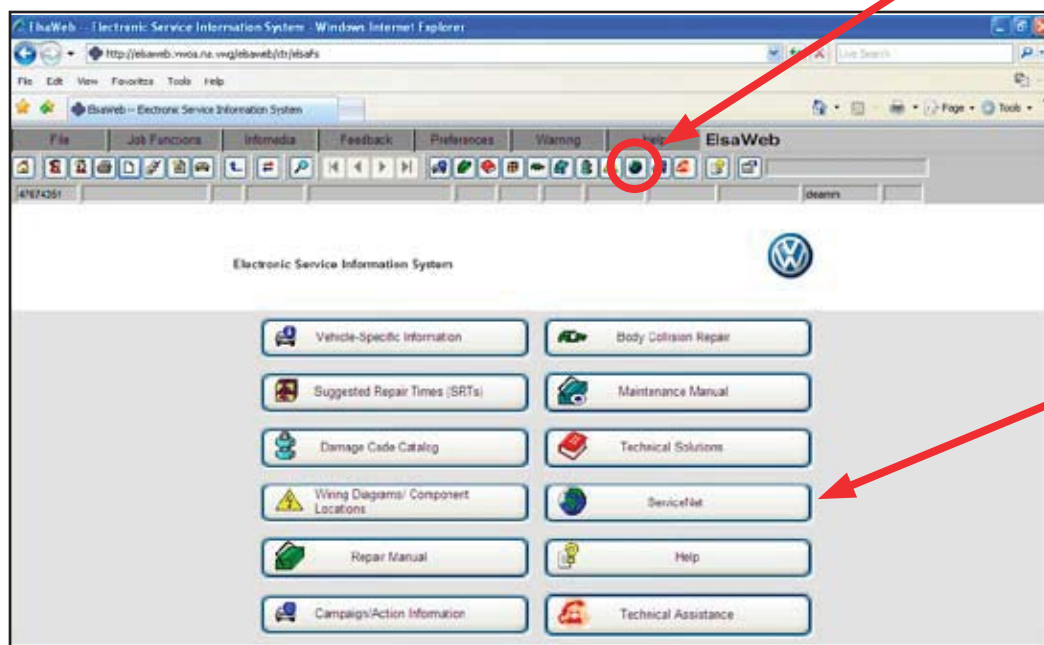
To see the latest TSBs, you can go to ServiceNet, which can be accessed in ElsaWeb, from either the main menu screen or by clicking on the  "ServiceNet" button in the ElsaWeb toolbar.

When you click on ServiceNet it will open a new window and take you to the ServiceNet home page. ServiceNet can also be accessed directly from the Internet at <http://www.vwhub.com>.

Once in ServiceNet, click on the "Technical Bulletins" tab, which will take you to the Technical Bulletins home page.

The "What's new" portal will show the last 5 TSBs for all vehicles that have been published in the last 14 days. Click "Expand View" to see the last 10 TSBs. To take a quick look, each new TSB can be viewed by clicking on the title of the bulletin.

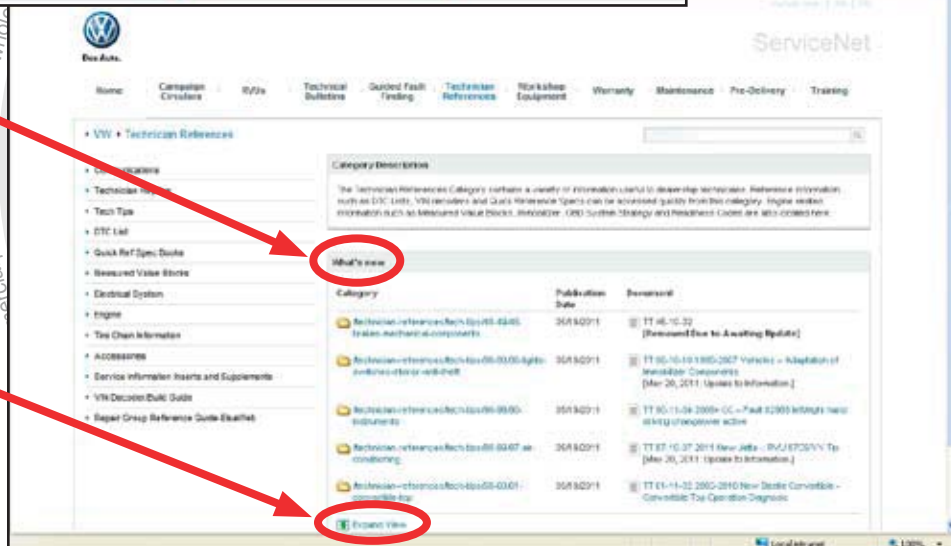
 "ServiceNet" button



Infomedia button

"What's new" portal

"Expand View" selection



# Technical Service Bulletins (TSBs)

ServiceNet provides a summary of information for each TSB:

1. **Document Icon** — Click on the document icon or title link to launch document.
2. **Numbering** — As a transition to ElsaWeb, we have continued to follow the existing technical bulletin numbering system. This number can be found in the text of the technical bulletin.
3. **Date** — The date the technical bulletin was published.
4. **Title** — This is the title of the technical bulletin as it is displayed in ElsaWeb. The title can be used to search for a document once in ElsaWeb.
5. **Applicable Vehicles** — This provides a list of vehicles applicable to the TSB. This information can be used if you want to look at a TSB and you do not want to use a VIN. This is especially important if a technical bulletin applies to a specific engine and/or transmission.
6. **Supersede Number** — If the document has been superseded, the supersede document number is listed.

1. Document Icon

2. Numbering

3. Date

4. Title

5. Applicable Vehicles

6. Supersede Number

91-11-14 (2024337) 21 April 2011 – Factory Installed Media-In (MDI), Updated Programming for Various iPod® Concerns

Model: 2009 – 2012 CC, Eos, 2010 – 2012 Golf, GTI, Jetta, Jetta SportWagen, Passat, Passat, Wagon, Tiguan, 2009 – 2010 Touareg 2

[Supersedes TB 91-11-06]

## Using the Repair Manual

Clicking the  "Repair Manual" toolbar button will return you to repair information.

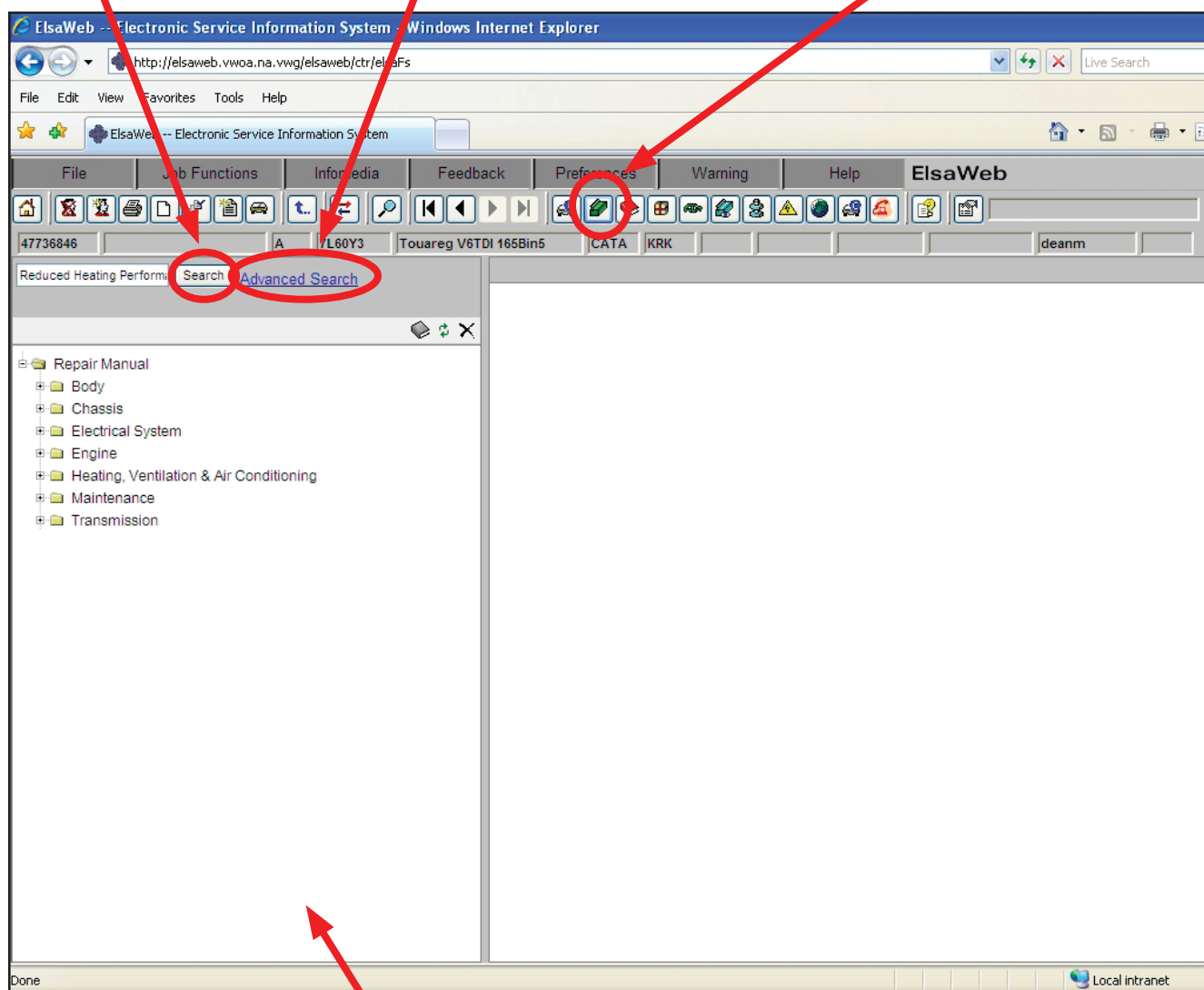
When using ElsaWeb, you can use the basic "Search" field or the "Advanced Search" link at the top of the left pane to quickly find information for your vehicle.

Turn to pages 80-81 to learn about the basic "Search" function, and pages 82-84 to learn about the "Advanced Search" function.

"Search" button


"Advanced Search" link

 "Repair Manual" button



Replaced with

# Repair Manual

Here we have clicked on "Engine Mechanical," in the left pane. This opens the table of contents (TOC) that lists available topics. Click the "+" signs to expand one directory level at a time in the menu. Click on an appropriate book to select it. To close TOC items, click on the "-" signs. Expand the content window to get a better view of the information by adjusting the vertical slider bar or click the  "Hide TOC" button.

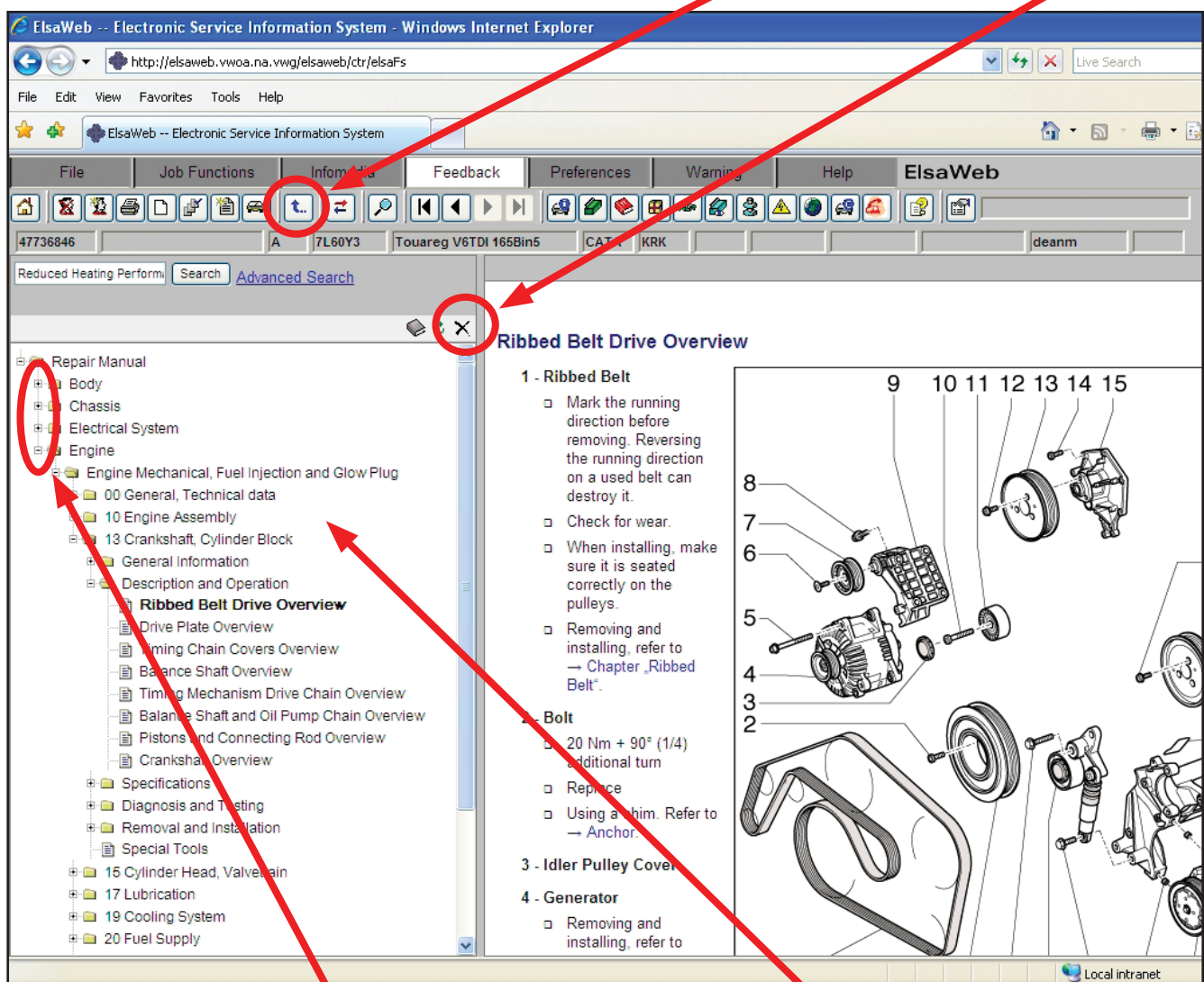
Clicking on the hyperlinks will take you to related chapters, repair groups and illustrations. You can scroll through the document to find the information you need.



"Last Contents" button



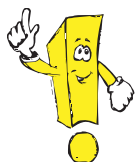
"Hide TOC" button




The screenshot displays the ElsaWeb Electronic Service Information System interface. The left pane shows a tree view of repair manual topics, with 'Engine Mechanical' selected. The central pane displays the 'Ribbed Belt Drive Overview' table of contents, listing topics such as '1 - Ribbed Belt', '2 - Bolt', '3 - Idler Pulley Cover', and '4 - Generator'. The right pane shows a detailed diagram of the belt drive system with numbered components (1-15). Red arrows highlight the 'Engine Mechanical' folder, the 'Last Contents' button, the 'Hide TOC' button, and the 'Ribbed Belt Drive Overview' title.

"+" signs


Table of Contents (TOC)



The  "Last Contents" button can be used to go back to the last content viewed.

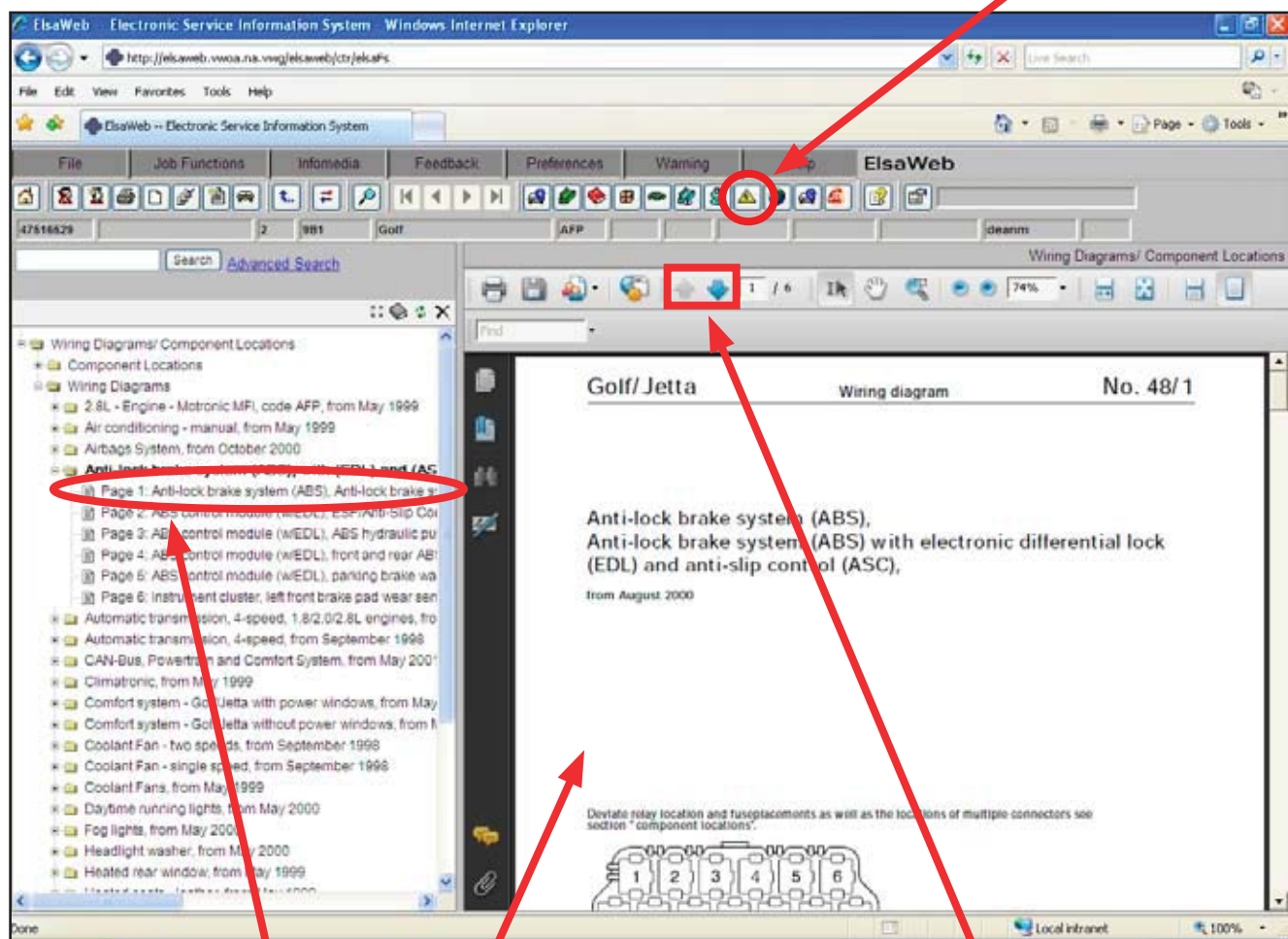
# Wiring Diagrams/Component Locations

## Using Wiring Diagrams / Component Locations - PDF View

Clicking the  "Wiring Diagrams / Component Locations" toolbar button will prompt wiring diagrams and component locations for the specific vehicle you are working on. Click the "+" signs to access the wiring diagram you need.

Once a page in the wiring diagram is selected in the TOC, it will be necessary to use the PDF arrow buttons to navigate to the page you want to view or print.

 "Wiring Diagrams" button



Select wiring diagram in TOC and it will auto populate in the right pane. Then navigate to the page you want to view in the PDF window.




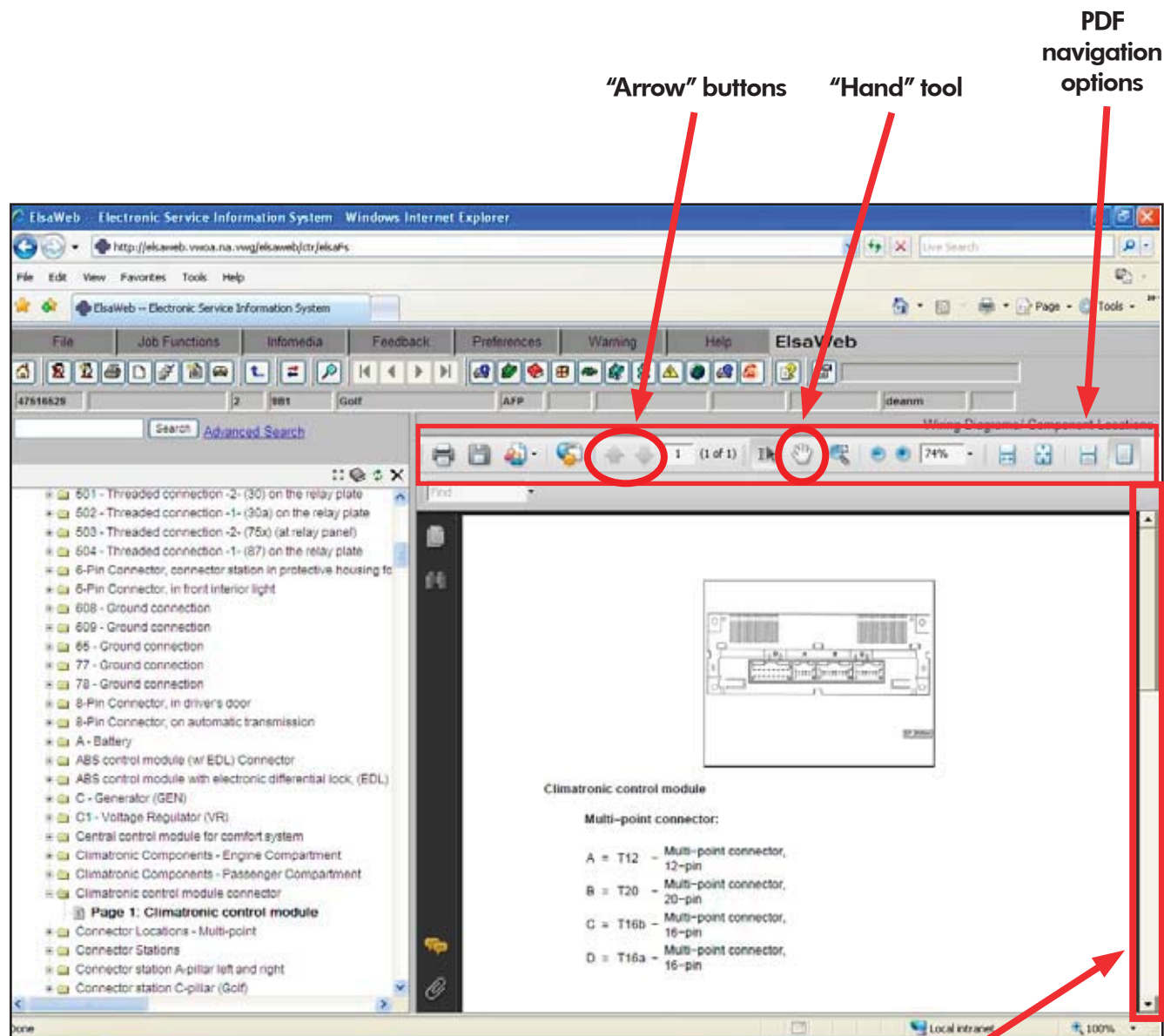
To navigate to the PDF wiring diagram page you want to view or print, use the PDF up/down arrow buttons.



# Wiring Diagrams/Component Locations

## Navigation Tools

Once open, standard PDF functionality is used to navigate through a document. You can use the right scroll bar to move through your document, or you can pan using the  "Hand" tool, which can be activated in the "Wiring Diagrams" PDF toolbar.



Scroll bar

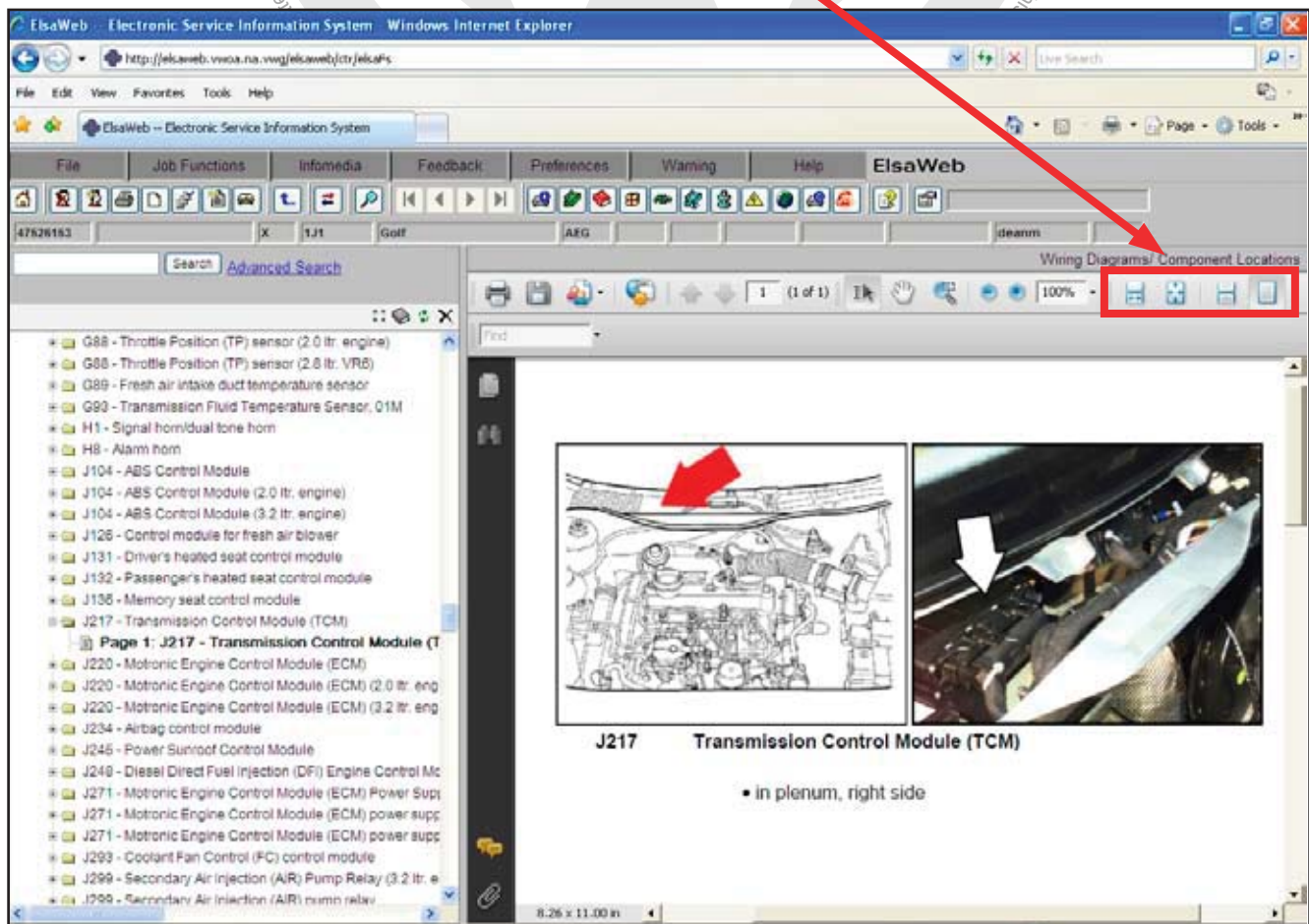
# Wiring Diagrams/Component Locations

## Navigation Tools

Once the "Hand" tool is activated, there are four "Hand" scrolling options that can be selected at the top in the navigation bar area of the screen. The "Hand" tool is automatically set on the "Single Page" mode, which limits your scrolling to just one page. The "One Page" mode shows one page at a time.



A useful scrolling tool is the "Continuous" option, which enables you to scroll easily through the entire document. The fourth tab, "Facing Page," enables you to view two wiring diagram pages side-by-side, and to scroll through the document a bit quicker if desired.


"Hand" scrolling options buttons




# Wiring Diagrams/Component Locations


## Navigation Tools


To zoom in on a wiring diagram, you have two choices in the "Wiring Diagrams" toolbar. You can use the  "Zoom In" button or the  "Marquee" tool, which allows you to drag-select an area of the screen you want to enlarge, or click with the mouse to enlarge the page.

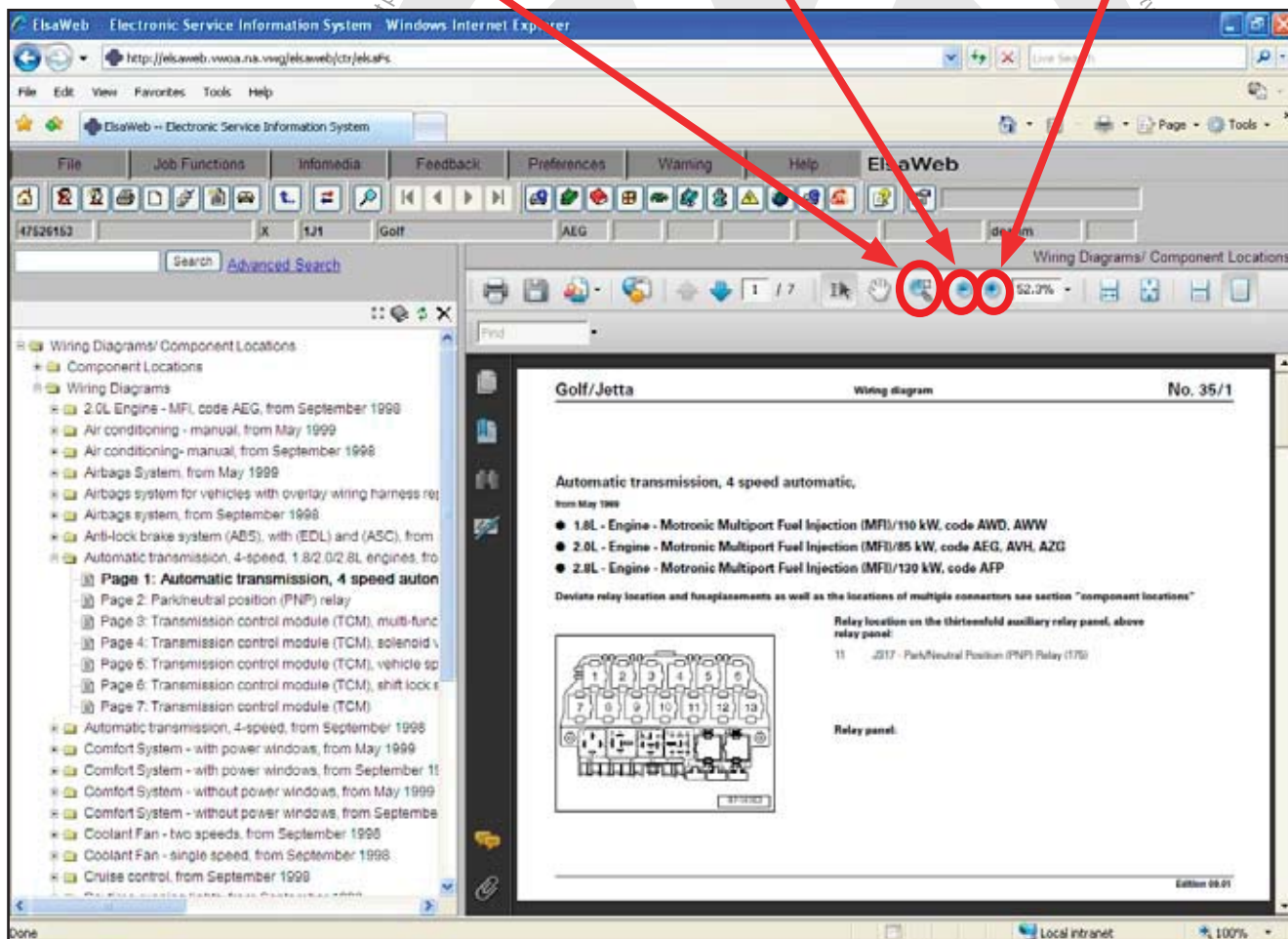
To "Zoom Out", use the  "Zoom Out" button or hold the control key down and click with mouse using the "Zoom" tool.

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 "Marquee" tool

 "Zoom Out" button

 "Zoom In" button



**Wiring Diagrams/Component Locations**

**Wiring Diagrams**

- 2.0L Engine - MFI, code AEG, from September 1998
- Air conditioning - manual, from May 1999
- Air conditioning - manual, from September 1998
- Airbags System, from May 1999
- Airbags system for vehicles with overlay wiring harness rel
- Airbags system, from September 1998
- Anti-lock brake system (ABS), with (EDL) and (ASC), from
- Automatic transmission, 4-speed, 1.8/2.0/2.8L engines, fro
- Page 1: Automatic transmission, 4 speed auton**
- Page 2: Park/Neutral position (PNP) relay
- Page 3: Transmission control module (TCM), multi-func
- Page 4: Transmission control module (TCM), solenoid v
- Page 6: Transmission control module (TCM), shift lock
- Page 7: Transmission control module (TCM)
- Automatic transmission, 4-speed, from September 1998
- Comfort System - with power windows, from May 1999
- Comfort System - with power windows, from September 11
- Comfort System - without power windows, from May 1999
- Comfort System - without power windows, from Septembe
- Coolant Fan - two speeds, from September 1998
- Coolant Fan - single speed, from September 1998
- Cruise control, from September 1998

**Golf/Jetta** **Wiring diagram** **No. 35/1**

**Automatic transmission, 4 speed automatic,**  
from May 1999

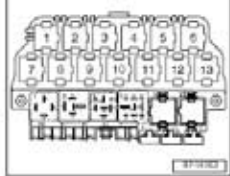
- 1.8L - Engine - Motronic Multiport Fuel Injection (MFI)/110 kW, code AWD, AWW
- 2.0L - Engine - Motronic Multiport Fuel Injection (MFI)/85 kW, code AEG, AVH, AZG
- 2.8L - Engine - Motronic Multiport Fuel Injection (MFI)/130 kW, code AFP

Deviate relay location and harnessments as well as the locations of multiple connectors see section "component locations"

**Relay location on the thirteenfold auxiliary relay panel, above relay panel:**

11 - J217 - Park/Neutral Position (PNP) Relay (176)

**Relay panel:**



Edition 09.01



# Wiring Diagrams/Component Locations

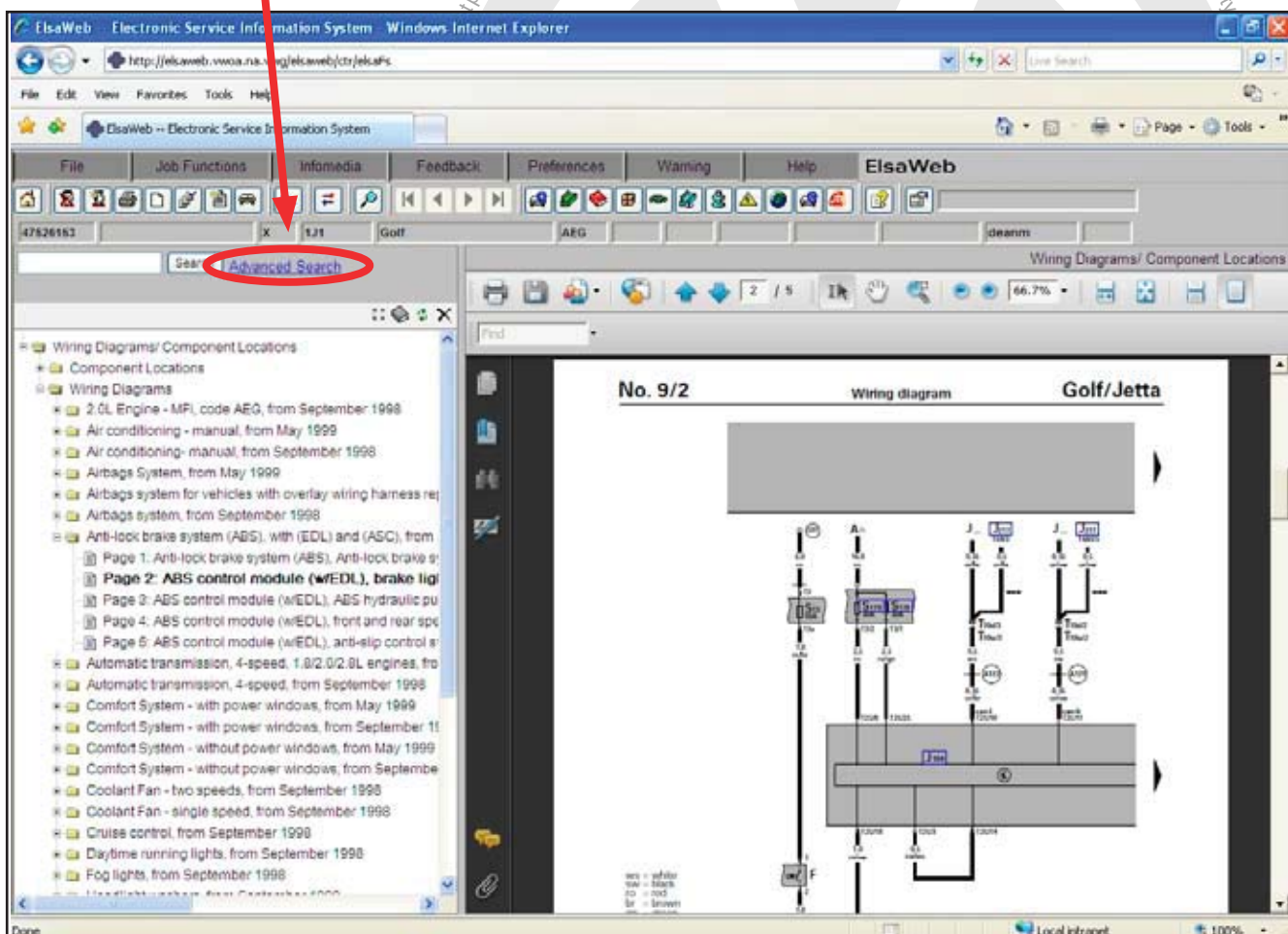
## Searching in PDF View

To search for text in multiple wiring diagrams, click on "Advanced Search". Next, type in the text you are searching for, check the "Wiring Diagrams / Component Locations" checkbox only under the "Search:" section, check the "Text" checkbox in the "Search by:" section and click on "Search".

When search results display, click down until you reach the wiring diagram (or component location) that contains the item you are looking for.

To learn more about the search functions, see pages 80-84 of the "Additional ElsaWeb Tools" section in this User Guide.

"Advanced Search" link





# Wiring Diagrams/Component Locations

## Searching in PDF View

To search for text in a single wiring diagram, type the text in the PDF "Find" box and hit "Enter".

PDF "Find" box

Search results

The screenshot shows the ElsaWeb Electronic Service Information System interface. On the left is a tree view of vehicle systems. The main area displays a wiring diagram for a Golf/Jetta. A red circle highlights the 'Find' box in the PDF viewer toolbar, and a red arrow points to the search results in the diagram.

Wiring diagram



No. 9/2

Golf/Jetta

Search results

# Wiring Diagrams/Component Locations

## Switching from Wiring Diagram to Component Location - PDF View

Clicking on  "Camera" or  "Part Identifier" icons will take you to the appropriate component location.

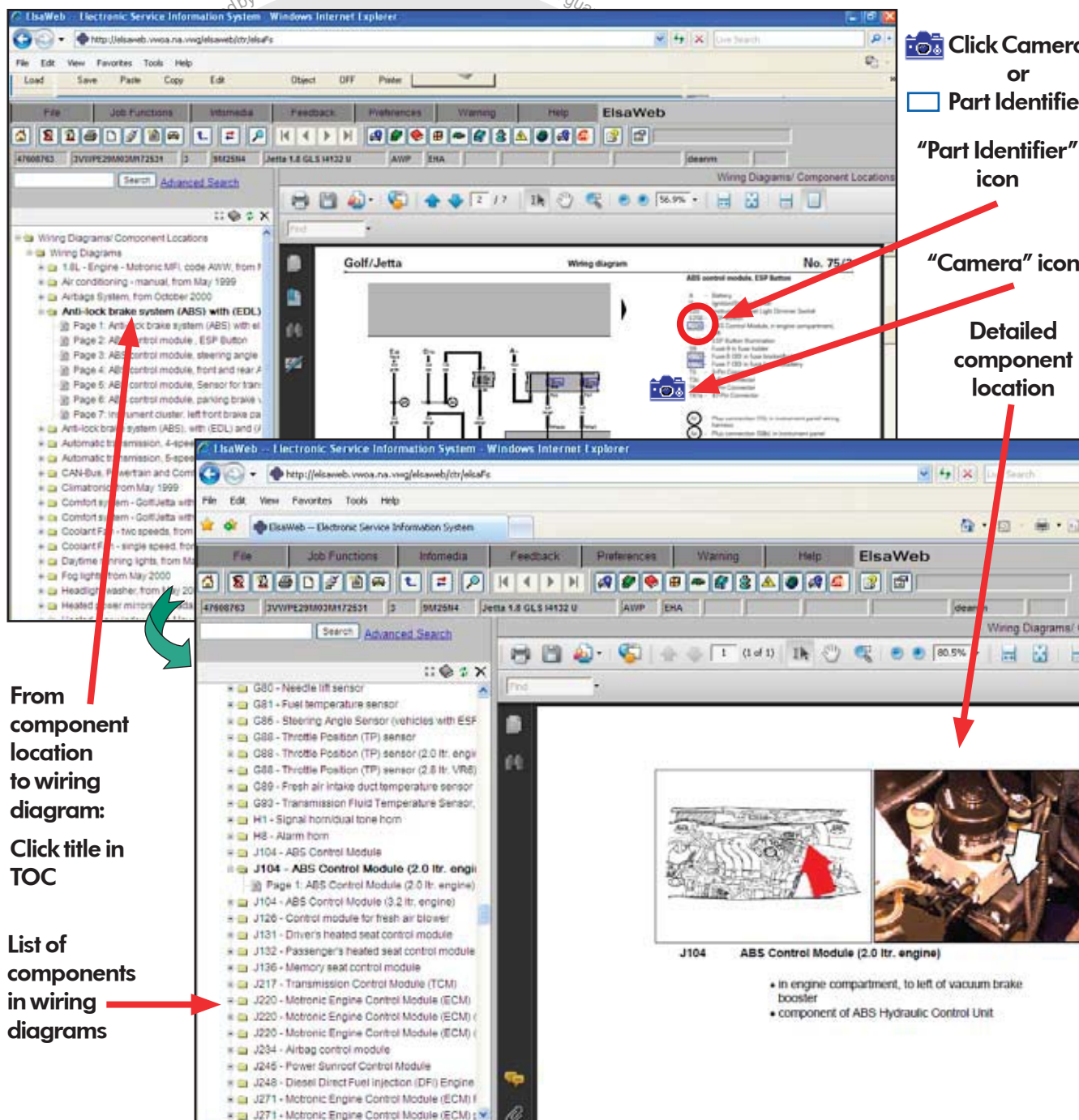
To return to the wiring diagram, click on the bold wiring diagram title in the wiring diagram TOC.

From wiring diagram to component location:

 Click Camera  
or  
 Part Identifier  
"Part Identifier" icon

"Camera" icon

Detailed component location



The screenshot displays the ElsaWeb Electronic Service Information System interface. The top window shows a wiring diagram for the ABS control module, ESP Button, with a red circle highlighting the "Camera" icon. A red arrow points from this icon to the "Camera" icon in the bottom window. The bottom window shows the "Part Identifier" view, displaying a list of components in the wiring diagrams. A red arrow points from the "List of components in wiring diagrams" text to this list. Another red arrow points from the "From component location to wiring diagram: Click title in TOC" text to the "J104 - ABS Control Module (2.0 ltr. engine)" entry in the list. The right side of the bottom window shows a detailed component location for the J104 - ABS Control Module (2.0 ltr. engine), including a photograph of the component and its location in the engine compartment.

From component location to wiring diagram: Click title in TOC

List of components in wiring diagrams

J104 - ABS Control Module (2.0 ltr. engine)

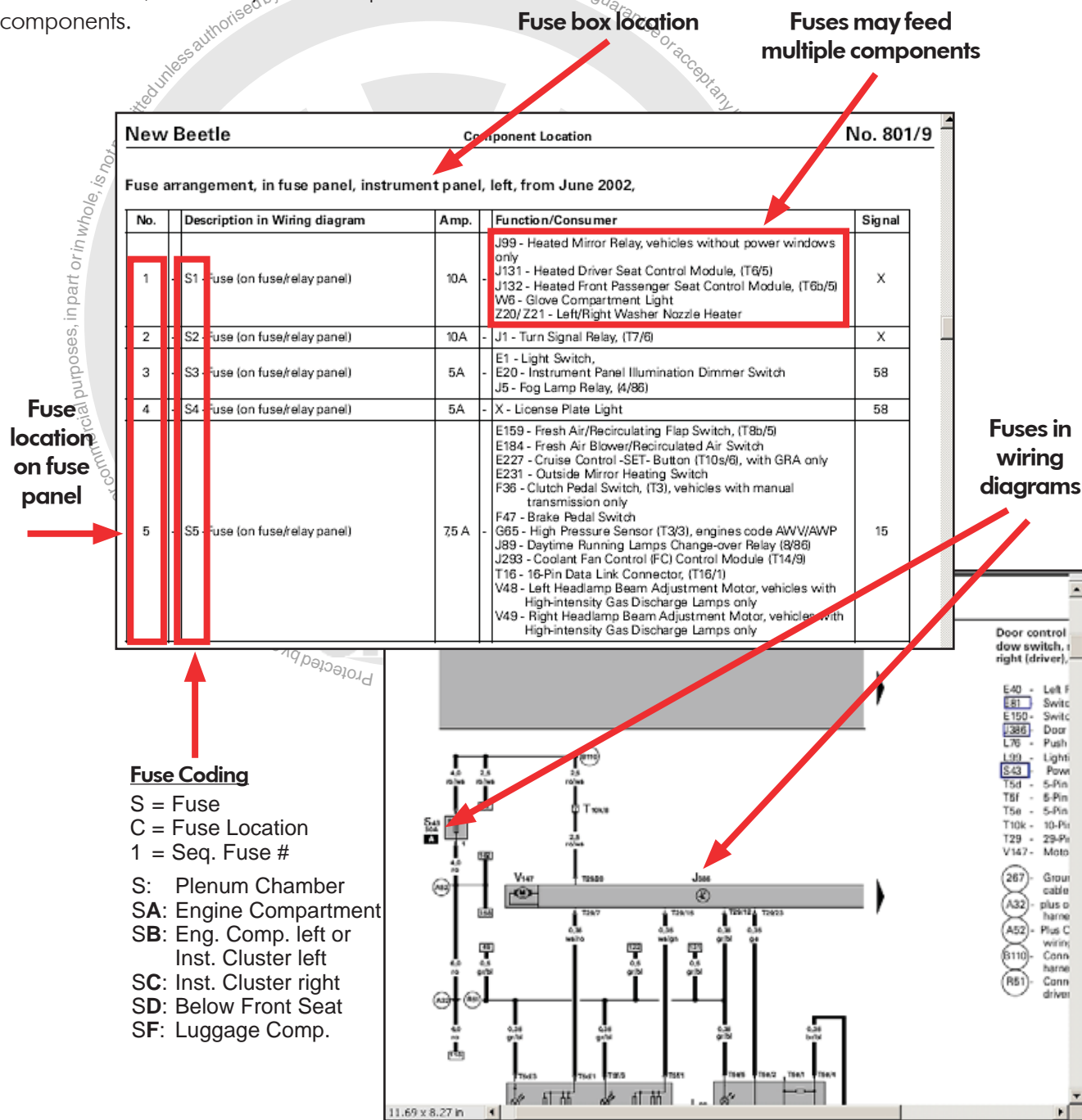
- In engine compartment, to left of vacuum brake booster
- component of ABS Hydraulic Control Unit

# Wiring Diagrams/Component Locations

## Fuse Locations / Coding

On the component location chart, the fuse box and fuse location can be found by referencing the item number and fuse coding description to find the fuse in the fuse panel.

In some cases, fuses may feed multiple components.



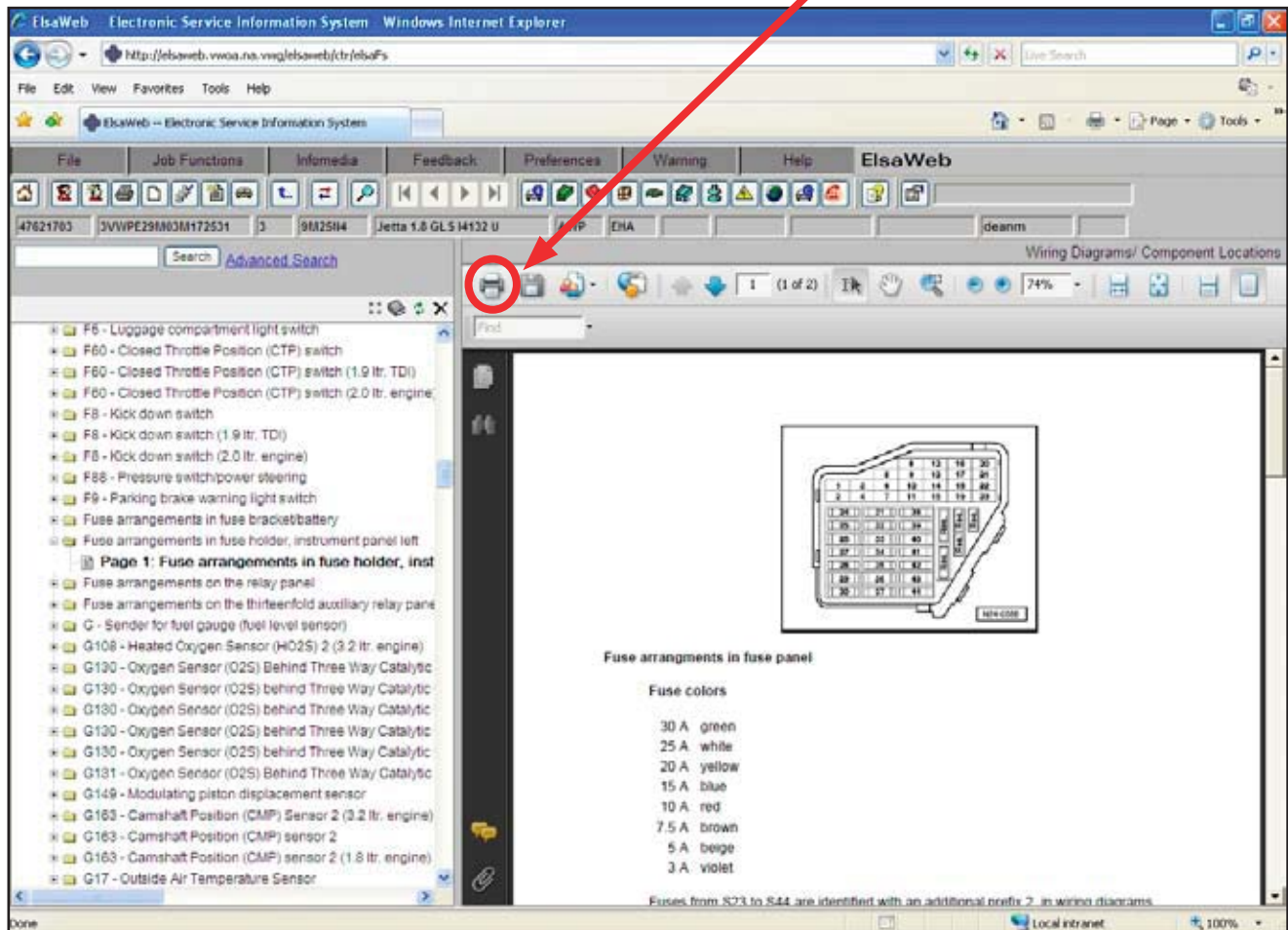


# Wiring Diagrams/Component Locations

## Printing in PDF View

To print the content while in PDF view, click the PDF print button.

 PDF "Print" button





# Wiring Diagrams/Component Locations

## Using Wiring Diagrams / Component Locations - SVG View

Another view for the wiring diagrams and component locations is the SVG view.

Intelligent wiring diagram improvements

Page number displayed

Wiring Diagrams/ Component Locations

Touareg Wiring Diagram No. 20 / 2

Climatronic Control Module

- J255 -Climatronic Control Module
- J410 -Left Heated Windshield Relay
- T10d-10-Pin Connector, blue, electronics box, engine compartment
- T10f-10-Pin Connector, red, electronics box, front engine compartment
- T10i-10-Pin Connector, green, on heater
- T12cb-12-Pin Connector
- T17-17-Pin Connector, on heater
- T24cc-24-Pin Connector
- Ground Connection (behind instrument)

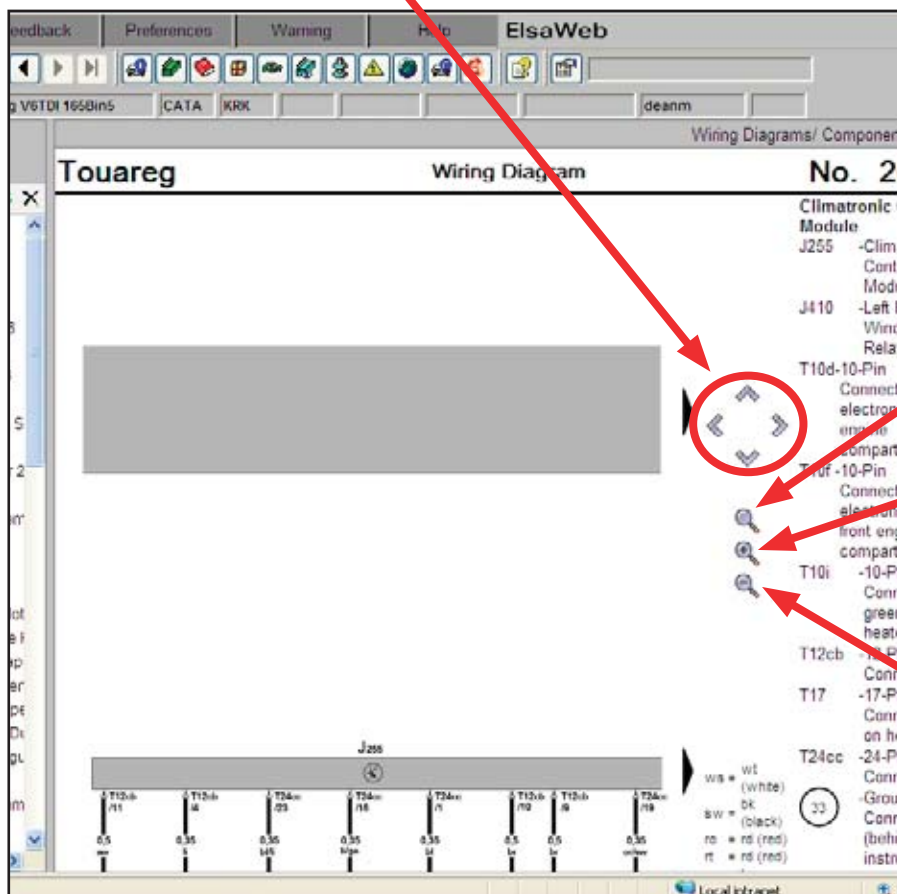
Clicking on the page number populates the wiring diagram in the right pane.

# Wiring Diagrams/Component Locations


## Navigation Tools


Like the PDF view, the SVG view has navigation options for zooming in and out and panning. With the mouse placed over the diagram area, alternative viewing options are also available using "Mouse Shortcuts" to give more flexibility in using the zoom functions and moving around within the diagram.

**Pan options with mouse.**  
**Mouse shortcut:** Over the diagram area, hold the ALT button and click on left mouse button to pan.



**"Original" view.**  **Mouse shortcut:** Over the diagram area, right click and select "Original View" from menu.

**"Zoom In" view.**  **Mouse shortcut:** Over the diagram area, hold the CTRL key and drag with left mouse button to the area of interest.

**"Zoom Out" view.**  **Mouse shortcut:** Over the diagram area, hold the CTRL key and click with left mouse button to zoom out.

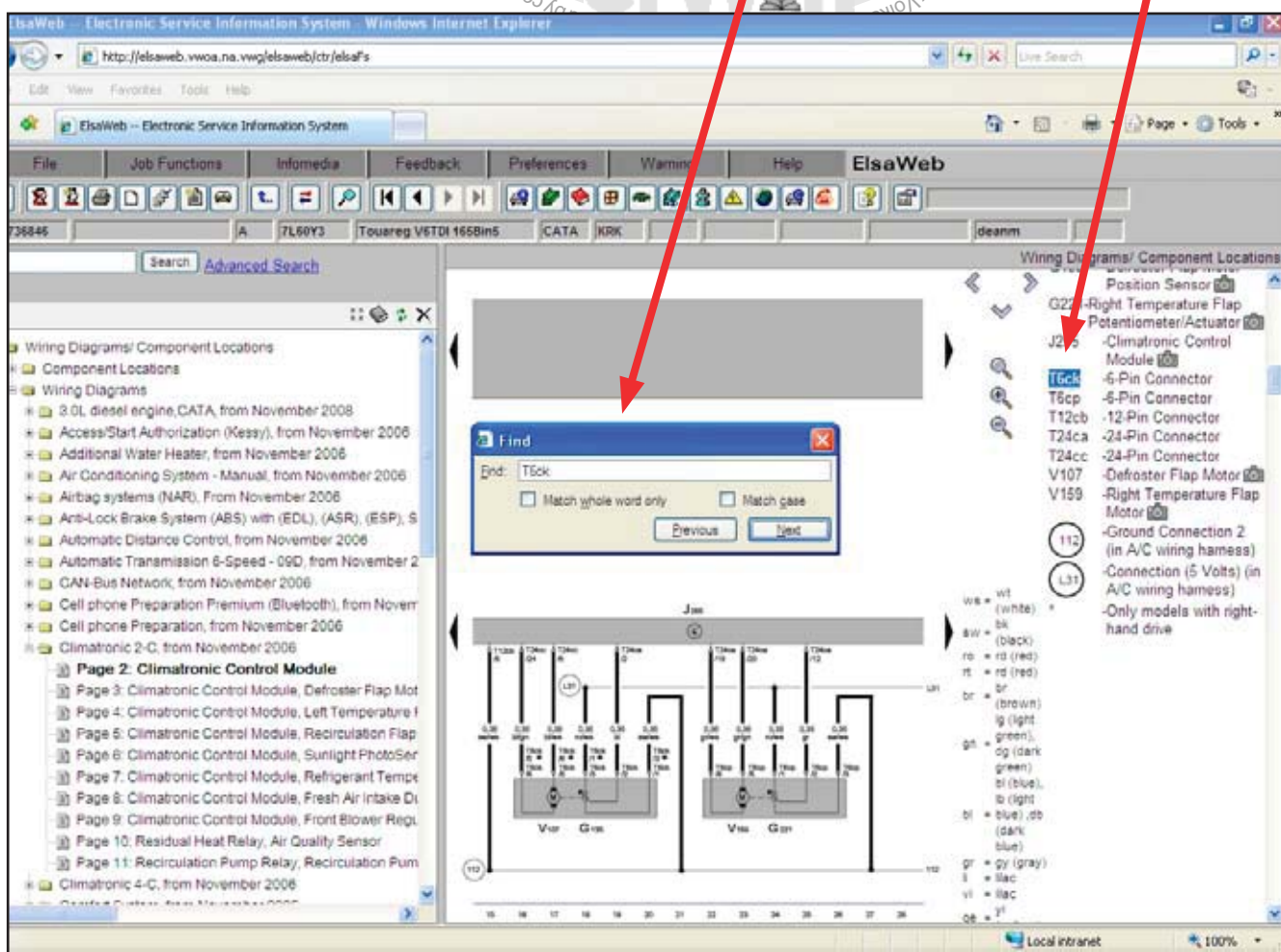
# Wiring Diagrams/Component Locations

## Searching in SVG View

To search for text within a document, first click in the right pane outside the diagram graphic area and press CTRL + F key to display the "Find" menu box. Type in the text and click the "Find Next" button.




"Find" menu box  
to search for text

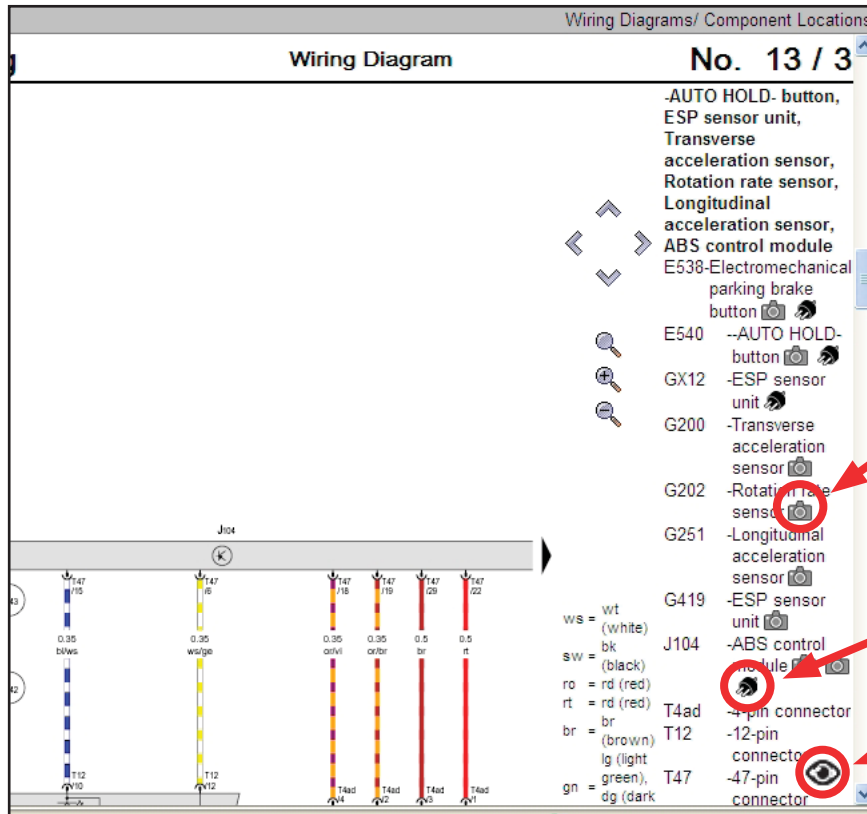
Text located




# Wiring Diagrams/Component Locations

## Switching from Wiring Diagram to Component Location - SVG View

Clicking on  "Camera",  "Plug", and  "Eye" icons will take you to the appropriate component location.

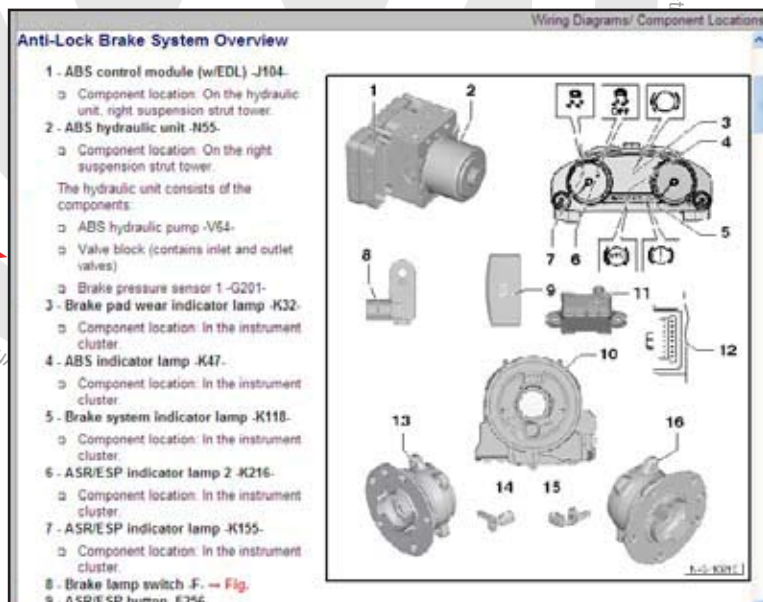


Clicking on "Camera"  icon will display the selected component location

Clicking on "Plug"  icon will display the selected component connector location and connector view

Clicking on "Eye"  icon will display the "best view" for component

"Component Location" displayed after clicking on "Camera" icon.



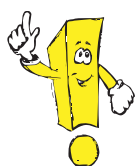
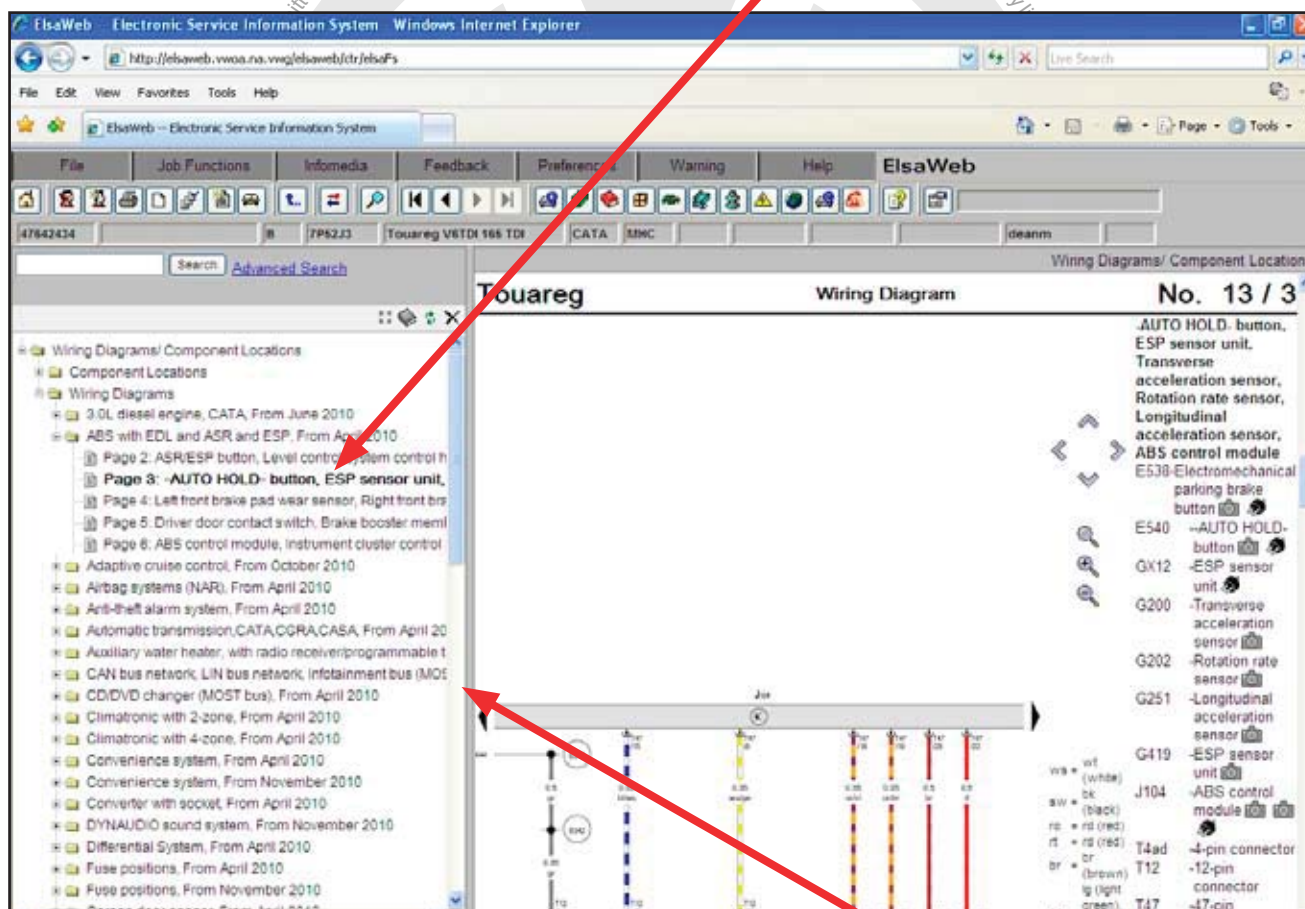


# Wiring Diagrams/Component Locations

## Switching from Component Location to Wiring Diagram - SVG View

To return to the wiring diagram, click on the wiring diagram title in the wiring diagram TOC.

Clicking on the TOC wiring diagram title will return you back to the wiring diagram.



In order to select the wiring diagram in the TOC, click on the "Back" button, the " - " button on the component location folder, or scroll to the bottom of the TOC window.

TOC Scroll bar

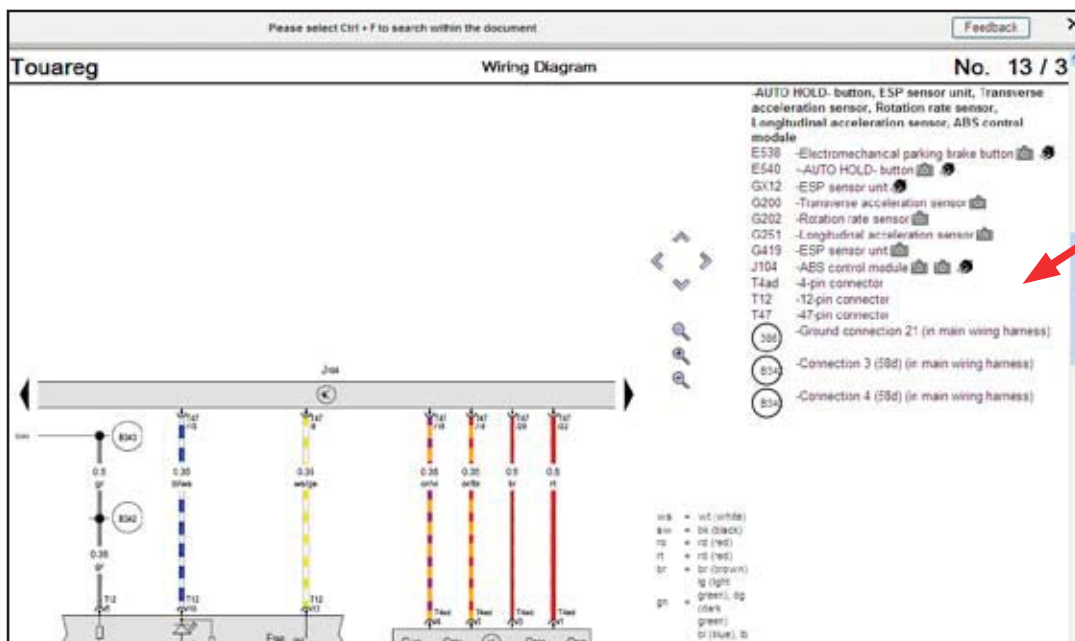
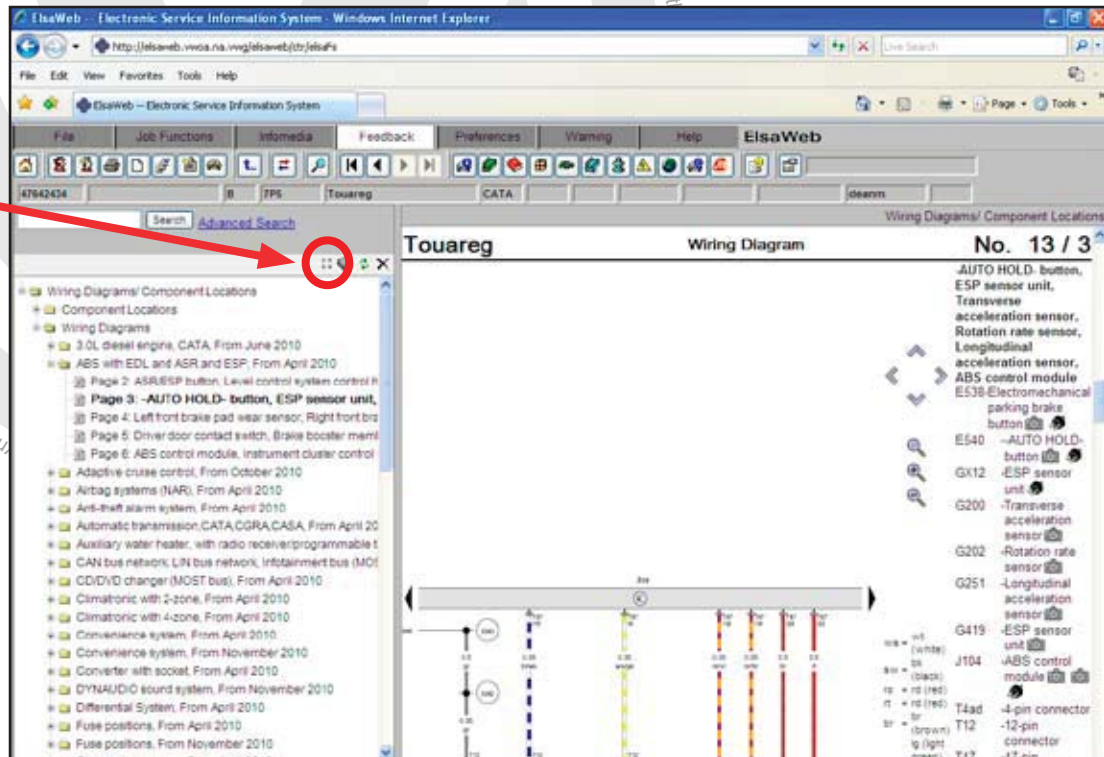
# Wiring Diagrams/Component Locations

## Full Screen Wiring Diagram and Component Location Views

It is now possible to view wiring diagrams and component locations in full screen mode by clicking on the full screen button, which will bring up a new window with a full screen display of

the wiring diagram or component location. The button is the first button on the bar above the table of contents.

Click this button to display a full screen view of the wiring diagram.



# Wiring Diagrams/Component Locations

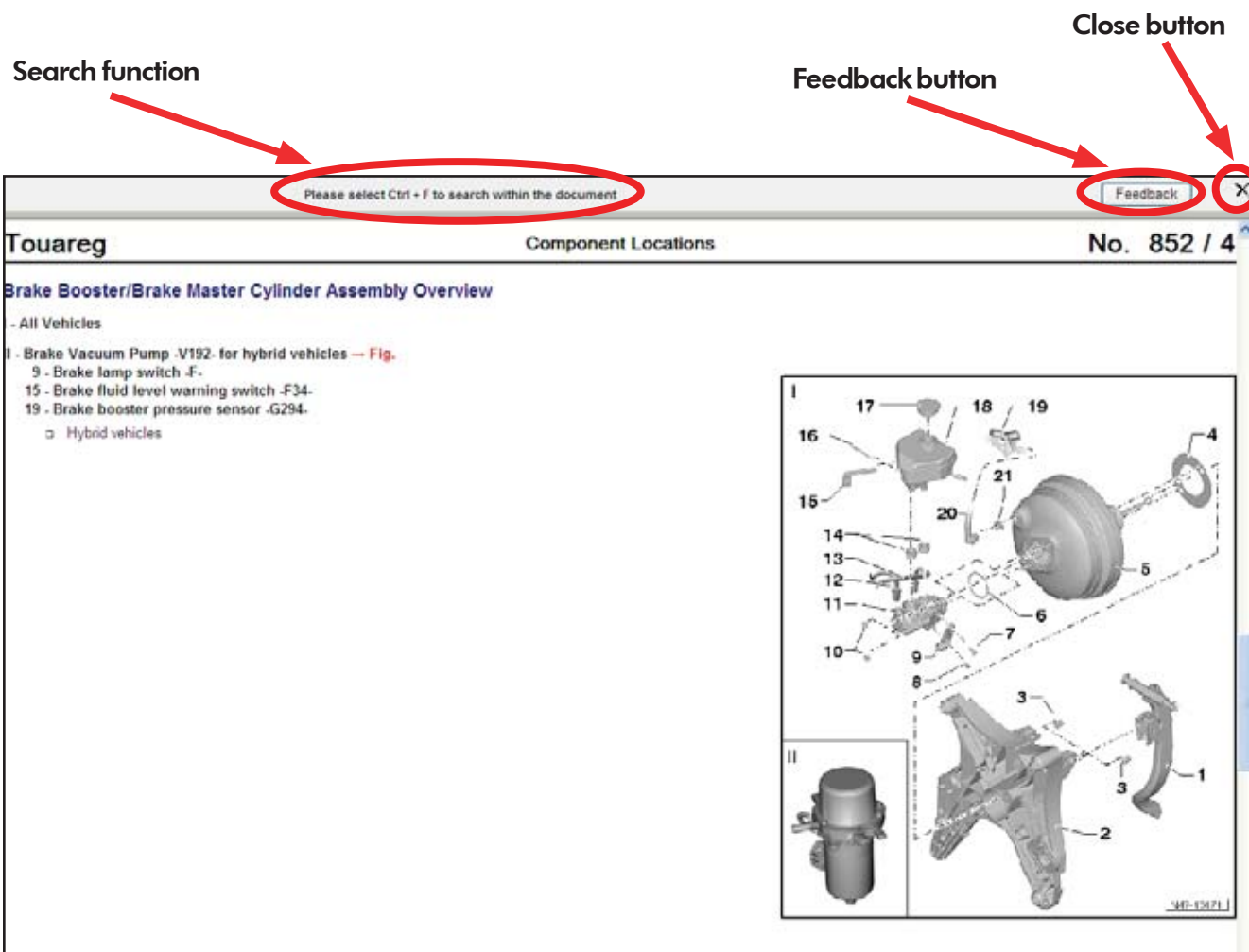
## Full-Screen Toolbar Options

The new full-screen window includes a toolbar with the following fields:

1. **Search function:** Select Control + F to search for text within the current wiring diagram.
2. **Feedback button:** Opens the standard ElsaWeb feedback function.
3. **Close button:** Closes the full screen window.

The wiring diagram contains the same functionality as it does in the normal view. In full-screen mode, if a component location is selected, the component location page will open up in a new full-screen window. When a new component location is selected, the window will refresh with the new page. A maximum of one wiring diagram page and one component location page can be open in full-screen mode, in addition to the main ElsaWeb window.

To return to the main ElsaWeb window without closing the full-screen window, click on the task bar window tab or use Alt-Tab to move from one window to the next.



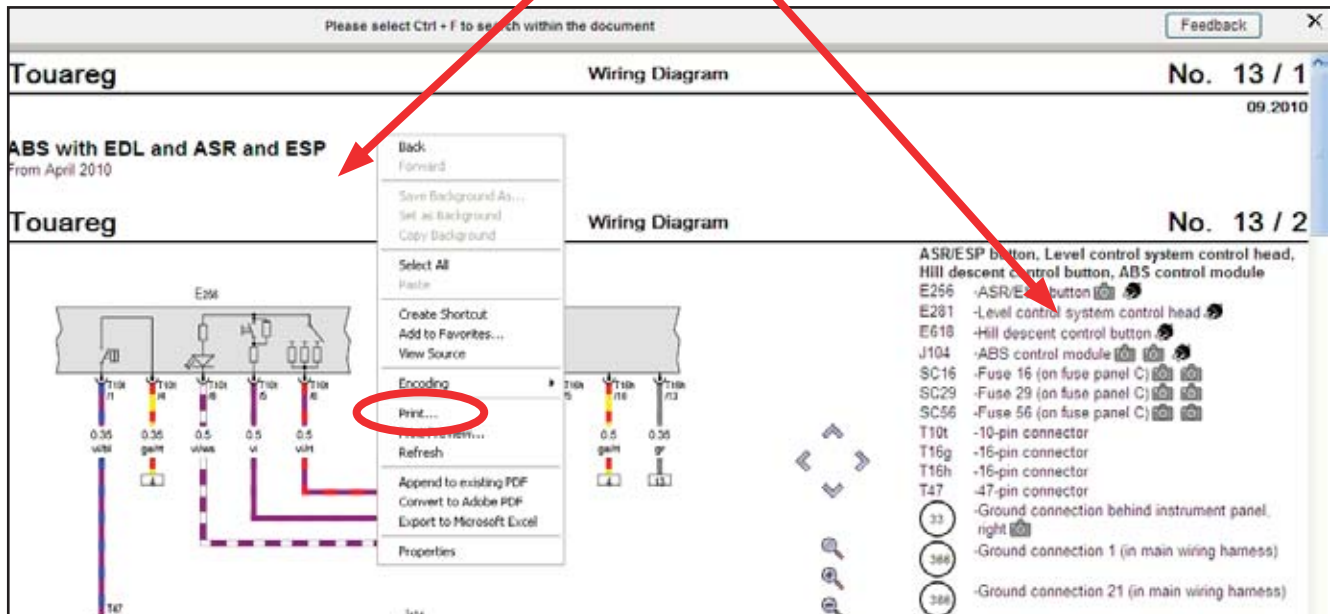
# Wiring Diagrams/Component Locations

## Printing in SVG View Full-Screen Mode

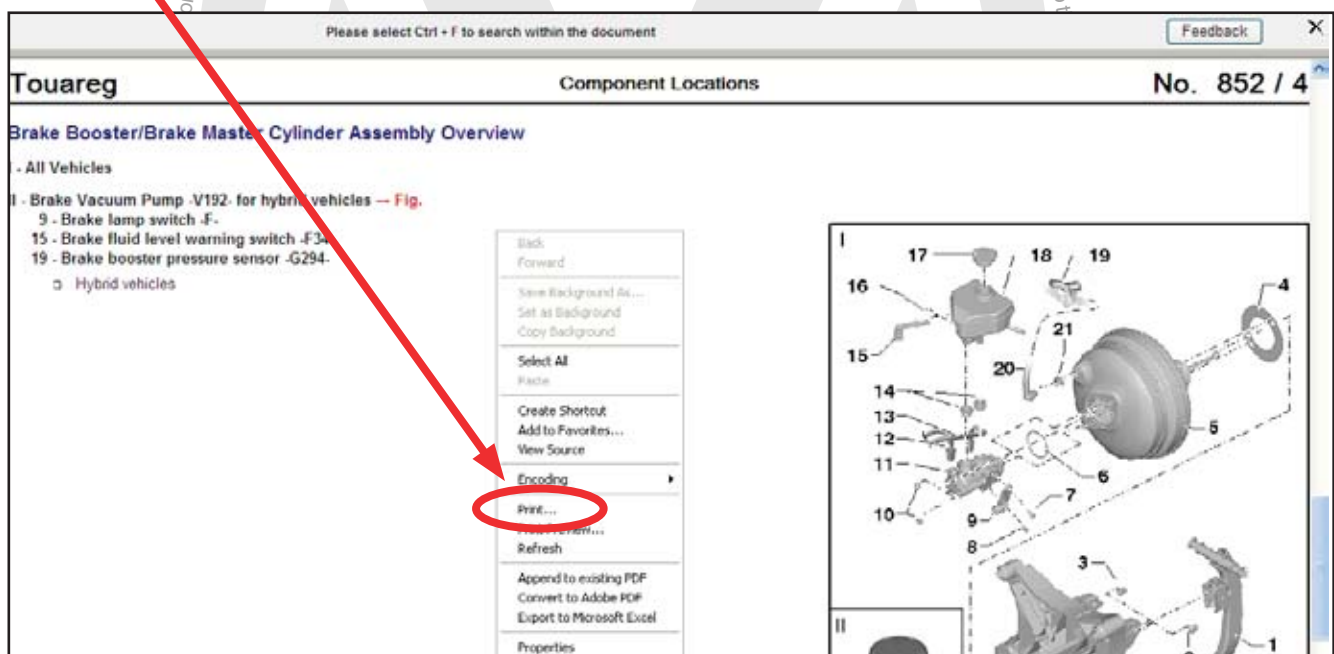
To print Wiring Diagrams in full-screen mode, scroll to the top of the page, right-click on the

heading or text in the right side of the window pane and select "Print" from drop-down menu.

Right-click on either area of page, and select "Print"



To print Component Locations in full-screen mode, right-click anywhere on the page and select "Print" from the drop-down menu.





# Wiring Diagrams/Component Locations

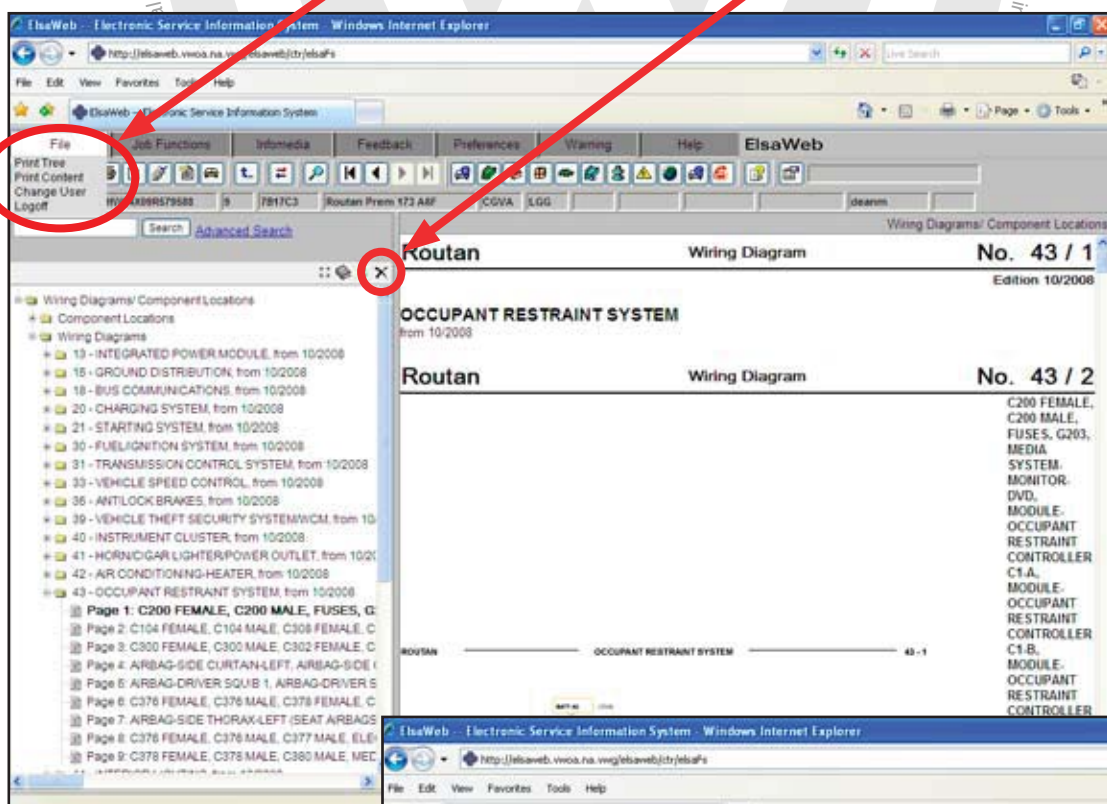
## Printing in SVG View

For the "Best View" printing, first close the TOC by clicking on the "Close TOC" button. Next, click the Toolbar "File" tab and select either "Print Tree" for table of contents or "Print Content" from the drop-down menu.

An alternative method is to use the ElsaWeb toolbar print button. The right pane contents will be printed.

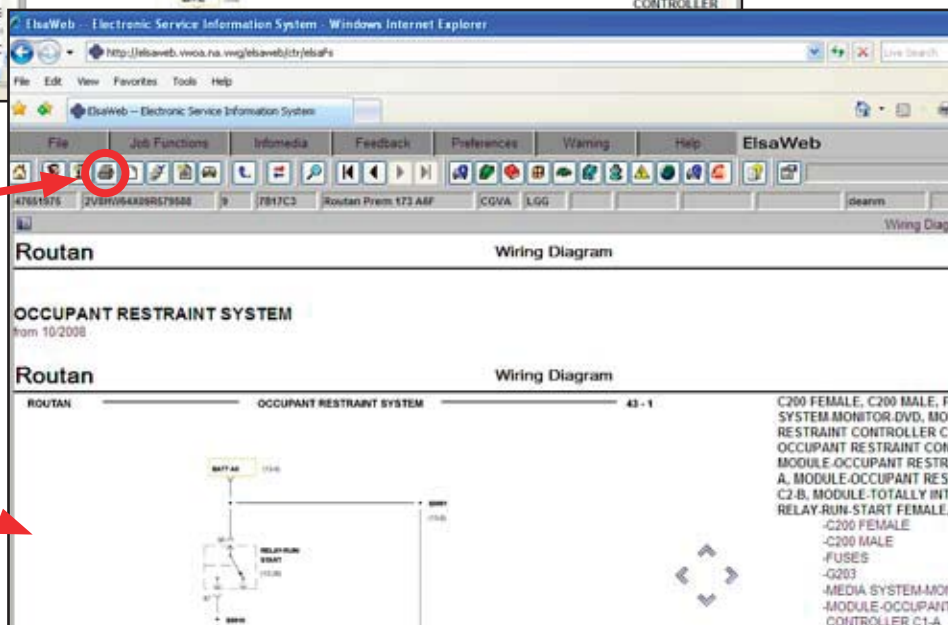
Toolbar "Print" options

"Close TOC" button




ElsaWeb toolbar print button prints right pane contents

"Best View" with TOC closed



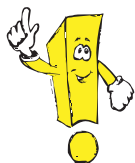
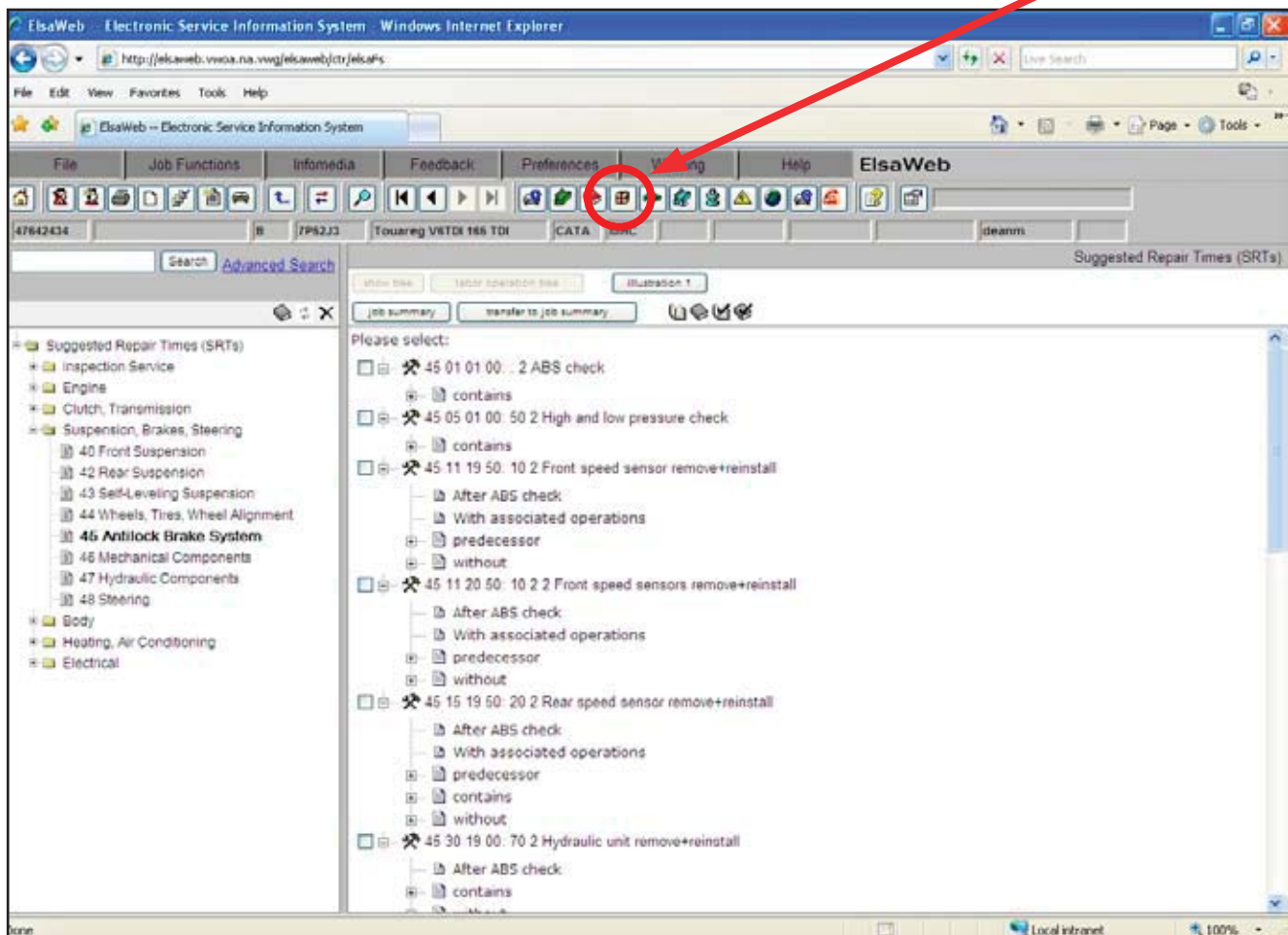
# Suggested Repair Times (SRTs)

## Building a Labor Operations List

To access SRT information, click the  "Suggested Repair Times" toolbar button.

This will prompt the SRT information for the vehicle currently selected. From the TOC on the left side of the screen, click on a repair group to view all the associated labor operations.

 "Suggested Repair Times" button



Authorized dealers must restrict access to repair orders to prevent unauthorized personnel from adding repairs or labor operations to the repair order or warranty claim.

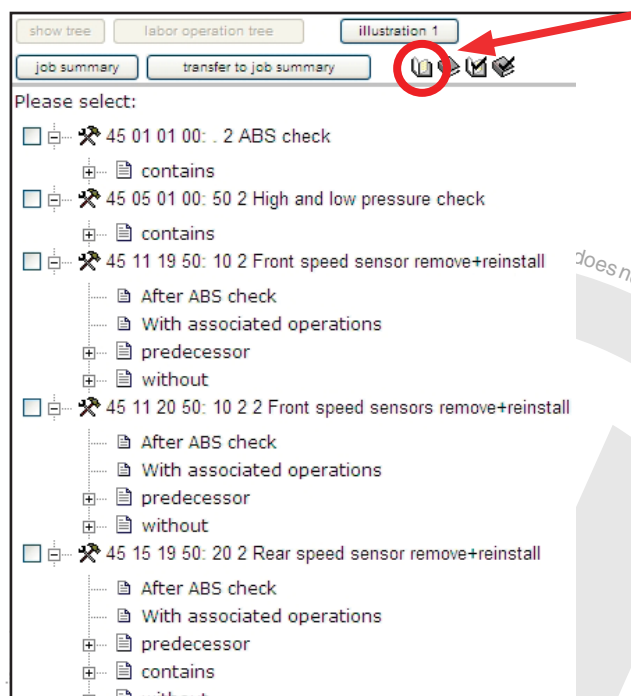
Only certified Warranty Administrators, Service Consultants, Shop Foremen, and Dispatchers are approved to enter labor operations to warranty claims. If an employee's formal job description does not list the responsibility of assigning technician repair times to repair orders or warranty claims, any repair times assigned by the unauthorized employee will be charged back to the dealership.

# Suggested Repair Times (SRTs)

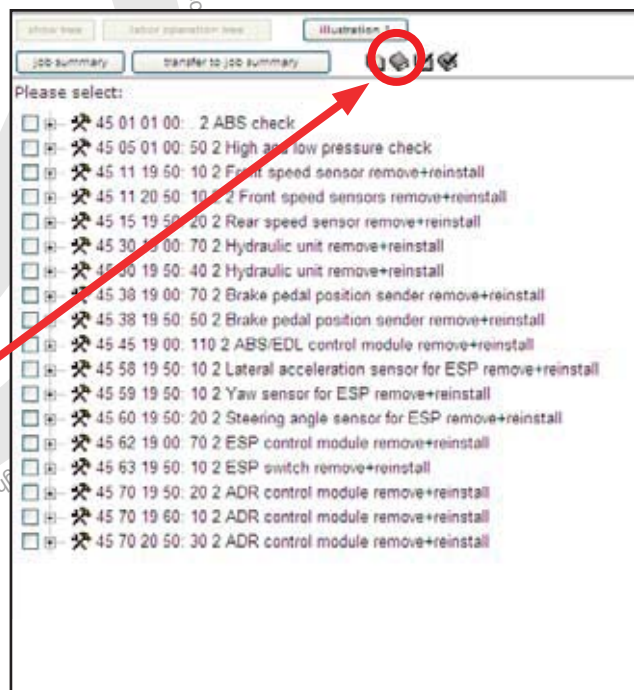
To help you find labor operations, there are four buttons that change the view of the right side of the screen.



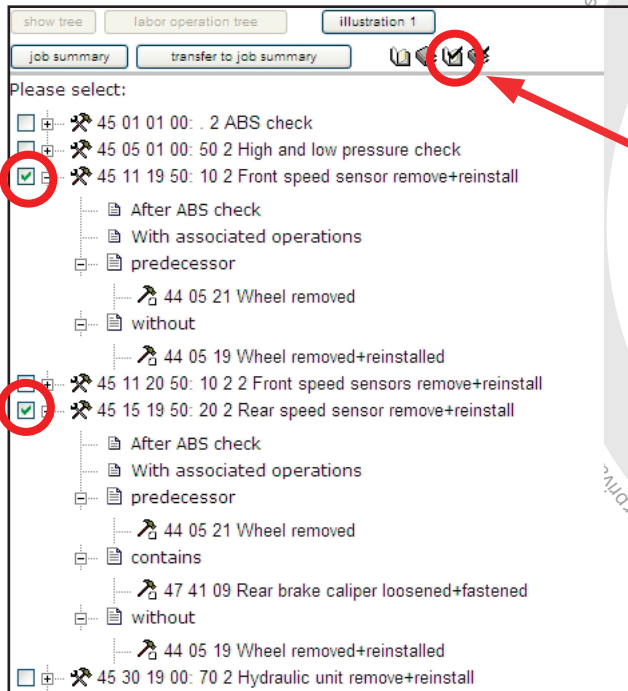
**“Expand All” button — Click this button to display all labor operations and sub information**



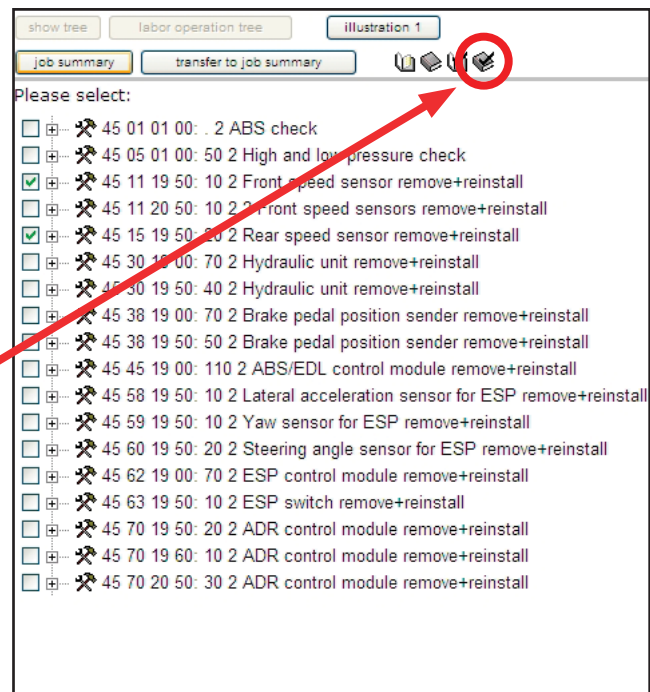
**“Collapse All” button — Click this button to display only the first line of labor operations**



# Suggested Repair Times (SRTs)



**“Expand Selected” button — Click this button to expand only those labor operations you have checked**



**“Collapse Selected” button — Click this button to collapse only those labor operations you have checked**




# Suggested Repair Times (SRTs)


## Reading Labor Operations

Each line item shows the eight-digit labor operation code. Next are the labor time units (SRT). If there is no time or a “.” displayed, then you should claim “A” time with a valid “Service Number” taken from the Damage Code Catalog.\*

After the SRT and before the description, you will see a one-digit number (example indicated in red below). This indicator is not used in the North American market.

### Labor Operation Code Breakdown:

 60 05 15 00: 30 2 Sliding roof adjust

 = Labor Operation

60 05 15 00: = 8 Digit Labor Op Code

30 = Labor Time Units

Sliding roof adjust = Labor Repair Desc.

\* If a labor operation is displayed without an SRT, this is “Factory A-time”.

## When submitting a claim with Actual Time or in the absence of an established labor operation:

- The 1st through 4th digits of the labor operation code are the appropriate Service Number - **XX-XX-XX-99**

- The 5th and 6th digits are the Activity Codes. Choose the most appropriate Activity Code for the action performed - **XX-XX-XX-99**

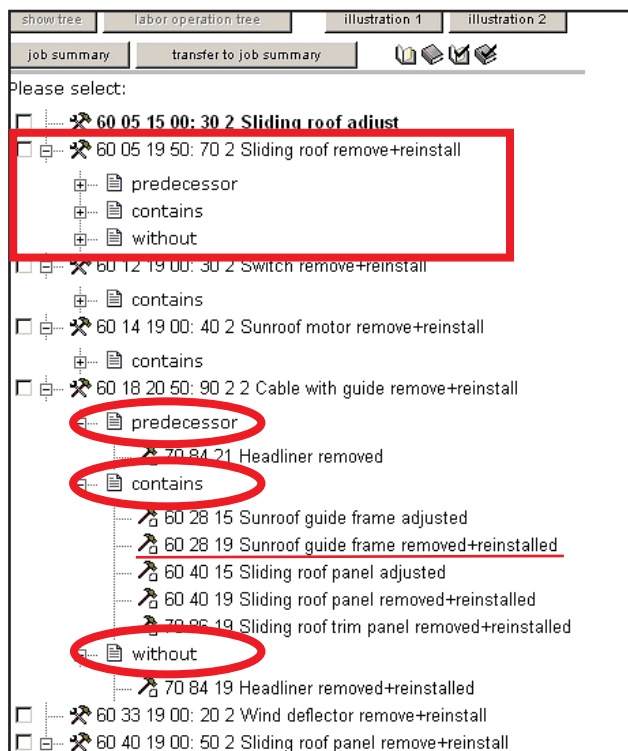
- The 7th and 8th digits will remain “99” (indicating actual time) - **XX-XX-XX-99**

Input the exact time units indicated from the technician’s individual time punch(es) for the applicable repair.

For more detailed information and list of valid activity codes, please refer to communication VWS-09-03 titled, “Saga Activity Code Requirement for Actual Time” found on ServiceNet under Warranty Information / USA / Saga Information / Communications.

In some labor operations, you will see “predecessor,” “contains,” and “without.”

- **Predecessor** — A labor operation that must be performed before your selected labor operation can be completed. In the example shown here, the headliner must be removed before the sliding roof can be removed and re-installed. Both of these labor operations can be claimed.
- **Contains** — Labor operations that are included in the time units of your selected labor operation. In this example, the “Sunroof guide frame adjusted” and “Sunroof guide frame removed + installed” labor operations are included in the 70 time units. These labor operations cannot be claimed separately with your selected labor operations.
- **Without** — A labor operation that is not included in the time units of your selected labor operation, and generally is performed afterwards. If the “without” is different from the “predecessor,” this can also be claimed.



# Suggested Repair Times (SRTs)

In ElsaWeb, you are able to build a list of labor operation times on the right side of the screen. Select the appropriate labor operation on the right side of the screen by clicking in the checkbox, then transfer them into the job summary by clicking on the "transfer to job summary" button.

The screenshot displays the ElsaWeb interface within a Windows Internet Explorer browser. The browser address bar shows the URL <http://elsaweb.vwoa.na.vwg/elsaweb/ctr/elsaFs>. The interface includes a menu bar with options like File, Job Functions, Infomedia, Feedback, Preferences, Warning, and Help. Below the menu bar is a toolbar with various icons. The main content area is divided into two panes. The left pane, titled 'Suggested Repair Times (SRTs)', contains a tree view with categories such as Inspection Service, Engine, Clutch, Transmission, Suspension, Brakes, Steering, 40 Front Suspension, 42 Rear Suspension, 43 Self-Leveling Suspension, 44 Wheels, Tires, Wheel Alignment, 45 Antilock Brake System, 46 Mechanical Components, 47 Hydraulic Components, 48 Steering, Body, Heating, Air Conditioning, and Electrical. The right pane, titled 'Please select:', lists various labor operations with checkboxes. The '45 Antilock Brake System' category is highlighted with a red circle, and a red arrow points to it from the text 'Labor operation checkboxes'. The 'transfer to job summary' button is also highlighted with a red circle, and a red arrow points to it from the text '"transfer to job summary" button'. The bottom status bar indicates 'Local intranet'.

Labor operation checkboxes

# Suggested Repair Times (SRTs)

To delete a labor operation from the job summary, check the "Sel." checkbox next to the labor operation, then click the "Delete Selected Items" button. Selected items can also be duplicated by clicking the "Duplicate Selected Items" button.

You can also add a labor operation manually by clicking on the "New Entry" button, then entering the labor operations number and labor time.

## "Sel." checkboxes

The screenshot shows the ElsaWeb Electronic Service Information System interface. The left sidebar lists various vehicle systems, including Suggested Repair Times (SRTs), Inspection Service, Engine, Clutch, Transmission, Suspension, Brakes, Steering, 40 Front Suspension, 42 Rear Suspension, 43 Self-Leveling Suspension, 44 Wheels, Tires, Wheel Alignment, 45 Antilock Brake System, 46 Mechanical Components, 47 Hydraulic Components, 48 Steering, Body, Heating, Air Conditioning, and Electrical. The main area displays the Job Summary Information page, which includes a table of labor operations. The table has columns for Sel., Labor Operation, Labor Op Description, Time Units-1, Time Units-2, Paint Material, Complexity, Dept., Tech 1, Tech 2, and ASA No. The table contains three rows of data, each with a checked checkbox in the Sel. column. At the bottom of the page, there are buttons for Delete Selected Items, Duplicate Selected Items, and New Entry, which are highlighted by a red oval and a red arrow.

Sel.	Labor Operation	Labor Op Description	Time Units-1	Time Units-2	Paint Material	Complexity	Dept.	Tech 1	Tech 2	ASA No.
<input checked="" type="checkbox"/>	001	45010100	ABS check	0	0	2	1			
<input checked="" type="checkbox"/>	002	45050100	high and low pressure check	50	0	2	1			
<input checked="" type="checkbox"/>	003	45111950	Front speed sensor remove-reinstall	10	0	2	1			


## "Delete Selected Items," "Duplicate Selected Items" and "New Entry" buttons

A close-up of the three buttons at the bottom of the page: Delete Selected Items, Duplicate Selected Items, and New Entry.

# Suggested Repair Times (SRTs)

Click on the "Illustration" button to bring up an exploded view of components in the repair group where you are working. Clicking on the number of a specific component will highlight the associated labor operation code (if defined for a vehicle) on the right side of the screen. Similarly, clicking on a labor operation code will also highlight the affected component(s) in the illustration.

If there is more than one illustration available for a repair group, there will be additional "Illustration" buttons to select from at the top of the page.

When you have completed your list, click the "Save Changes" button at the bottom of the right pane, then click the  "Print" button to send it to the printer. Staple the printout onto your work order.

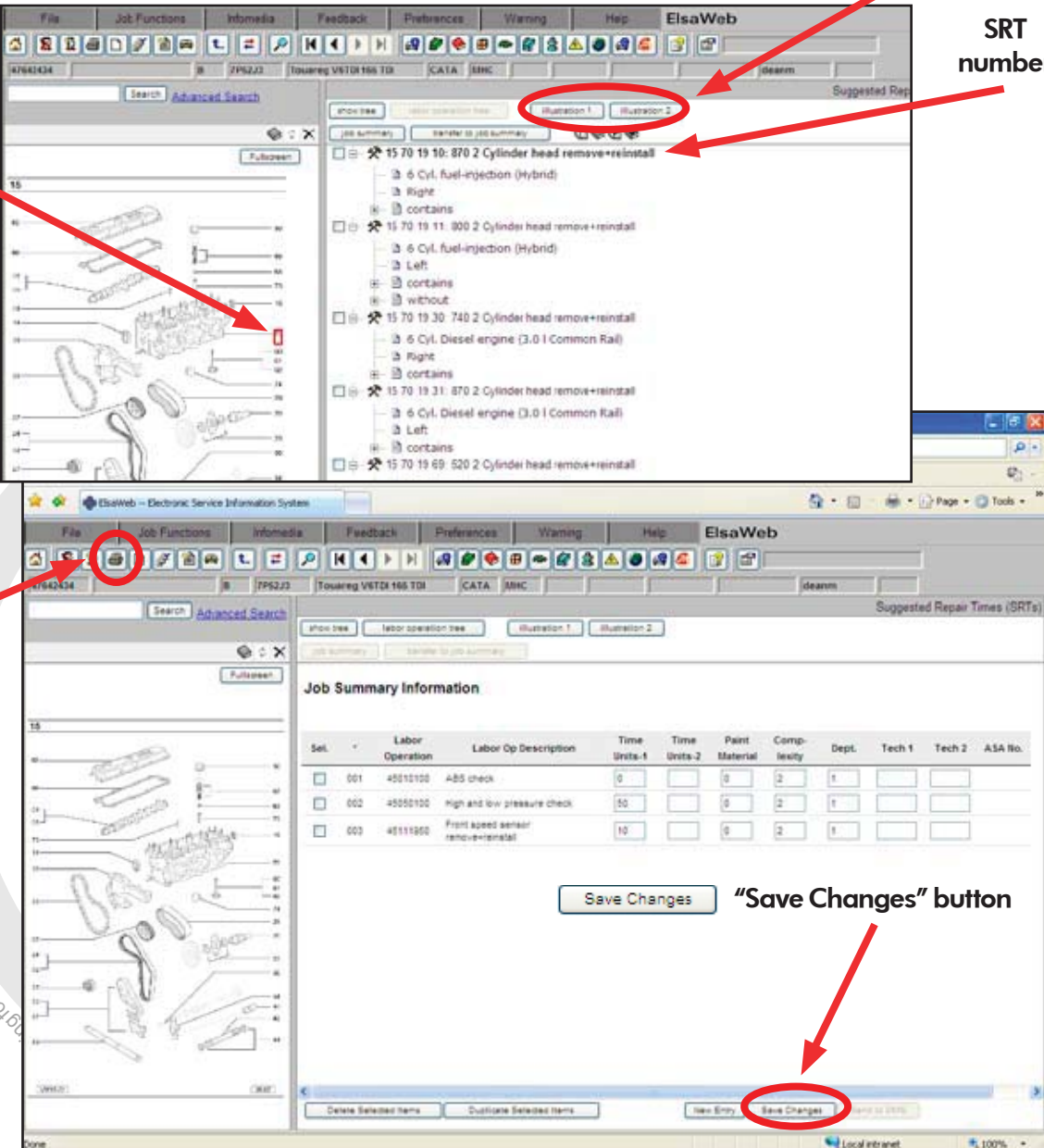
**Component number**

**"Illustration" buttons**

**SRT number**

**"Print" button**

**"Save Changes" button**




Set.	Labor Operation	Labor Op Description	Time Units-1	Time Units-2	Paint Material	Complexity	Dept.	Tech 1	Tech 2	ASA No.
<input type="checkbox"/>	001	45010100 ABS check	0		0	2	1			
<input type="checkbox"/>	002	45050100 high and low pressure check	50		0	2	1			
<input type="checkbox"/>	003	45110500 Front speed sensor remove+reinstall	10		0	2	1			

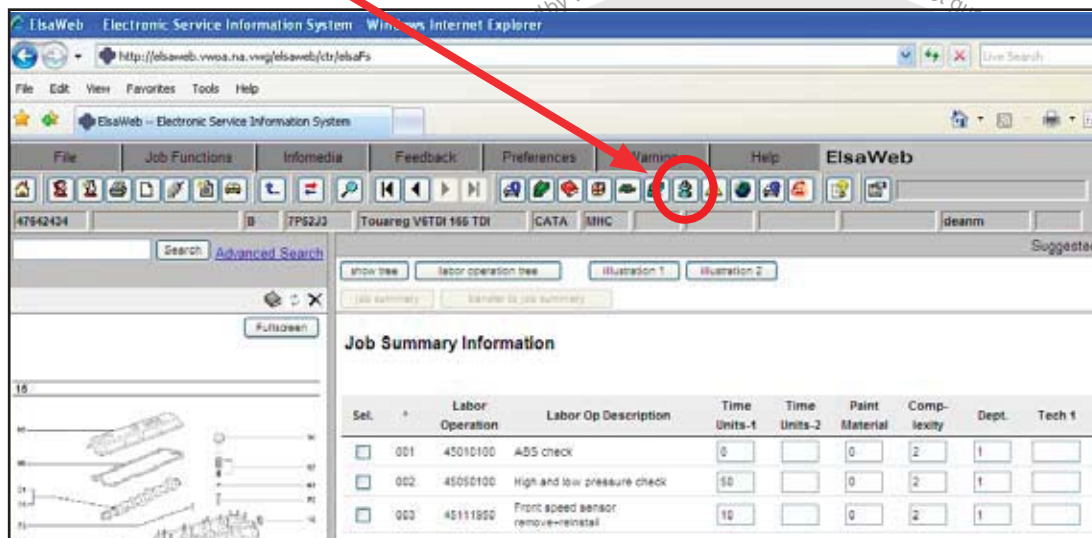


# Suggested Repair Times (SRTs)

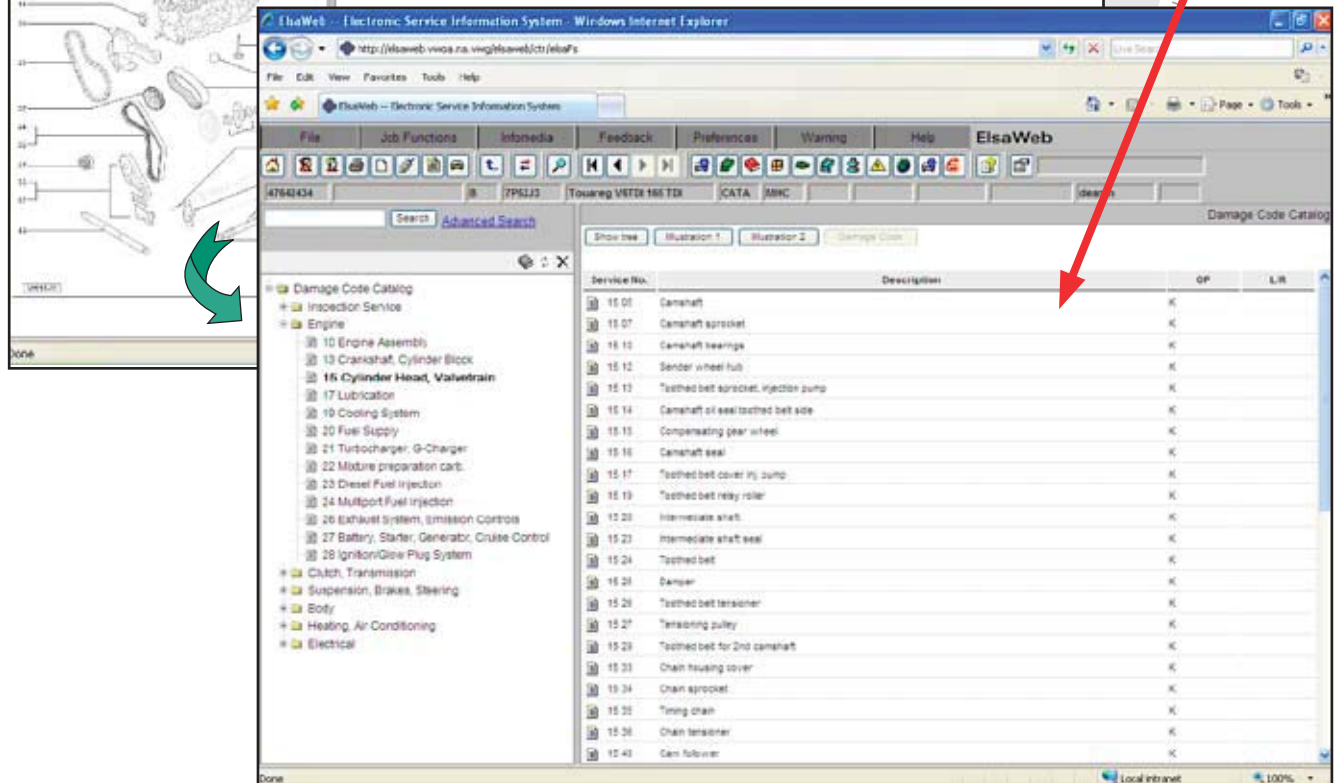
In ElsaWeb, you can toggle between screens by clicking the Infomedia toolbar buttons. This allows you to access other Infomedia in ElsaWeb without having to back out and go to the Home Page.

For some content types, you will be able to go to a similar area of a different Infomedia. For example, if you are in Repair Group 10 of the SRTs, you will go directly to Repair Group 10 in the Damage Code Catalog when you click on the  "Damage Code Catalog" toolbar button.


 "Damage Code Catalog" button



Related  
"Damage  
Code Catalog"  
screen

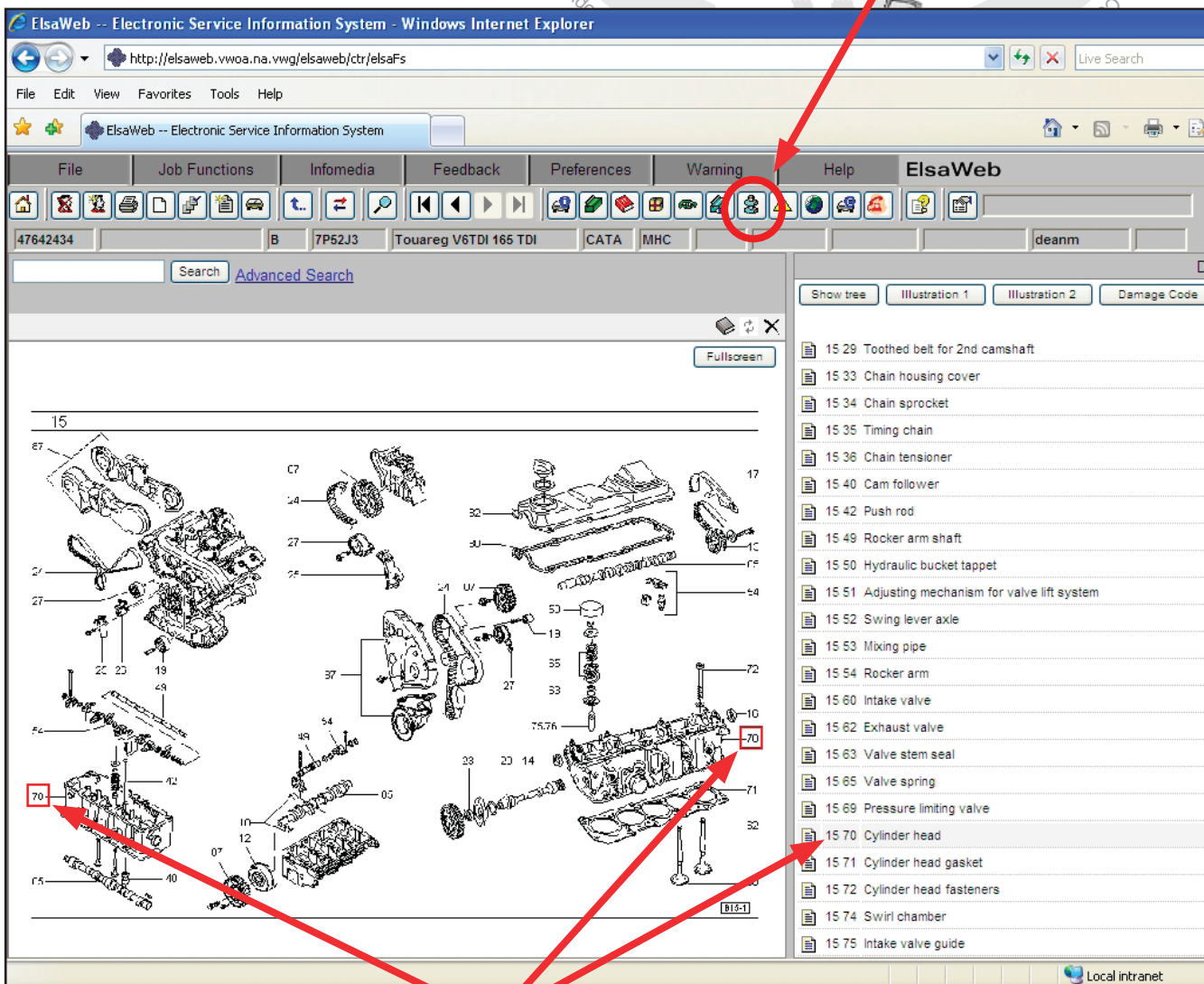


## Using the Damage Code Catalog

Clicking the  "Damage Code Catalog" toolbar button takes you to the damage code information. Here you can view an exploded view illustration of the area where you are working, as well as applicable "Service Numbers". To view exploded view illustrations, click on the "Illustration" button.

Clicking on specific parts in the illustration will highlight applicable service numbers on the right side of the screen, while clicking specific service numbers will highlight applicable parts in the illustration.

 "Damage Code Catalog" button



Select specific parts in the illustration, or specific "Service Numbers" on the right

# Damage Codes

You can view valid damage categories for each service number by clicking on the “Damage Code” button in the right pane. A list of valid damage codes for the selected service number

will appear. You also have the option to show a list of invalid damage codes for the selected service number by clicking on the “show invalid” button.

Damage Code

“Damage Code” button

The screenshot shows the ElsaWeb Electronic Service Information System interface. The top navigation bar includes tabs for File, Job Functions, Infomedia, Feedback, Preferences, Warning, and Help. Below the navigation bar, there are search and filter options. The main content area is divided into two panes. The left pane, titled 'Valid Damage Code', contains a table with columns for 'Valid Damage Code' and 'description'. The right pane, titled 'Damage Code', contains a list of parts with columns for 'Part Number', 'Part Description', and 'Part Type'. A red arrow points to the 'show invalid' button in the left pane, and another red arrow points to the 'Damage Code' button in the right pane.


Valid Damage Code	description
010	MECHANICAL DEFECT
012	INCORRECT STANDARD PART
015	TORN,BROKEN,ELECTRICAL OPEN CIRCUIT
050	LEAKING
L10	MECHANICAL DEFECT
L12	INCORRECT STANDARD PART
L15	TORN,BROKEN,ELECTRICAL OPEN CIRCUIT
L24	WIRING (TRAPPED)
L50	LEAKING
R10	MECHANICAL DEFECT
R12	INCORRECT STANDARD PART
R15	TORN,BROKEN,ELECTRICAL OPEN CIRCUIT
R50	LEAKING

Part Number	Part Description	Part Type
15 33	Chain housing cover	K
15 34	Chain sprocket	K
15 35	Timing chain	K
15 36	Chain tensioner	K
15 40	Cam follower	K
15 42	Push rod	K
15 49	Rocker arm shaft	K
15 50	Hydraulic bucket tappet	K
15 51	Adjusting mechanism for valve lift system	K
15 52	Swing lever axle	K
15 53	Mixing pipe	K
15 54	Rocker arm	K
15 60	Intake valve	K
15 62	Exhaust valve	K
15 63	Valve stem seal	K
15 65	Valve spring	K
15 69	Pressure limiting valve	K
15 70	Cylinder head	K
15 71	Cylinder head gasket	K
15 72	Cylinder head fasteners	K
15 74	Swirl chamber	K
15 75	Intake valve guide	K
15 76	Exhaust valve guide	K

show invalid

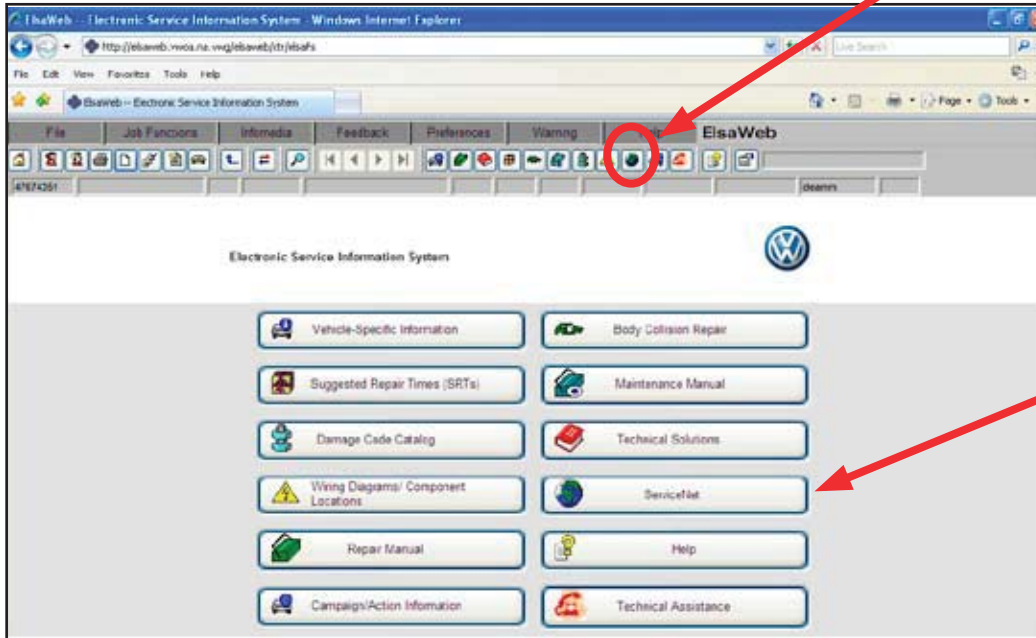
“show invalid” button

## ServiceNet

When you click on the  "ServiceNet" toolbar button or Infomedia button from the home page, a new window will open displaying the ServiceNet home page. ServiceNet can also be accessed directly from the Internet at <http://www.vwhub.com>.

Click on the "Service" tab, then from the "Related Sites" list on the left side click on the "ServiceNet" link and it will take you to additional information and assistance accessed through ServiceNet.

 "ServiceNet" button

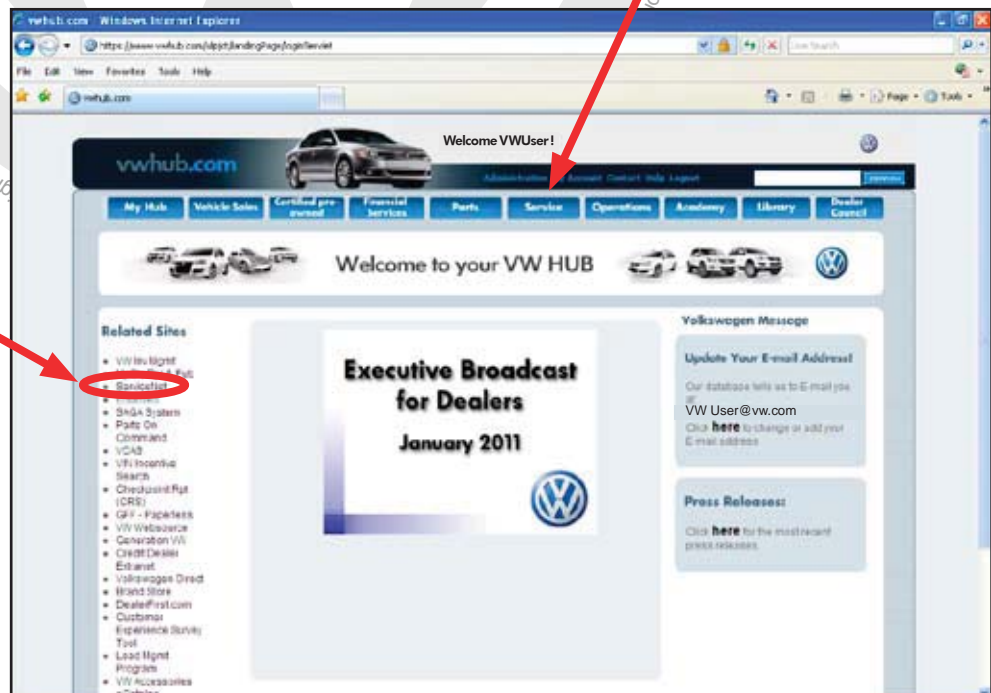


Infomedia button

"Service" tab

Access from VW Hub

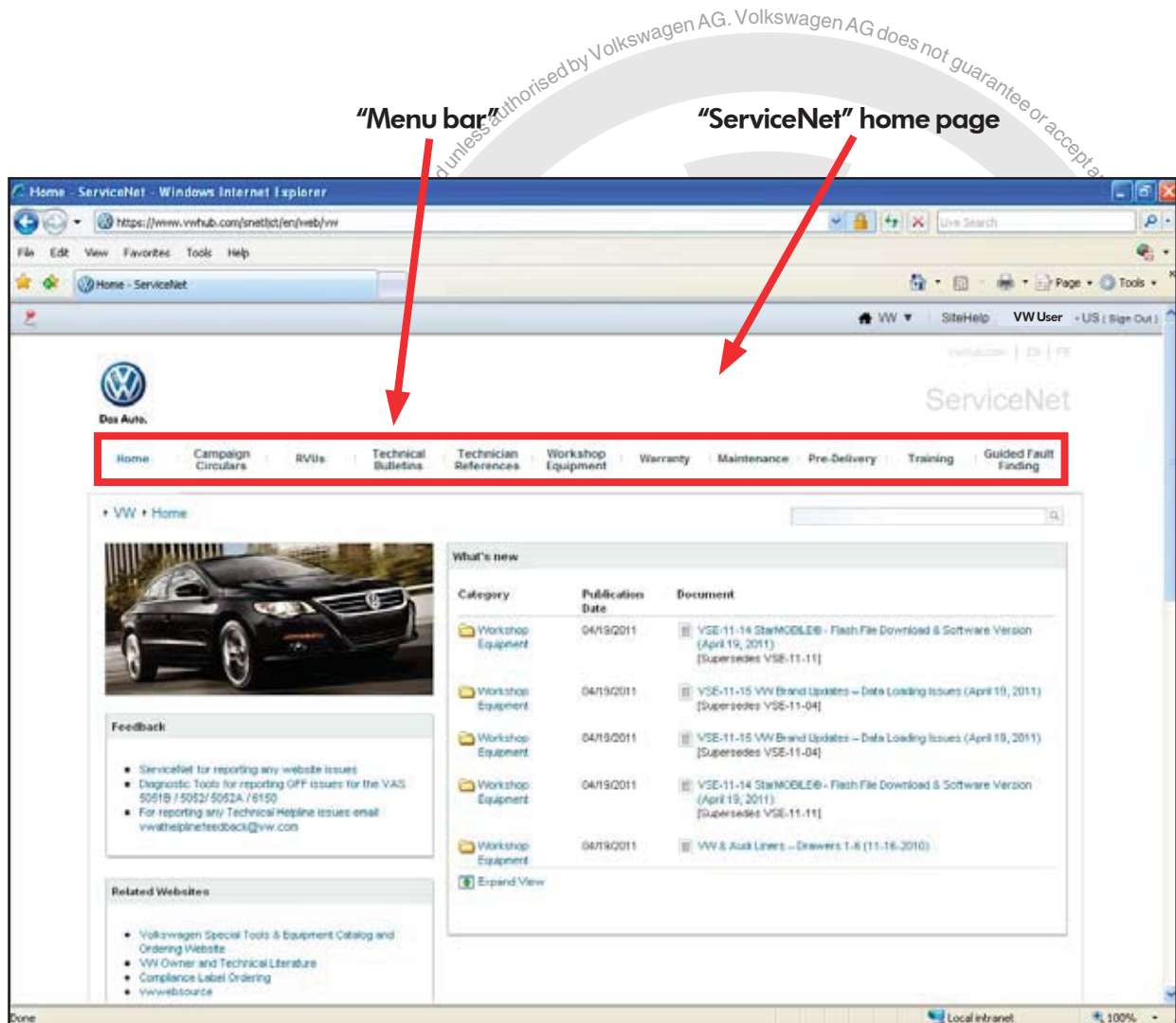
"ServiceNet" link





ServiceNet provides additional repair, warranty, campaign and workshop equipment information not found in ElsaWeb. The "Menu bar" lists the following categories of information currently accessible through ServiceNet:

- Campaign Circulars
- Guided Fault Finding (GFF)
- Maintenance
- Pre-Delivery
- RVUs
- Technical Bulletins
- Technician References
- Training
- Warranty
- Workshop Equipment



# Volkswagen Technical Assistance (VTA)

## Introduction

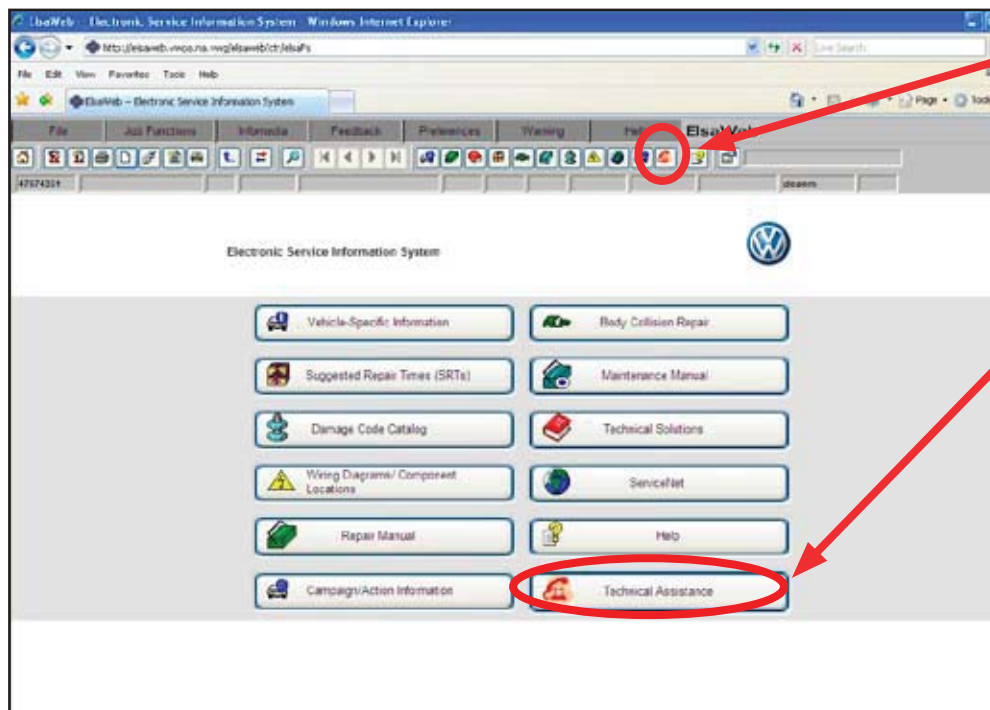
The ElsaWeb tool was designed to improve the communication and technical information flow between HelpLine Consultants and Service Technicians, ensuring quicker and more accurate diagnosis. It enables Technicians to visually prepare the Consultant with the vital information needed for proper diagnosis before the Technician calls.

Once the Technician creates a VIN-specific HelpLine ticket in ElsaWeb, ElsaWeb will send all applicable information to the HelpLine. The Technician is issued a six-digit access code, which will put them in touch with a proper HelpLine Consultant for the issue.

Now let us go through how to use this new ElsaWeb Technical Assistance tool.

After you have searched through all current service repair information, including technical solutions, campaign and action information and you still have not found an adequate solution for your concern, you can begin the HelpLine contact process in ElsaWeb.

Select the "Technical Assistance" tab from the home page or toolbar button to begin. The HelpLine process is now VIN-driven, just like most of ElsaWeb. If you have not yet entered a specific VIN, this will trigger a "VIN is not populated" message box.

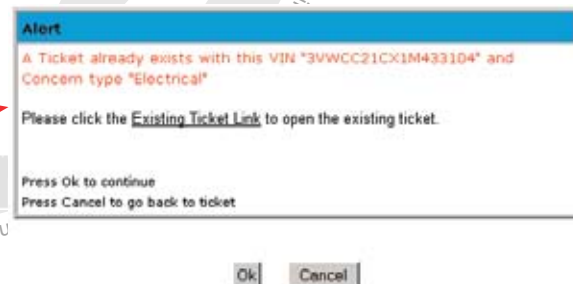


Select the "Technical Assistance" toolbar button

or

"Technical Assistance" Infomedia tab

If you created a ticket for this VIN previously, you will see this pop-up window indicating that a ticket exists for the VIN and what the concern type was. In this case, the concern was "Electrical." Select "Ok" or "Cancel" to proceed to the next screen.



# Volkswagen Technical Assistance (VTA)

With a VIN entered and the "Technical Assistance" button selected, a screen will then be displayed showing all of your tickets that are currently open or escalated. If you have exceeded the allowed number of opened tickets (5), the "Create Ticket" button becomes inactive and you will be prompted to close resolved tickets.

In this case, you must close out resolved tickets before you will be allowed to contact the HelpLine. Updating and closing resolved tickets is covered on pages 76-77.

If you have not exceeded the allowed number of tickets, select "Create Ticket."

**Open tickets**

Open Date	Name	Access Code	Case Number	VIN	Model	Model Year	Status
10/06/2009	VW MSSP	<a href="#">514743</a>	RM-380725	3VWBR01C84M409596	1C143A	2004	Open: Technician in Process
10/22/2009	VW MSSP	<a href="#">521690</a>	MC-387872	VW0H477L84D079464	7LAHT	2004	Open: Technician in Process

**Create Ticket** Search Report VW Google

**Hours of Operation:**  
Monday thru Friday 8:00 AM to 8:00 PM ET  
Saturday 8:00AM to 5:00 PM ET  
Team meeting every Monday:  
2:15 PM to 4:00 PM ET

Please help us keep your experiences with the Technical Helpline positive. You can help by letting us know how we're doing by taking a short survey using the link below.  
[Consultant Survey](#)

Have a process or a non-technical question that doesn't need a VTA ticket; e-mail your query to: [vwathelp@vw.com](mailto:vwathelp@vw.com)

Select "Create Ticket" to open a new ticket

# Volkswagen Technical Assistance (VTA)

## Creating a New Ticket

After selecting the "Create Ticket" tab:

- Select the concern type
- Fill in the vehicle mileage
- Answer all of the Technician Questionnaire fields completely
- Fill in the customer concern
- Add VAS scan tool files for any and all concerns supported by Guided Fault Finding (GFF)
- To add attachments click the "Browse" button in the "Attachments" section at the bottom of the screen.

If you need help creating or adding attachments, click the "Help" button or see the "Job Aid" document on ServiceNet (Support>Technicians Helpline>Job Aids)

- Select a required worksheet from the "Select a worksheet" dropdown box, and fill it out.

Review to make sure that you have completed all of the required fields, then click the "Submit" button to submit the ticket. If all fields are not filled out, the "Submit" button will be inactive.

Select from "Concern Type" dropdown list

"Mileage"

"Technician Questionnaire"

"Browse" button

"Help" button

"Customer Concern"

"Select a Worksheet"

"Submit" button

The screenshot shows the 'Create Ticket' form in a web browser. The form has several sections: 'Concern Type' with a dropdown menu; 'Vehicle Information' with fields for VIN, Model year, and Mileage/Engine; 'Technician Questionnaire' with various questions and radio button options; 'Attachments' with a 'Browse' button; and 'Customer Concern' with a text area. At the bottom is a 'Submit' button. Red arrows point to specific elements with labels: 'Help' button (top left), 'Select a Worksheet' (dropdown in Attachments), 'Browse' button (in Attachments), 'Customer Concern' (text area), 'Submit' button (bottom), 'Technician Questionnaire' (the entire questionnaire section), 'Mileage' (input field in Vehicle Information), and 'Concern Type' dropdown list (top of the form).



# Volkswagen Technical Assistance (VTA)

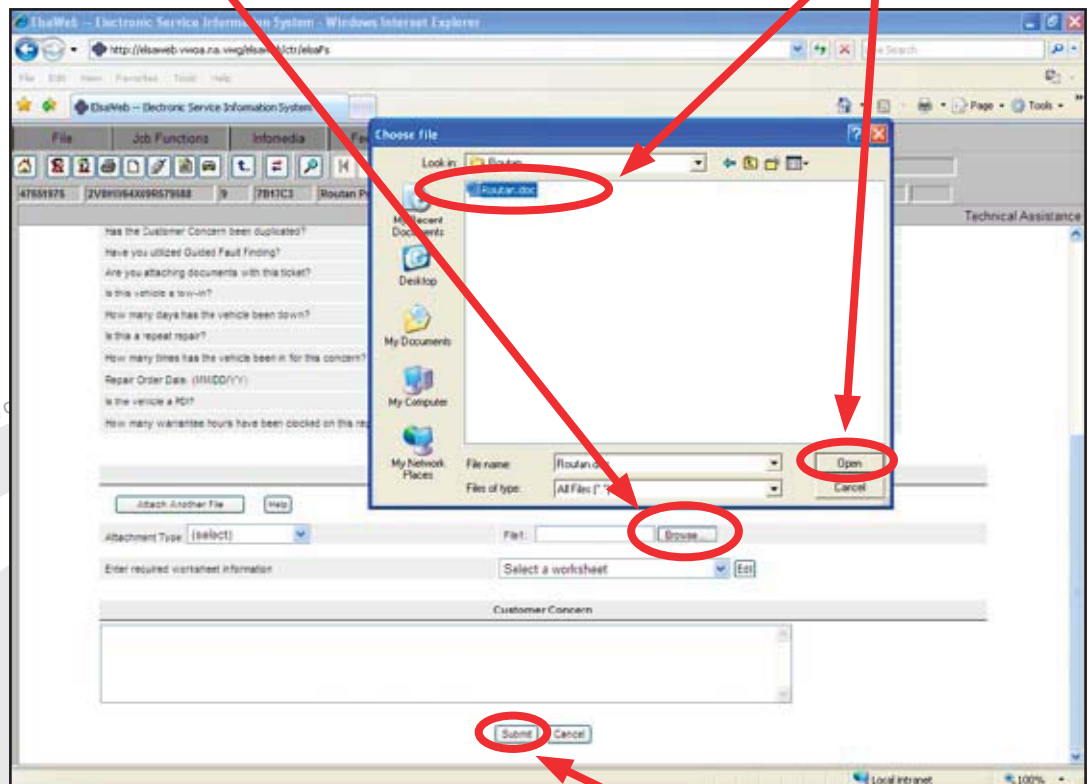
## Attachments

To add attachments, click the "Browse" button in the "Attachments" section at the bottom of the "Create Ticket" screen.

From the pop-up window, highlight the files you want to attach to your ticket, then click "Submit" to send your ticket and attachments to the HelpLine.

1. Click "Browse" button

2. Highlight attachment and click "Open"



3. Click "Submit" button

After "Help" button is selected



# Volkswagen Technical Assistance (VTA)

After selecting "Submit", you will see a new ticket screen that can be printed and referred to when you call the Technical Assistance Center. The "Access Code" is required to make this call.

To call the Technical Assistance Center:

- Dial 1-800-678-2389 and follow the prompts
- Entering your access code when prompted will route you to the appropriate technical assistance consultant
- If this is a follow-up call, the access code will attempt to route your call to your original consultant, or to another consultant who can easily access your information and answer your questions
- Always get your case code before ending your call

"Access Code"

The screenshot shows the ElsaWeb interface with a ticket for a New Beetle HighL285. The ticket information includes the date opened (10/29/2008), access code (524475), and technician code (msapdpd1). The vehicle information includes VIN (3VWV8B21C62M431902), model (1C13H3), and engine code (2.0L). The 'Print' button is located at the bottom left of the ticket information section.

Ticket Information	
Date Opened:	10/29/2008
Access Code:	524475
Technician Code:	msapdpd1
Concern Type:	Electrical inc. Air Bag, HVAC, and Immobilizer con
Case Number:	
Corporate Contact:	
Technician Name:	VWGoaApp System

Vehicle Information	
VIN:	3VWV8B21C62M431902
Model:	1C13H3
Mileage/Kilometer:	1230
Make:	VW
Model Year:	2002
Engine Code:	2.0L

Print Ticket

Print

View Tickets

"Print" button

# Volkswagen Technical Assistance (VTA)

## Update an Existing Ticket

- You must always update an existing ticket before placing a follow-up call to the Technical Assistance Center for a specific ticket concern
- After logging into ElsaWeb with your personal log-in I.D., and the current concern vehicle VIN, select the "Technical Assistance" button
- This will take you to the "Open Tickets" screen, then click on the contact vehicle you want to update
- This will bring up the "View/Update Ticket" screen
- Fill in the "Update this Ticket" box with your performed actions and specific test results such as measured values, i.e., bar, voltage, coding, new questions, etc.
- After you are done updating, select "Send," then call the Technical Assistance Center, following the prompts once again

**"Technical Assistance" button**

The screenshot shows the ElsaWeb interface with the 'Open Tickets' screen. The top navigation bar includes 'File', 'Job Functions', 'Infomedia', 'Feedback', 'Preferences', 'Warning', and 'Help'. The 'Technical Assistance' button is circled in red. Below the navigation bar, there are sections for 'Escalated Tickets' and 'Open Tickets'. The 'Open Tickets' section contains a table with columns: Open Date, Name, Access Code, Case Number, VIN, Model, Model Year, and Status. The table lists two tickets: one from 10/06/2009 and another from 10/02/2009. At the bottom, there are buttons for 'Create Ticket', 'Search', 'Report', and 'VW Google'.

The screenshot shows the ElsaWeb interface with the 'View/Update Ticket' screen. The top navigation bar is the same as the previous screenshot. The main content area includes 'Vehicle Information' (VIN, Model, Mileage/Kilometer, Make, Model Year, Engine Code) and 'Attachments'. Below these, there is a section for 'Update this Ticket' with a text box and a 'Send' button. A red circle highlights the 'Send' button, and a red arrow points to it with the text 'Click "Send" button after entering information'. Another red arrow points to the 'Update this Ticket' text box with the text 'Fill in "Update this Ticket" box'. At the bottom, there is a 'Ticket Report History' table with columns: Date, Updated By, Status, and Description. The table lists two reports: one from 10/06/2009 and another from 10/02/2009.

# Volkswagen Technical Assistance (VTA)

## Close an Existing Ticket

- You are encouraged to always close Technical Assistance contact tickets immediately following a vehicle repair
- After logging into ElsaWeb with your personal I.D. and the current concern vehicle VIN, select the "Technical Assistance" button
- This will take you to the "Open Tickets" screen. Click on the contact vehicle you want to close
- Fill in what exactly repaired the vehicle, in the "Update this Ticket" box (include part numbers)
- Click "Close" to close the ticket

The screenshot shows the ElsaWeb interface with a menu bar at the top (File, Job Functions, Infomedia, Feedback, Preferences, Warning, Help) and a toolbar. Below the menu bar, there's a header area with user information and a 'Technical Assistance' button. The main content area displays 'Vehicle Information' for a 2004 VW Beetle Highline, including VIN, Model, Mileage/Kilometer, Make, Model Year, and Engine Code. Below this is an 'Attachments' section with a file upload button and a 'Help' link. The 'Update this Ticket' form is the central focus, with a red circle around the 'Update this Ticket' text box and a red arrow pointing to it from the text 'Fill in "Update this Ticket" box'. Another red circle is around the 'Close' button, with a red arrow pointing to it from the text 'Click "Close" button after entering information'. At the bottom, there's a 'Ticket Report History' table with columns for Date, Updated By, Status, and Description.

Date	Updated By	Status	Description
10/06/2009	VWMSSP	Initiated	Issue Opened by Dealership:
15:10:23 US:Eastern	VWMSSP	Initiated	The car has a hard code for the selector lever (0103 20775) could wiggle the harness to the shifter circuit board and get car started but it won't work now.

## Frequently Asked Questions

- Q Why did I get a message on the "Open Tickets" screen that I exceeded the allowed number of open tickets?
- A This message simply means you need to close any resolved tickets before you can open a new ticket. This is based on your personal log-in I.D. for ElsaWeb, which is why it is important that you use your own log-in I.D.
- Q Why is there an Access Code and a Case Number?
- A The Access Code is strictly for routing the call to the proper technical consultant. A Case Number is assigned to the ticket only after the Technical Assistance Center has been contacted by the technician. (An Access Code in no way constitutes a Case Number.)
- Q Is my Access Code good all of the time?
- A No. The Access Code is only good while the ticket is open and can be used only for that VIN and its updates on the current ticket. The Access Code is no longer valid after a case is closed.
- Q What if I am having problems using the Volkswagen Technical Assistance contact system?
- A You can call: 1-800-678-2389



# Additional ElsaWeb Tools

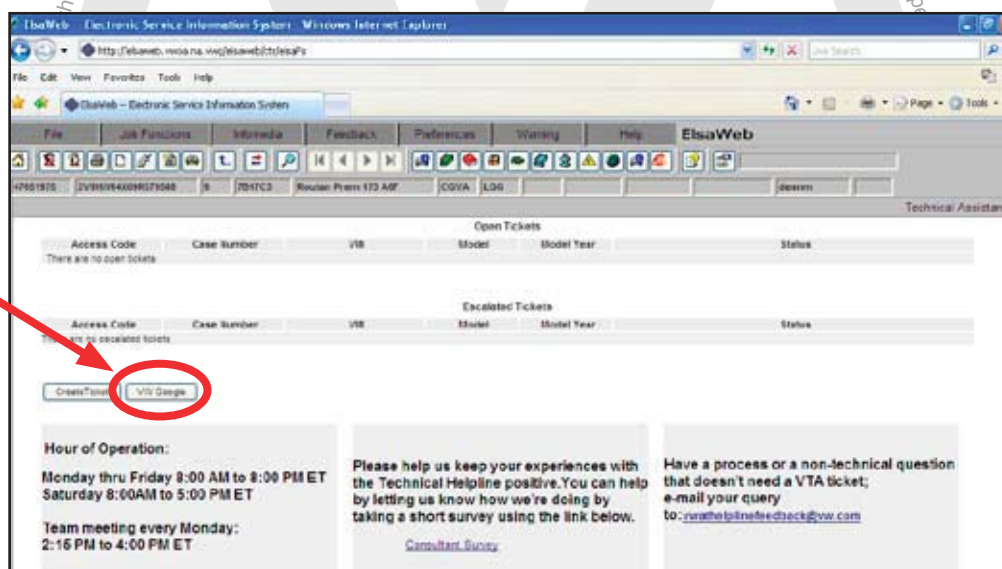
## VW Google Search Tool

The VW Google search tool enhances the ability to find existing technical information such as Technical Bulletins, Tech Tips, and Self Study Programs (SSPs) faster and in an organized manner.

To utilize the search tool, from the "Create Ticket" screen, click on the "VW Google" search button.

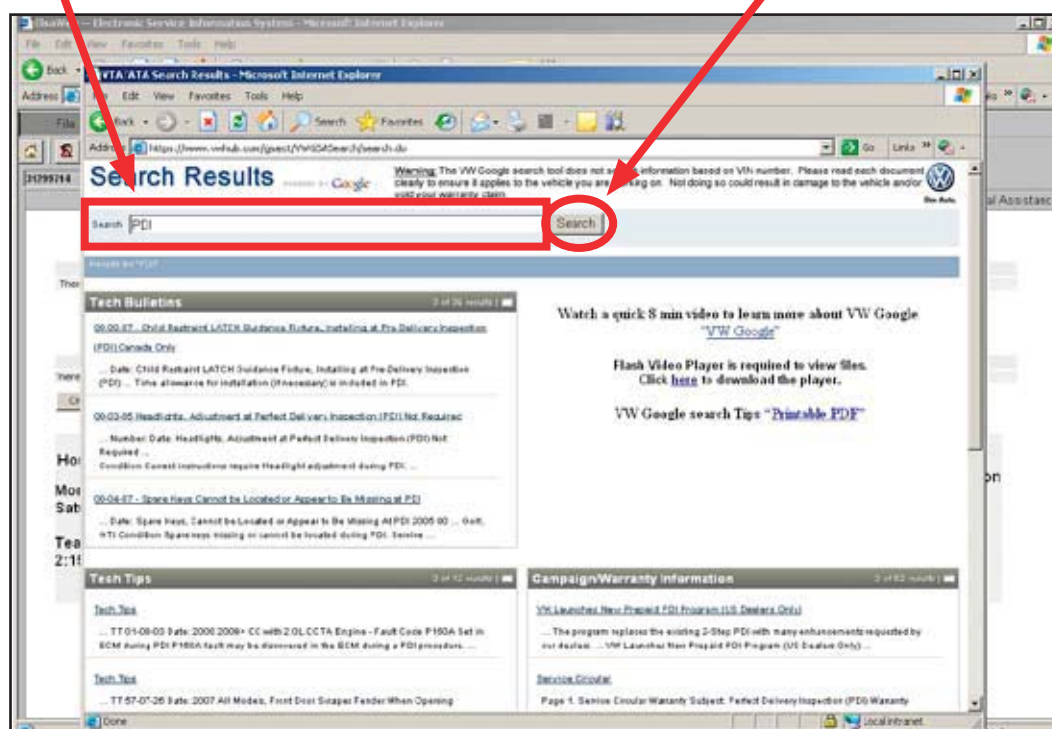
After clicking on the "VW Google" search button, a new window appears. Type in the text of the information you are looking for, and click the "Search" button.

"VW Google" search button



Search text

"Search" button



# Additional ElsaWeb Tools

The search results are returned with six categories of information shown below.

For additional information on enhancing your search results, refer to the document titled, "VW Google Search Tips" found on ServiceNet under Support > Technicians Helpline > VW Google Search.

## "Search Results" categories

The screenshot shows the 'Search Results' page for the query 'PDI'. The page is powered by Google and includes a warning about VIN-based searches. The results are categorized into six zones:

- Zone 1:** Technical Bulletins (3 of 39 results)
- Zone 2:** This space is reserved for urgent messages and announcements (3 of 52 results)
- Zone 3:** Tech Tips (3 of 12 results)
- Zone 4:** Campaign/Warranty Information (3 of 52 results)
- Zone 5:** SSP, Component Locations, and Wiring Diagrams (2 of 2 results)
- Zone 6:** All of ServiceNet (3 of 124 results)

Additional text on the page includes: 'Warning: The VW Google search tool does not search information based on VIN number. Please read each document clearly to ensure it applies to the vehicle you are working on. Not doing so could result in damage to the vehicle and/or void your warranty claim.' and a link to 'Watch a quick 8 min video to learn more about VW Google. "VW Google"'. The Volkswagen logo and 'Das Auto.' are also visible.

# Additional ElsaWeb Tools


## Basic Search

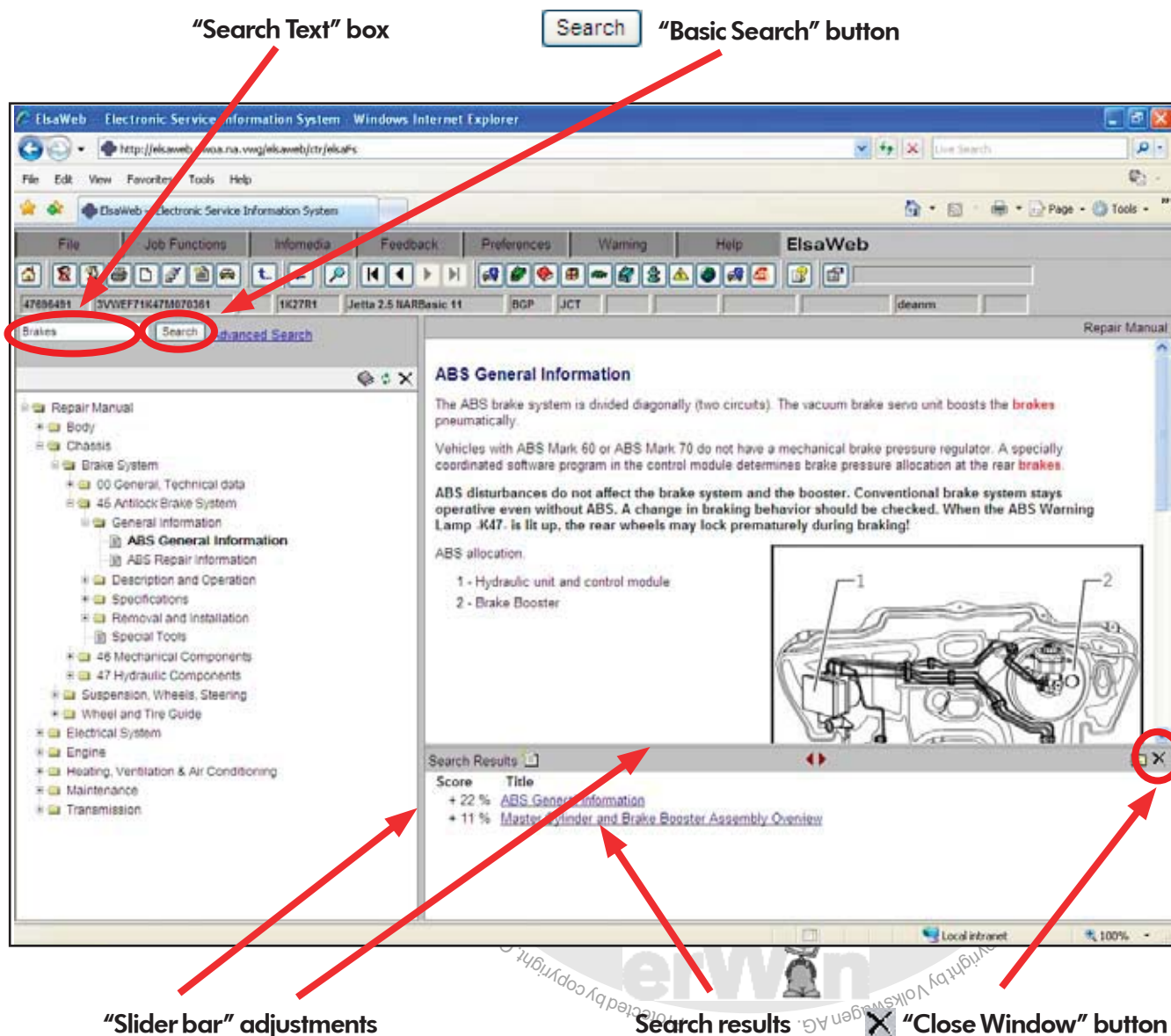
Use Basic Search to do a quick search for text that appears in the TOC. Enter a word or string of words in the "Search Text" box, then select the "Search" button. This will search only the left pane TOC. As a newly added feature, Basic Search searches not only the title of the TSB, but also the full text of the document.

In this example, we are in the "Repair Manual" Infomedia source and we have typed in "Brakes", then clicked the "Search" button. Search results are returned in the bottom half of the content


window, and are displayed in hierarchical order.

When the desired result is selected by clicking on the document name, the document will be displayed in the upper half of the content window.

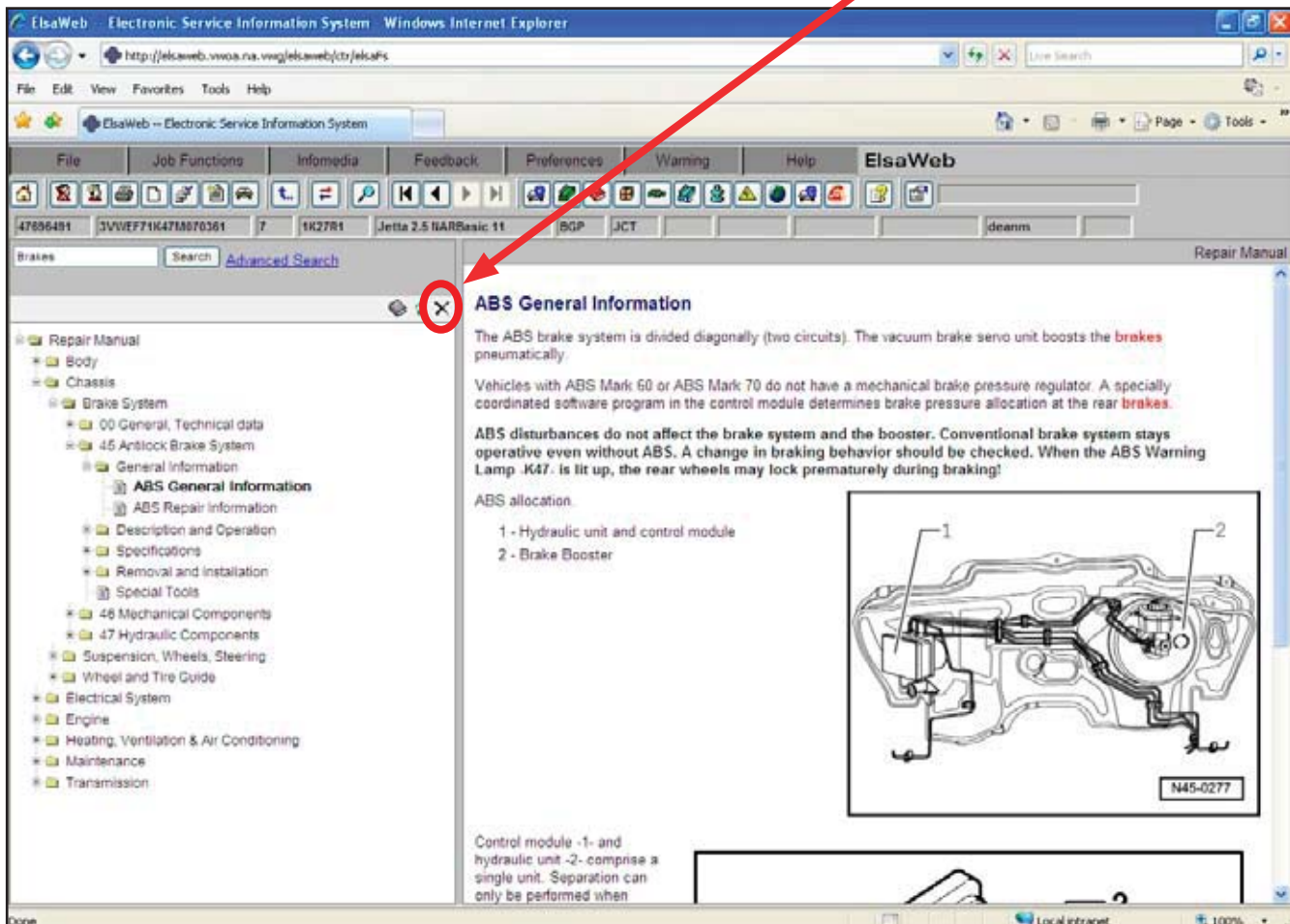
Adjust the slider bars as necessary to make the TOC or content more readable. Click on the lower right window  "Close Window" button to expand the selected document to fill the content window and highlight the content area in the left directory window.



# Additional ElsaWeb Tools

Click on the left pane  "Hide TOC" button to close this pane and expand the selected document content area.


 "Hide TOC" button





# Additional ElsaWeb Tools

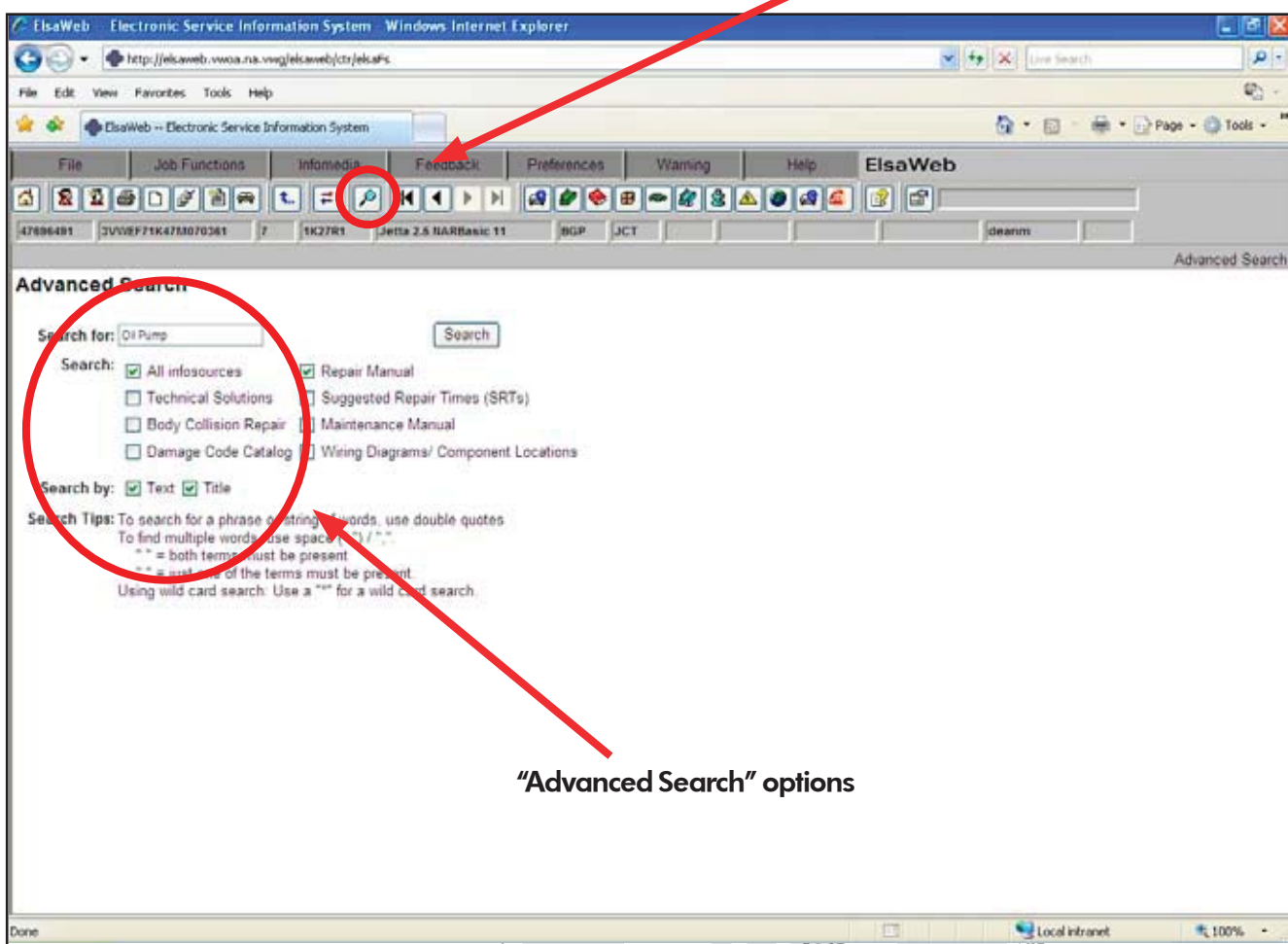
## Advanced Search

Clicking the  "Advanced Search" toolbar button or the "Advanced Search" link to the right of the "Search" text box on virtually every Infomedia screen, will launch ElsaWeb's advanced search functionality. Use "Advanced Search" when you want to do a lengthy, full-text search or to search more than one Infomedia at the same time.

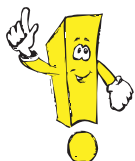
For example, if you were searching for a specific DTC, you would use "Advanced Search."

In the example below, we have typed in "oil pump". Next, we have selected to search "All Infosources," and we have chosen a "Text" and "Title" search. Click the "Search" button to begin the search.

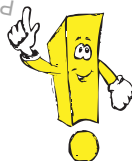
 "Advanced Search" button



"Advanced Search" options



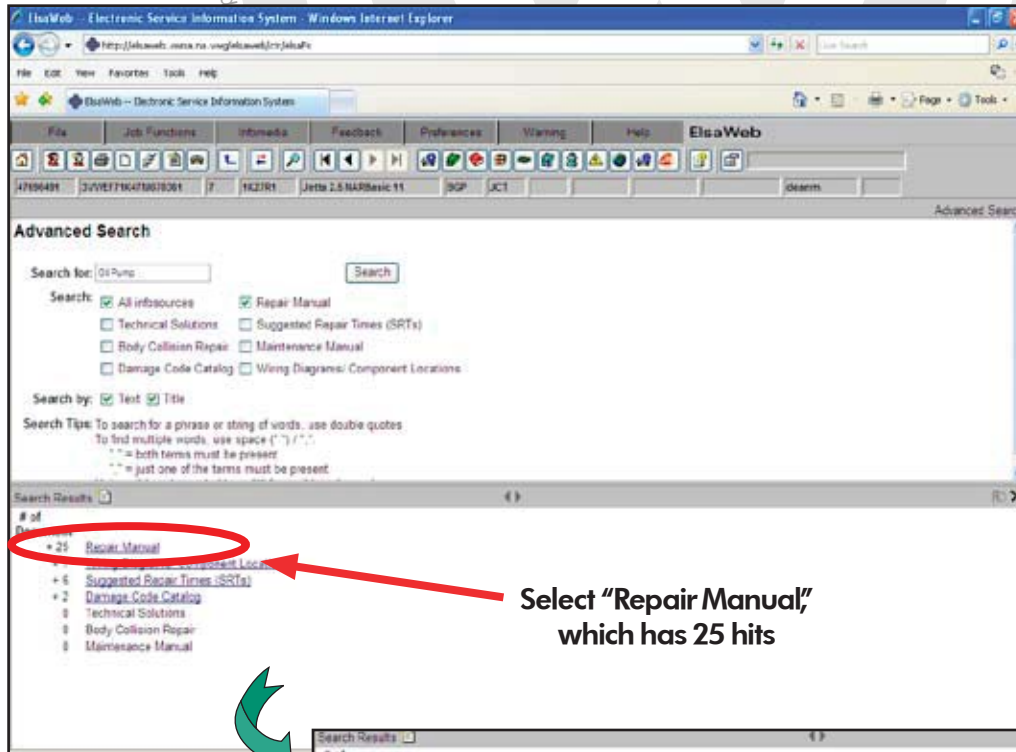
ElsaWeb will search only those Infomedia listed in the "Advanced Search" page.



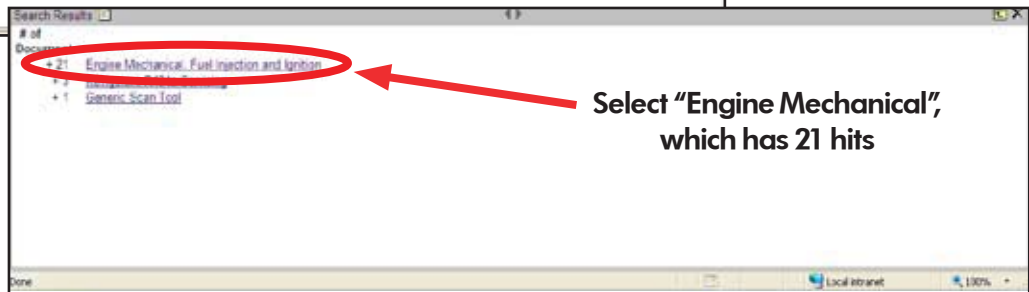
To increase the accuracy of the search, make sure that both of the "Search by:" boxes, "Text" and "Title," are selected.

# Additional ElsaWeb Tools

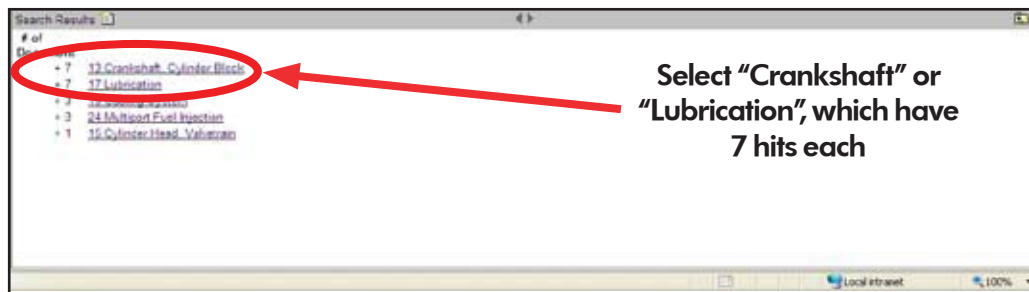
Search results are returned in the bottom half of the content window, and are displayed by number of hits per Infosource. Click on the result text to drill down to the next level. View the "Advanced Search" example below.



Select "Repair Manual,"  
which has 25 hits





Select "Engine Mechanical,"  
which has 21 hits

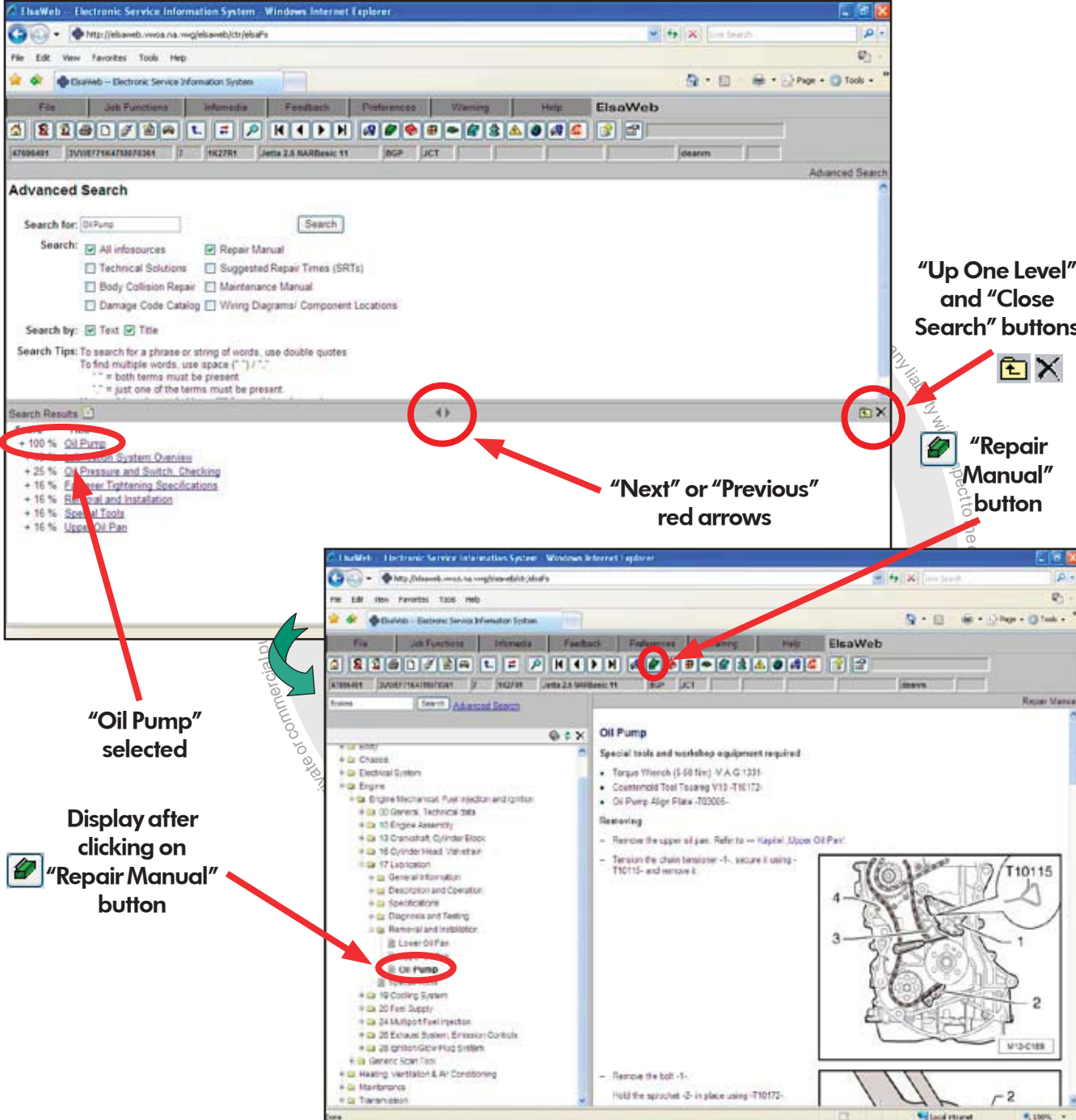


Select "Crankshaft" or  
"Lubrication," which have  
7 hits each

# Additional ElsaWeb Tools

If the result text is a document, it will automatically open. The search result will be highlighted in red. Click the  "Close Search" button to expand the content window and take you to the selected Infosource. You can also use the  "Up One Level" button if you have drilled down too far.

If there is more than one match on the same page, you can use the "Next" or "Previous" red arrow icons on the search results status bar to go to the next or previous match. The arrows will be highlighted red when this function is available.



The image shows two screenshots of the ElsaWeb interface. The top screenshot displays the 'Advanced Search' results for 'Oil Pump'. The search results list includes 'Oil Pump' with a 100% match, highlighted in red. Red arrows point to the 'Next' or 'Previous' red arrows on the search results status bar, the 'Up One Level' and 'Close Search' buttons, and the 'Repair Manual' button. The bottom screenshot shows the 'Oil Pump' repair manual, which includes a diagram of the oil pump assembly. A red arrow points to the 'Oil Pump' link in the left sidebar, and another red arrow points to the 'Repair Manual' button in the top toolbar.

**"Up One Level" and "Close Search" buttons**

**"Next" or "Previous" red arrows**


**"Repair Manual" button**

**"Oil Pump" selected**


**Display after clicking on "Repair Manual" button**

# Additional ElsaWeb Tools

## Job List

To access the Job List, click the  "Select Existing Job" toolbar button. This will bring up a list of all jobs for your dealer.

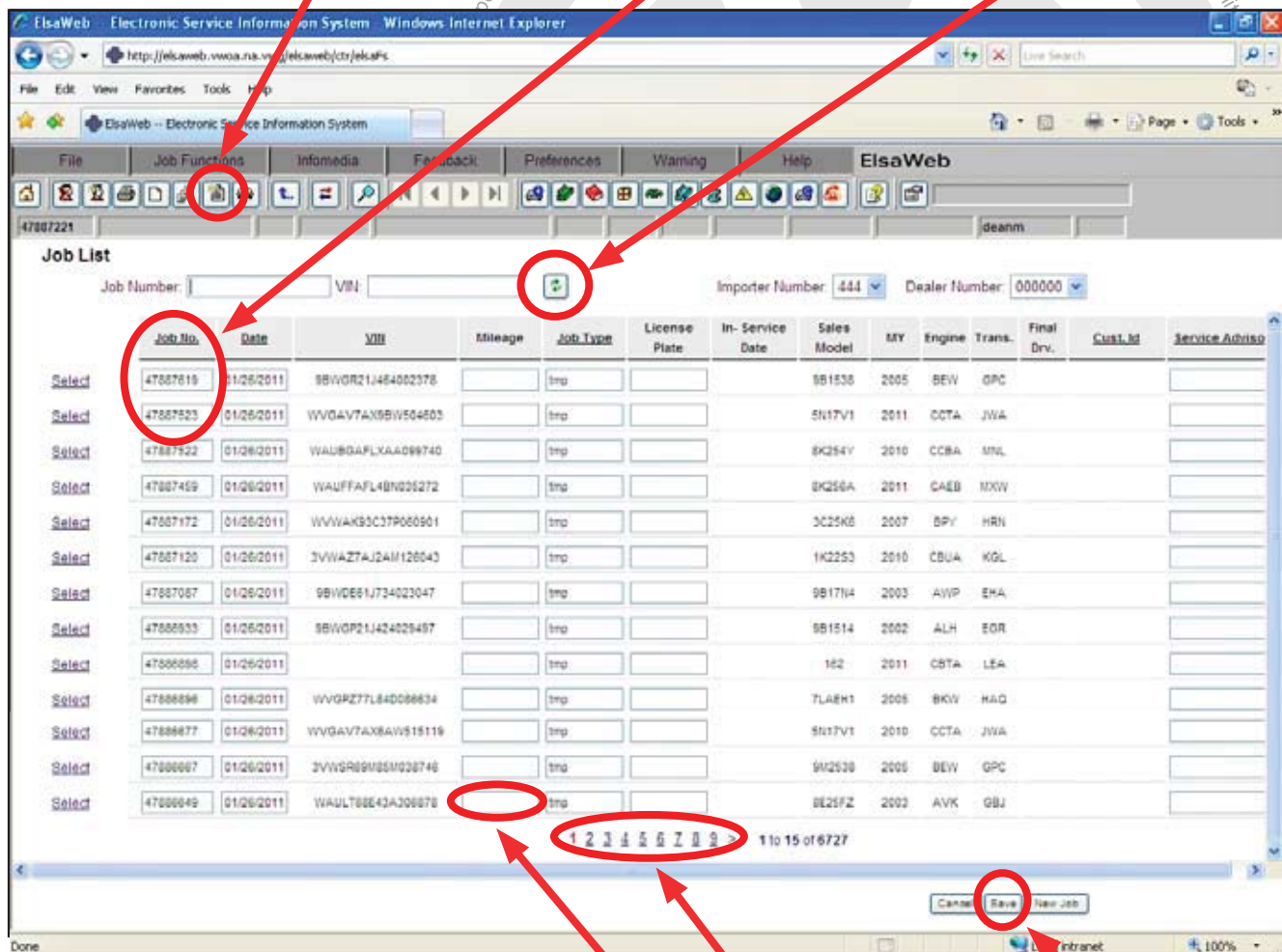
For example, if a Service Advisor has already checked for open campaigns, the technician can go to the job list, instead of entering the VIN again.

You can scroll down to the job number you want, or enter the job number in the job number box and click the  "Refresh Job List" button.

The job list will display 15 job numbers at a time. Click on either the numbered link or on the ">" link to view more job numbers.

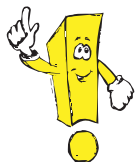
You can change the ElsaWeb job number to match your Dealer Management System (DMS) repair order number using this feature. Place your cursor in the "Job No." field, and enter the repair order number. Clicking the "Save" button will save your changes and refresh the screen.

 "Select Existing Job" button      "Job No." field       "Refresh Job List" button



The screenshot shows the ElsaWeb Electronic Service Information System interface. The "Job List" section displays a table with columns: Job No., Date, VIN, Mileage, Job Type, License Plate, In-Service Date, Sales Model, MY, Engine, Trans., Final Drv., Cust. Id, and Service Advisor. The first column, "Job No.", is underlined, indicating it is sortable. The table contains 15 rows of job data. Below the table, there is a pagination bar with links 1 through 9, and a ">" link to view more job numbers. The "Save" button is located at the bottom right of the interface. Red arrows point to the "Select Existing Job" button, the "Job No." field, the "Refresh Job List" button, the "Job No." column header, the pagination links, and the "Save" button.

Job No.	Date	VIN	Mileage	Job Type	License Plate	In-Service Date	Sales Model	MY	Engine	Trans.	Final Drv.	Cust. Id	Service Advisor
47887619	01/26/2011	9BVG021J464062378		trp			9B1538	2005	BEV	GPC			
47887523	01/26/2011	WVGAV7A05B0504603		trp			5N17V1	2011	CCTA	JWA			
47887522	01/26/2011	WAU8GAF1XAA099740		trp			8K254V	2010	CCBA	MTL			
47887459	01/26/2011	WAUFAF14BN026272		trp			8K256A	2011	CAEB	MXW			
47887172	01/26/2011	WVWAK3C37P000901		trp			3C25K6	2007	BPV	HRN			
47887120	01/26/2011	3VWAZTAJ2A1126043		trp			1K2253	2010	CBUA	KGL			
47887067	01/26/2011	9BVG061J734023047		trp			9B171H	2003	AJWP	EHA			
47886933	01/26/2011	9BVG021J424029497		trp			9B1514	2002	ALH	EOR			
47886896	01/26/2011	WVG0277L84D088634		trp			162	2011	CBTA	LEA			
47886877	01/26/2011	WVGAV7A05B0504603		trp			5N17V1	2010	CCTA	JWA			
47886867	01/26/2011	3VWGR09H05026746		trp			9N2538	2005	BEV	GPC			
47886849	01/26/2011	WAULT08E43A306878		trp			BE25FZ	2002	AVK	GBJ			



Selectable boxes can be edited. You can make changes such as adding mileage, license plate number, Service Advisor, etc. Columns with an underlined header can be sorted.

Click a number or > to view more job numbers

Empty selectable boxes


Save

"Save" button



# Additional ElsaWeb Tools

Clicking the "Select" link will take you to the ElsaWeb home page with the Vehicle ID data populated for the selected vehicle. From there, select the Infomedia tab for the vehicle information you want to view.

 **"Vehicle Identification" button**

**Vehicle ID populated**

**"Select" links**

**"Infomedia" tabs**

**Job List**


Job No.	Date	VIN	Mileage	Job Type	License Plate	In-Service Date	Sales Model	MY	Engine	Trans.	Final Drv.	CUST ID
47887819	01/06/2011	9BVG8211464002378		Imp			9B1538	2005	BEW	GPC		
47887923	01/06/2011	WVG4VTA95B0504803		Imp			5N17V1	2011	CCTA	JWA		
47887922	01/06/2011											
47887458	01/06/2011											
47887172	01/06/2011											
47887120	01/06/2011											
47887087	01/06/2011											
47886933	01/06/2011	47886491	30067716470070381	7	HK2781		Jetta 2.5 BARBonic 11	BGP	JCT			
47886898	01/06/2011											
47886898	01/06/2011											
47886761	01/06/2011											
47886685	01/06/2011											
47886677	01/06/2011											

**Electronic Service Information System**

- Vehicle-Specific Information
- Suggested Repair Times (SRTs)
- Damage Code Catalog
- Wiring Diagrams/ Component Locations
- Repair Manual
- Campaign/Action Information
- Body Collision Repair
- Maintenance Manual
- Technical Solutions
- ServiceNet
- Help
- Technical Assistance

# Additional ElsaWeb Tools

## Navigation History

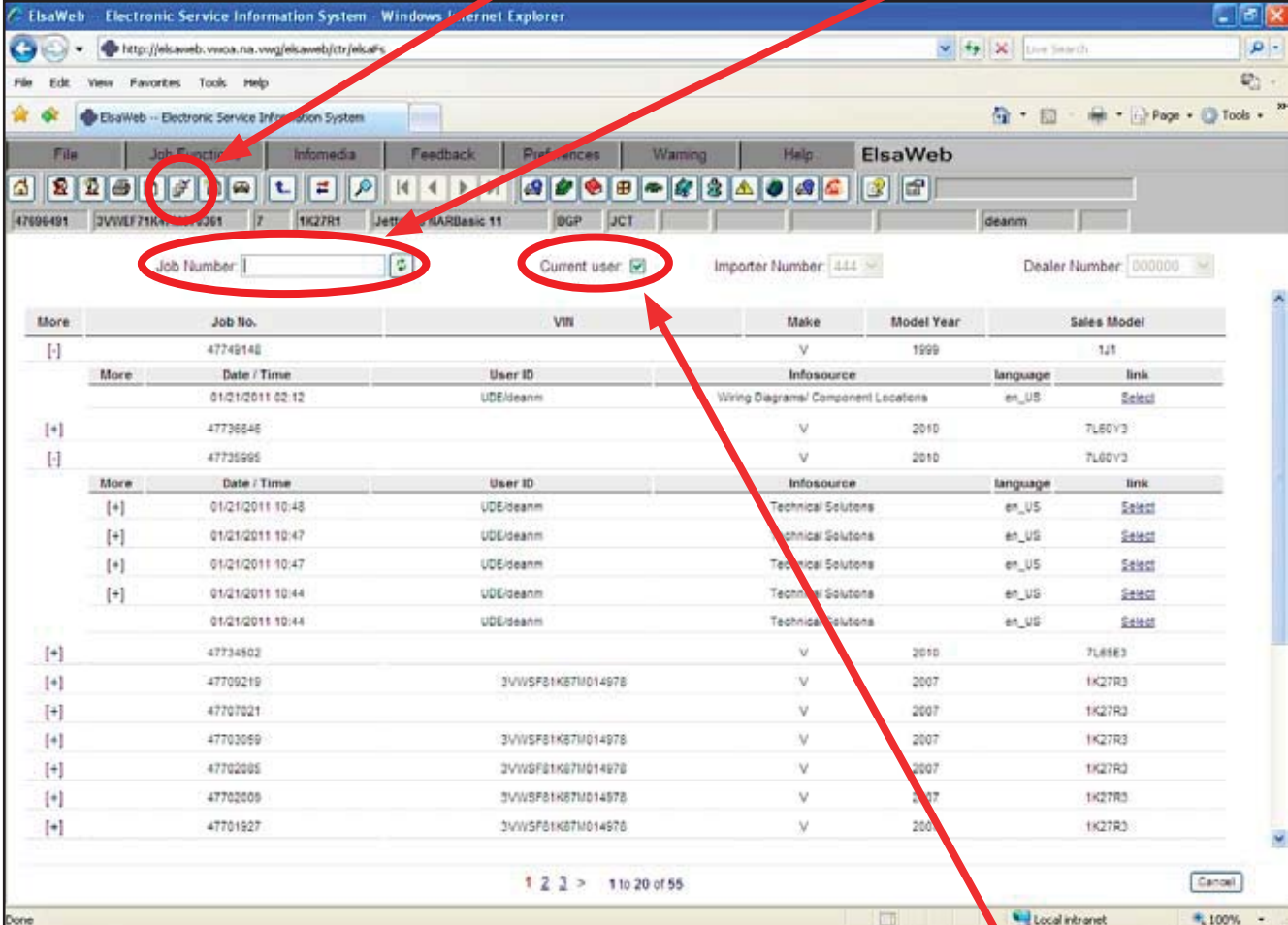
Clicking the  "Navigation History" toolbar button will bring up a window that will show a list of all the ElsaWeb screens you have viewed in connection with the current job number.

This function could be useful for a Warranty Administrator who is building a claim. The Warranty Administrator could go here to see what the Technician had looked at and go directly to that document.



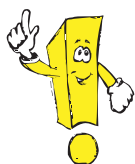
"Navigation History" button

"Job Number" box



The screenshot displays the ElsaWeb Electronic Service Information System interface. The toolbar includes a "Navigation History" button (represented by a document icon with a magnifying glass). Below the toolbar, there is a "Job Number" input box and a "Current user" checkbox. The main area shows a table of job history with columns for Job No., VIN, Make, Model Year, Sales Model, Date / Time, User ID, Infosource, language, and link. The table lists several jobs, including those for a 2007 Volkswagen Jetta. The "Current user" checkbox is checked.

More	Job No.	VIN	Make	Model Year	Sales Model
[+]	47748148		V	1999	1J1
More	Date / Time	User ID	Infosource	language	link
	01/21/2011 02:12	UDE/deann	Wiring Diagram/ Component Locations	en_US	Select
[+]	47736646		V	2010	7L60V3
[+]	47736666		V	2010	7L60V3
More	Date / Time	User ID	Infosource	language	link
[+]	01/21/2011 10:48	UDE/deann	Technical Solutions	en_US	Select
[+]	01/21/2011 10:47	UDE/deann	Technical Solutions	en_US	Select
[+]	01/21/2011 10:47	UDE/deann	Technical Solutions	en_US	Select
[+]	01/21/2011 10:44	UDE/deann	Technical Solutions	en_US	Select
[+]	01/21/2011 10:44	UDE/deann	Technical Solutions	en_US	Select
[+]	47734802		V	2010	7L66E3
[+]	47709219	3VW5F81K87M014978	V	2007	1K27R3
[+]	47707921		V	2007	1K27R3
[+]	47703069	3VW5F81K87M014978	V	2007	1K27R3
[+]	47702005	3VW5F81K87M014978	V	2007	1K27R3
[+]	47702009	3VW5F81K87M014978	V	2007	1K27R3
[+]	47701927	3VW5F81K87M014978	V	2007	1K27R3




If the "Current user" checkbox is deselected (default value selected), you will see all job numbers for the selected Dealer Number.

A dealer may view job numbers for their dealership for the past 30 days.

"Current user" checkbox

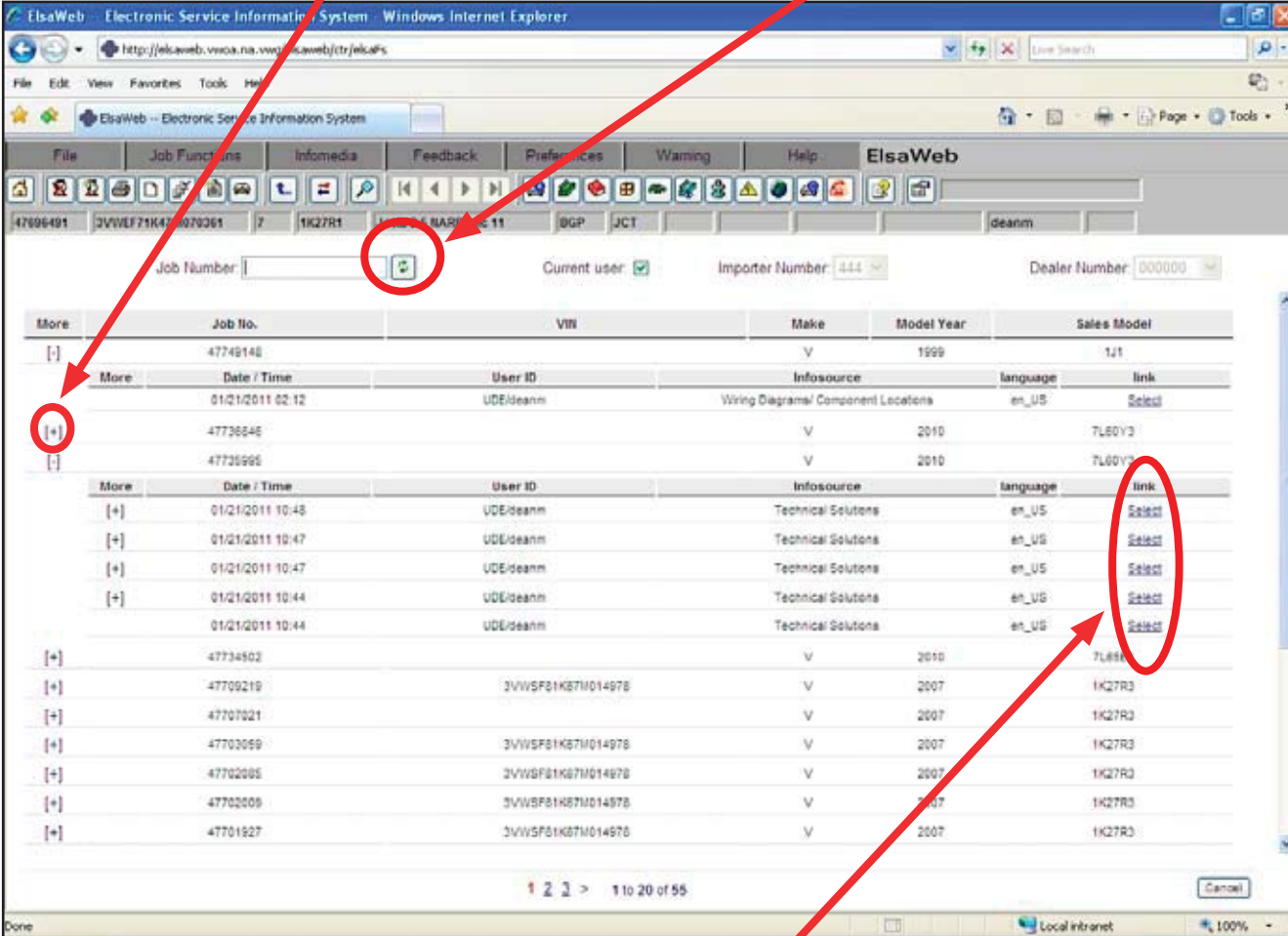
# Additional ElsaWeb Tools

If you are already in ElsaWeb on one job number but want to view the history of another job number, just scroll to the job number you want to view. Expand the job number by clicking the "+" to see its navigation history.

In addition to scrolling, you can enter the job number in the job number box and click the  "Refresh Job List" button. When you have found the page you are looking for, click "Select" and ElsaWeb will take you to the specific page, automatically filling in the status bar with the Vehicle ID information.

Click the "+" to view navigation history

 "Refresh Job List" button




More	Job No.	VIN	Make	Model Year	Sales Model
[+]	47749148		V	1999	121
More	Date / Time	User ID	Infosource	language	link
	01/21/2011 02:12	UDE/deanm	Wiring Diagrams/ Component Locations	en_US	Select
[+]	47736546		V	2010	7L60V3
[+]	47736586		V	2010	7L60V3
More	Date / Time	User ID	Infosource	language	link
[+]	01/21/2011 10:48	UDE/deanm	Technical Solutions	en_US	Select
[+]	01/21/2011 10:47	UDE/deanm	Technical Solutions	en_US	Select
[+]	01/21/2011 10:47	UDE/deanm	Technical Solutions	en_US	Select
[+]	01/21/2011 10:44	UDE/deanm	Technical Solutions	en_US	Select
	01/21/2011 10:44	UDE/deanm	Technical Solutions	en_US	Select
[+]	47734902		V	2010	7L60V3
[+]	47709219	3VWVF81K87M014978	V	2007	1K27R3
[+]	47707021		V	2007	1K27R3
[+]	47703059	3VWVF81K87M014978	V	2007	1K27R3
[+]	47702085	3VWVF81K87M014978	V	2007	1K27R3
[+]	47702009	3VWVF81K87M014978	V	2007	1K27R3
[+]	47701927	3VWVF81K87M014978	V	2007	1K27R3

"Select" links

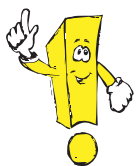
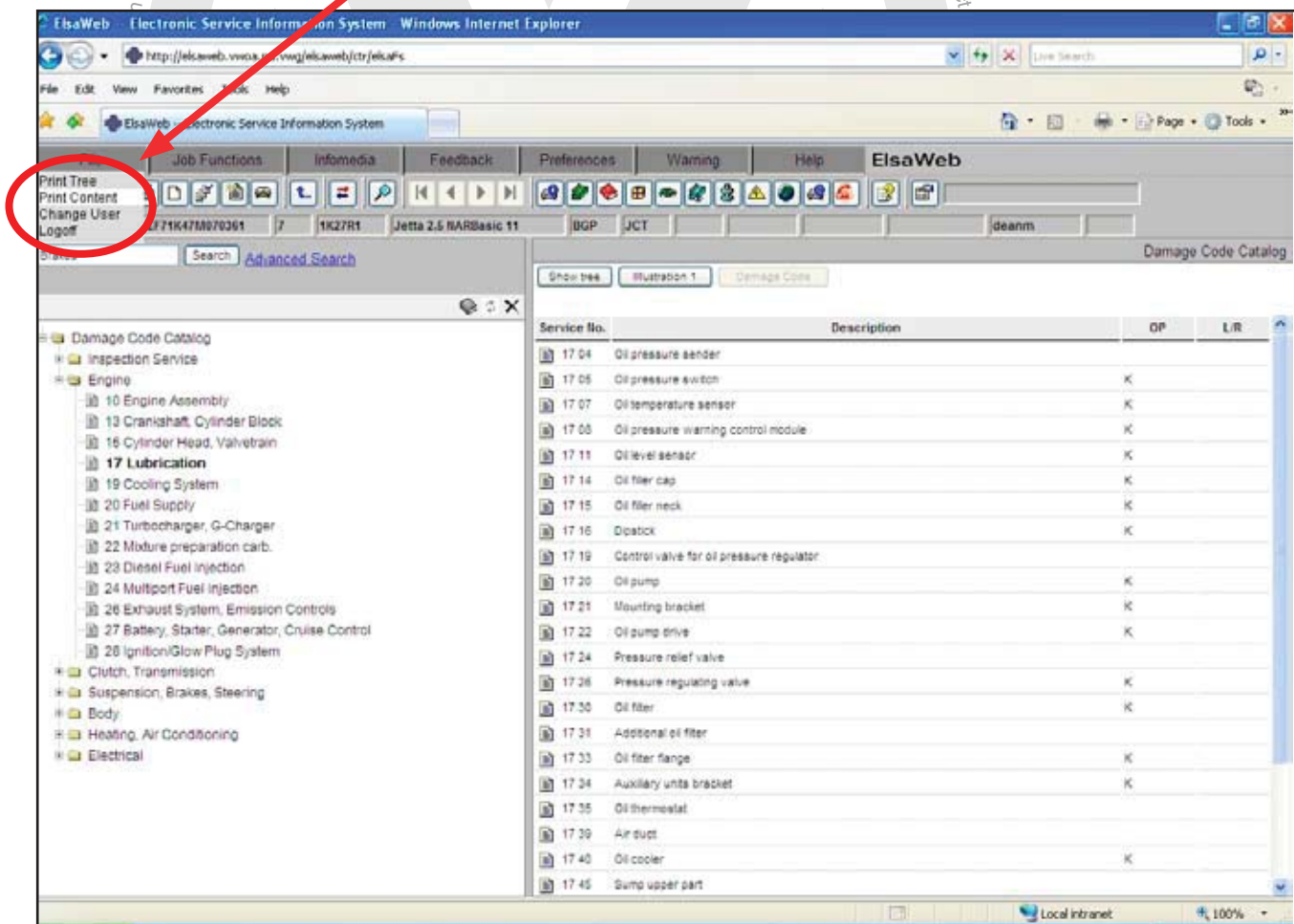
# Additional ElsaWeb Tools

## Printing Documents

To print any displayed document, click the  ElsaWeb "Print" toolbar button. If you select "File > Print" from the menu bar, you can choose to print the TOC, "Print Tree", in the left pane or "Print Content" in the right pane.

When you are ready to print, click the "Print" button. Unless you want all of the pages in the document to be printed, type the page numbers you want printed in the "Pages:" field. Set the number of copies to be printed in the "Number of Copies" field. Then click "Print."

Toolbar "Print" options




Use the ElsaWeb Print button or "File" menu dropdown. DO NOT use your browser's print button. This will ensure that your information is printed in the proper format.



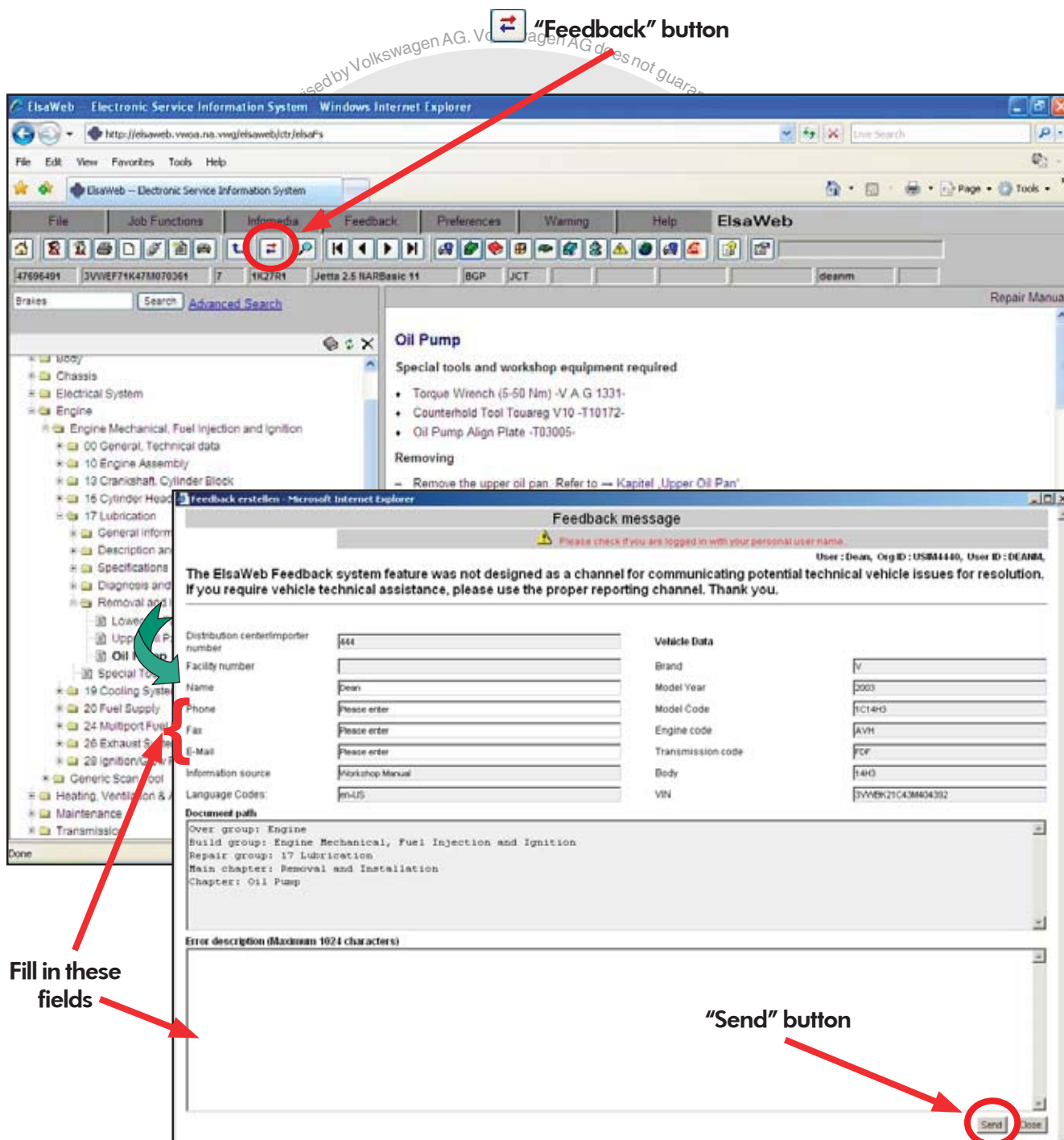
# Additional ElsaWeb Tools

## Online Feedback

Feedback helps us provide a better product. Please let us know how we can improve upon the procedures and information presented in ElsaWeb.

Click the  "Feedback" toolbar button. This will open a new window to provide feedback. Enter your contact information and "Error Description" in the proper fields, click the "Send" button, and then click "OK" on the confirmation screen.

Feedback button



The screenshot shows the ElsaWeb Electronic Service Information System interface. The Feedback button is highlighted in the toolbar. The Feedback message form is open, displaying a warning message and a form to provide feedback. The form includes fields for contact information, vehicle data, and an error description. The "Send" button is highlighted at the bottom right of the form.

Feedback message

Please check if you are logged in with your personal user name.

User: Dean, Org ID: US004480, User ID: 0EADBA

The ElsaWeb Feedback system feature was not designed as a channel for communicating potential technical vehicle issues for resolution. If you require vehicle technical assistance, please use the proper reporting channel. Thank you.

Distribution center/Importer		Vehicle Data	
number	644	Brand	V
Facility number		Model Year	2003
Name	Dean	Model Code	11C14H
Phone	Please enter	Engine code	AVH
Fax	Please enter	Transmission code	PCF
E-Mail	Please enter	Body	14H
Information source	Workshop Manual	VIN	3VW6H21C438604392
Language Codes	en-US		

Document path

Over group: Engine  
Build group: Engine Mechanical, Fuel Injection and Ignition  
Repair group: 17 Lubrication  
Main chapter: Removal and Installation  
Chapter: Oil Pump

Error description (Maximum 1024 characters)

Fill in these fields

"Send" button

# Additional ElsaWeb Tools

To check the status of a feedback, click "View" in the "Feedback" dropdown box in the ElsaWeb toolbar. This enables you to see a list of all the feedbacks that have been submitted by your dealership.

From the main list, you can see if the status of your feedback has changed. When you send a feedback, the status will say "New." When you see that the status has changed, you can open it up to read further details by clicking on the "Pencil and Paper" icon. You can delete any feedback by highlighting it, then clicking the "Delete" icon.

If the status column states "In Progress," "Level 1," "Level 2," or "Level 3," this means that the issue is being resolved either at Volkswagen of America or at Volkswagen AG in Germany.

To locate a feedback, you can go to the top of the page and filter the columns. Click the scroll list of the column you want to filter, make your selection, and then click the "Update" button or type in the Feedback ID number and click the "Update" button.

**"Create" and "View" Feedback dropdown box**

The screenshot shows the ElsaWeb Electronic Service Information System interface. The toolbar at the top includes buttons for 'File', 'Job Functions', 'Infomedia', 'Feedback', 'Preferences', 'Warning', and 'Help'. The 'Feedback' button is highlighted with a red circle. Below the toolbar, the 'Feedback monitor' window is open, showing a list of feedback entries. The 'Feedback ID' box and 'Update' button are highlighted with a red box. A scroll list is also visible. At the bottom, the 'Pencil & Paper' and 'Delete' icons are highlighted with a red box.

Feedback ID	Date / Time (CET)	Brand	Import	Factory number	Sales type	Model group	Engine code	Transmission	Information course	Feedback description	Language	Name	Status	Classification
27260	8/26/2009 6:13 PM	V	444		FLACR	AXD	GLH		Wiring diagrams	When going into wiring diagrams and component locations for this unit states no data available.	en-US	Hutton	New	
27259	8/26/2009 4:47 PM	V	444	03113	1929Y2	BFV	QVT		US/UK/US	Toolbox states that when removing the rear of the AKA's the rear manual instructions are incorrect. The instructions are incorrect.	en-US	Reynolds	New	
27204	8/26/2009 4:36 PM	A	444		3629FL	CALA	MYF		Damage code catalog	I'm getting some Russian or Slovak language messages under (POWER) the vehicle's language settings are set to EN-USA.	en-US	Siron	New	
27014	8/26/2009 3:37 PM	V	444	02131	FLACR	AXD	GLH		Wiring diagrams	When going into wiring diagrams and component locations for this unit states no data available.	en-US	Hutton	New	
27480	8/26/2009 1:50 PM	V	444	02131	3C29B	BFV	HRN		Wiring diagrams	When going into wiring diagrams and component locations for this unit states no data available.	en-US	DAYLICK	Completed	System technical Process Re-engineering
27254	8/26/2009 1:34 PM	V	444	08226	1929Y2	BFV	HRN		Repair manual	There are no instructions for flushing out the AF2 injectors.	en-US	Marshall	New	

**"Feedback ID" box and "Update" button**

**Scroll list**

**"Pencil & Paper" and "Delete" icons**

# Additional ElsaWeb Tools

When a feedback is closed, the initiator will receive notification at the email address provided in the feedback. Open up the feedback monitor and enter the feedback number from the email, and you will see the last comment on the right side of the screen. To view the resolution and previous comments, click the "History" button.

**Detailed view**

**Vehicle Data**

Brand	V
Model Year	2008
Model Code	3C25K0
Engine code	RPY
Transmission code	HRN
Mileage	
Customer delivery date	Sep 14, 2005
Production date	Jul 22, 2005
VIN	WVW6K7C6G061784

**Active**

Richa/RC-HAC, USM4410	
Starttime	07/29/2009 11:50 PM CET
Current duration	0 Days 13 Hours
Last revision	07/29/2009 2:31 PM CET
Status	Closed

**Last comment (1-note)**

STATUS: OK  
This IT team is aware of this issue and currently we working on the fix feedback.

**Comment (maximum 2048 characters)**

**Error description**

WE ARE IN DESPERATE NEED OF THE PIN LOCATIONS ALL PIN ASSIGNMENTS HAVE AN ERROR MESSAGE SUCH AS CTRLEPRF XXXXX SAYS PAGE CANT BE OPEN A PRO HAUER THIRD TIME FOR ALL MODELS PLEASE HELP ASAP THANKS.

**Error description translation**

Maximum: 1024 characters

**History**

Generated by: History

System Technical  
Translation  
Process management  
Individual  
Suppression  
Unauthorized Level 3  
Vehicle Data

Status

Last comment provided

Click "History" button to see resolution

For questions regarding the proper claiming of labor operations and/or service numbers, contact your VW Warranty Helpline Consultant at 1-866-306-8447.

For questions regarding Volkswagen Technical Assistance, please contact the VW Technical HelpLine at 1-800-678-2389.

For Assistance, please call:

Academy Concierge:

1 - 877 - 791-4838

(8:00 a.m. to 8:00 p.m. EST)

Or, E-Mail:

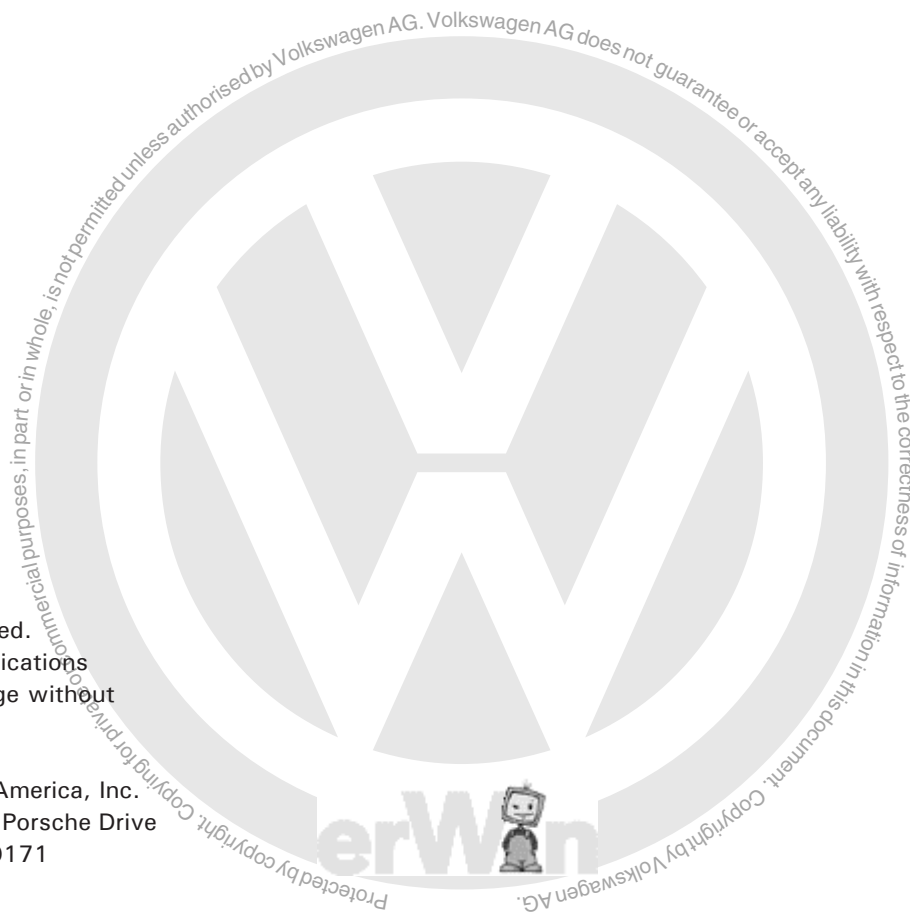
[concierge@volkswagenacademy.com](mailto:concierge@volkswagenacademy.com)





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# Cautions & Warnings

**Please read these WARNINGS and CAUTIONS before proceeding with maintenance and repair work. You must answer that you have read and you understand these WARNINGS and CAUTIONS before you will be allowed to view this information.**

- If you lack the skills, tools and equipment, or a suitable workshop for any procedure described in this manual, we suggest you leave such repairs to an authorized Volkswagen retailer or other qualified shop. We especially urge you to consult an authorized Volkswagen retailer before beginning repairs on any vehicle that may still be covered wholly or in part by any of the extensive warranties issued by Volkswagen.
- Disconnect the battery negative terminal (ground strap) whenever you work on the fuel system or the electrical system. Do not smoke or work near heaters or other fire hazards. Keep an approved fire extinguisher handy.
- Volkswagen is constantly improving its vehicles and sometimes these changes, both in parts and specifications, are made applicable to earlier models. Therefore, part numbers listed in this manual are for reference only. Always check with your authorized Volkswagen retailer parts department for the latest information.
- Any time the battery has been disconnected on an automatic transmission vehicle, it will be necessary to reestablish Transmission Control Module (TCM) basic settings using the VAG 1551 Scan Tool (ST).
- Never work under a lifted vehicle unless it is solidly supported on stands designed for the purpose. Do not support a vehicle on cinder blocks, hollow tiles or other props that may crumble under continuous load. Never work under a vehicle that is supported solely by a jack. Never work under the vehicle while the engine is running.
- For vehicles equipped with an anti-theft radio, be sure of the correct radio activation code before disconnecting the battery or removing the radio. If the wrong code is entered when the power is restored, the radio may lock up and become inoperable, even if the correct code is used in a later attempt.
- If you are going to work under a vehicle on the ground, make sure that the ground is level. Block the wheels to keep the vehicle from rolling. Disconnect the battery negative terminal (ground strap) to prevent others from starting the vehicle while you are under it.
- Do not attempt to work on your vehicle if you do not feel well. You increase the danger of injury to yourself and others if you are tired, upset or have taken medicine or any other substances that may impair you or keep you from being fully alert.
- Never run the engine unless the work area is well ventilated. Carbon monoxide (CO) kills.
- Always observe good workshop practices. Wear goggles when you operate machine tools or work with acid. Wear goggles, gloves and other protective clothing whenever the job requires working with harmful substances.
- Tie long hair behind your head. Do not wear a necktie, a scarf, loose clothing, or a necklace when you work near machine tools or running engines. If your hair, clothing, or jewelry were to get caught in the machinery, severe injury could result.
- Do not re-use any fasteners that are worn or deformed in normal use. Some fasteners are designed to be used only once and are unreliable and may fail if used a second time. This includes, but is not limited to, nuts, bolts, washers, circlips and cotter pins. Always follow the recommendations in this manual - replace these fasteners with new parts where indicated, and any other time it is deemed necessary by inspection.



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- Illuminate the work area adequately but safely. Use a portable safety light for working inside or under the vehicle. Make sure the bulb is enclosed by a wire cage. The hot filament of an accidentally broken bulb can ignite spilled fuel or oil.
- Friction materials such as brake pads and clutch discs may contain asbestos fibers. Do not create dust by grinding, sanding, or by cleaning with compressed air. Avoid breathing asbestos fibers and asbestos dust. Breathing asbestos can cause serious diseases such as asbestosis or cancer, and may result in death.
- Finger rings should be removed so that they cannot cause electrical shorts, get caught in running machinery, or be crushed by heavy parts.
- Before starting a job, make certain that you have all the necessary tools and parts on hand. Read all the instructions thoroughly; do not attempt shortcuts. Use tools that are appropriate to the work and use only replacement parts meeting Volkswagen specifications. Makeshift tools, parts and procedures will not make good repairs.
- Catch draining fuel, oil or brake fluid in suitable containers. Do not use empty food or beverage containers that might mislead someone into drinking from them. Store flammable fluids away from fire hazards. Wipe up spills at once, but do not store the oily rags, which can ignite and burn spontaneously.
- Use pneumatic and electric tools only to loosen threaded parts and fasteners. Never use these tools to tighten fasteners, especially on light alloy parts. Always use a torque wrench to tighten fasteners to the tightening torque listed.
- Keep sparks, lighted matches, and open flame away from the top of the battery. If escaping hydrogen gas is ignited, it will ignite gas trapped in the cells and cause the battery to explode.
- Be mindful of the environment and ecology. Before you drain the crankcase, find out the proper way to dispose of the oil. Do not pour oil onto the ground, down a drain, or into a stream, pond, or lake. Consult local ordinances that govern the disposal of wastes.
- The air-conditioning (A/C) system is filled with a chemical refrigerant that is hazardous. The A/C system should be serviced only by trained automotive service technicians using approved refrigerant recovery/recycling equipment, trained in related safety precautions, and familiar with regulations governing the discharging and disposal of automotive chemical refrigerants.
- Before doing any electrical welding on vehicles equipped with anti-lock brakes (ABS), disconnect the battery negative terminal (ground strap) and the ABS control module connector.
- Do not expose any part of the A/C system to high temperatures such as open flame. Excessive heat will increase system pressure and may cause the system to burst.
- When boost-charging the battery, first remove the fuses for the Engine Control Module (ECM), the Transmission Control Module (TCM), the ABS control module, and the trip computer. In cases where one or more of these components is not separately fused, disconnect the control module connector(s).
- Some of the vehicles covered by this manual are equipped with a supplemental restraint system (SRS), that automatically deploys an airbag in the event of a frontal impact. The airbag is operated by an explosive device. Handled improperly or without adequate safeguards, it can be accidentally activated and cause serious personal injury. To guard against personal injury or airbag system failure, only trained Volkswagen Service technicians should test, disassemble or service the airbag system.

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- Do not quick-charge the battery (for boost starting) for longer than one minute, and do not exceed 16.5 volts at the battery with the boosting cables attached. Wait at least one minute before boosting the battery a second time.
- Never use a test light to conduct electrical tests of the airbag system. The system must only be tested by trained Volkswagen Service technicians using the VAG 1551 Scan Tool (ST) or an approved equivalent. The airbag unit must never be electrically tested while it is not installed in the vehicle.
- Some aerosol tire inflators are highly flammable. Be extremely cautious when repairing a tire that may have been inflated using an aerosol tire inflator. Keep sparks, open flame or other sources of ignition away from the tire repair area. Inflate and deflate the tire at least four times before breaking the bead from the rim. Completely remove the tire from the rim before attempting any repair.
- When driving or riding in an airbag-equipped vehicle, never hold test equipment in your hands or lap while the vehicle is in motion. Objects between you and the airbag can increase the risk of injury in an accident.

**I have read and I understand these Cautions and Warnings.**