



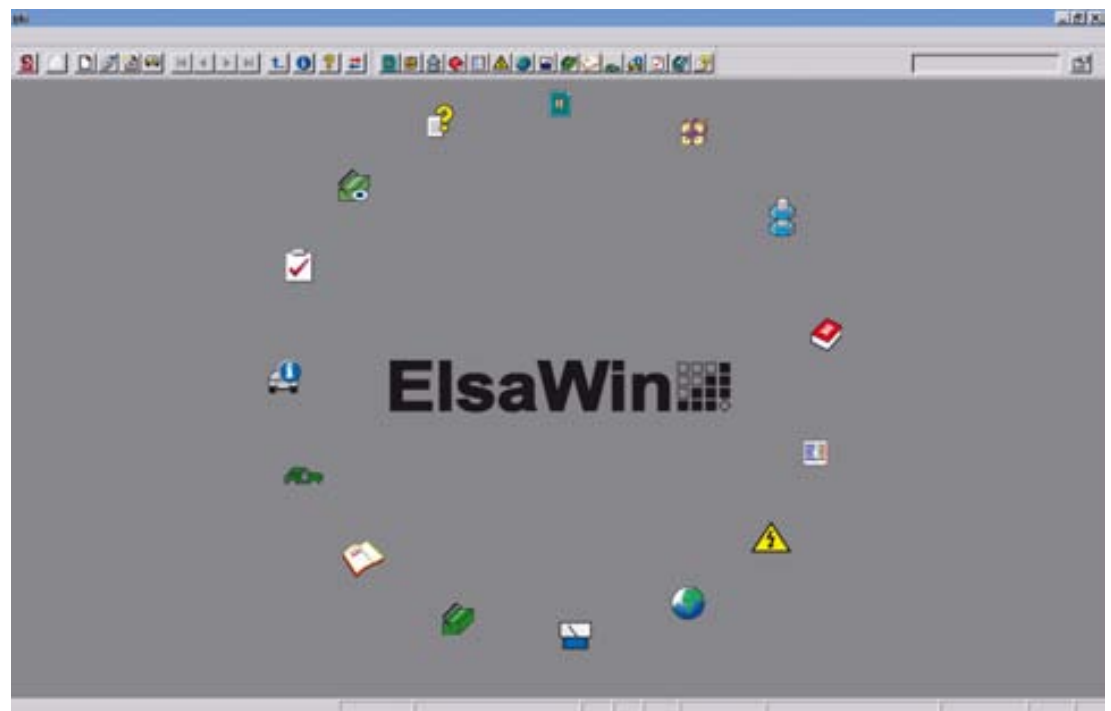
Self-study Programme 348

ElsaWin

Use and Function



Commercial Vehicles



The area of adult education is highly important for the Volkswagen Group brands. The platform and modular assembly method of the volume-producers Volkswagen Cars, Audi, Seat, Škoda and Volkswagen Commercial Vehicles uses both the same parts and also similar core technology.

As part of customer orientation, it is the declared aim of Volkswagen Group to use synergies efficiently and sensibly in this area.

For example, this self-study programme shows how we can use these synergies: Topics and content that concern several brands have been combined in a group SSP. This could, for example, be an engine that is used across the group or also a group system like ElsaWin.

Special brand-related topics will still be handled in self-study programmes for the respective brands.

The repair instructions are becoming more and more extensive and complicated, new features appear at shorter intervals and it is more and more difficult to follow all information concerning a vehicle or a certain vehicle type.

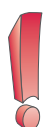
To make the complexity of the previously printed technical information easier to follow, vehicle manufacturers are increasingly turning to digital data.

For example, at Volkswagen Group, the electronic service information system (ElsaWin) for Windows is used. This self-study programme should help you recognise the wide range of application possibilities offered by ElsaWin and simplify operation and use in your everyday work.

It does not, however, replace the Help option that is integrated in ElsaWin. There you will find a range of information on the handling and use of ElsaWin.



S348_032



The screenshots may differ from the actual software due to version changes that were made while the self-study programme was written, printed and translated.

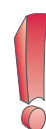
All screenshots should therefore be seen just as examples. The information provided depends on the infrastructure of the importer in the respective country.

Further information



**The self-study programme shows the design and function of new developments.
The contents will not be updated.**

For current testing, adjustment and repair instructions, refer to the relevant service literature.



Note

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Introduction

Technical literature for repair and maintenance

Technology development

The development of the repair documents required on a daily basis in the service department trails the development of the vehicle technology by the manufacturers.

The repair instructions from the manufacturers are updated at increasingly regular intervals.

There are often different operations for individual vehicles or chassis number ranges that should be performed while the vehicle is in the workshop.

In the past, all of these instructions were supplied to workshops on paper. This printed resource was taking up more and more storage space due to the technical advances in our vehicles and the larger number of models.

In addition, the vehicles are being continuously developed over the course of a model year. All changes need to be entered manually in the form of supplements.

The solution is therefore an electronic reference medium that guarantees access to all data in an easily updated form, saving space and is time.

This led to the development of ElsaWin with the information from existing printed material being turned into an electronic version for the computer.

Information library for storing literature



S348_128

The electronic service information system (ElsaWin) helps organise procedures at the partner more effectively.

ElsaWin is therefore an important resource for service staff that they need to learn about. Linking the Volkswagen network (CPN) allows additional information that is stored on different servers to be used.

Advantages and use of ElsaWin

- Call-up of current data to each ElsaWin workstation
- Linking reference media from internal and external networks
- Fast of integration of new reference media (e.g. DISS, FISH)
- Automatic links and cross-references
- No need for printed updates
- Mobile ElsaWin for VAS 5051B and VAS 5052

ElsaWin station



S348_124

Introduction

ElsaWin in workshop network

The network in the workshop meets the requirements that will be indispensable for future services.
The described procedure shows the aims.

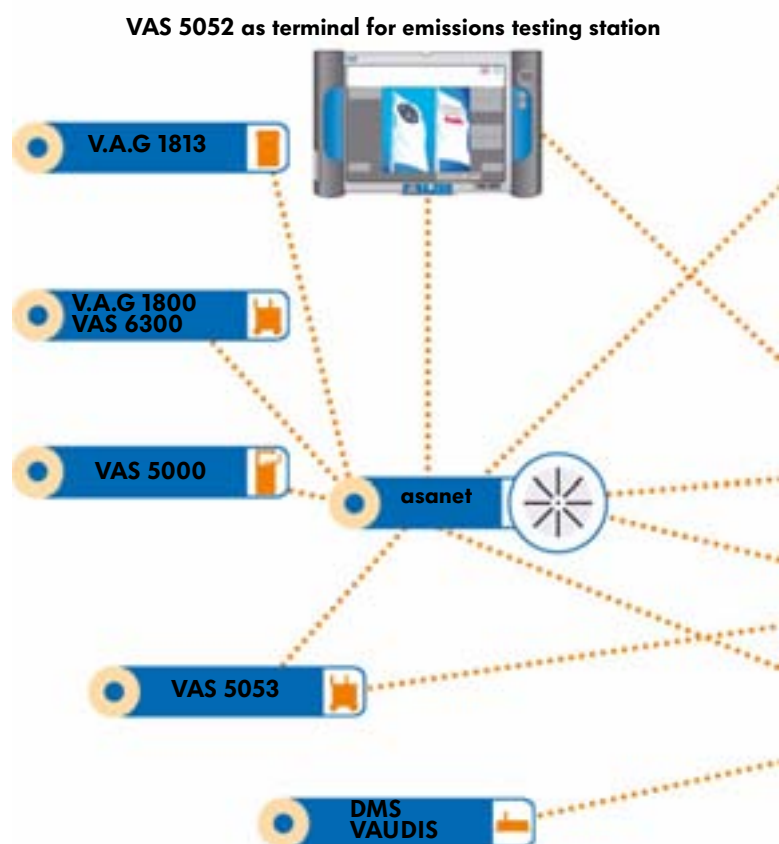
Examples of data exchanges between the sales area and the workshop.

- Data on the capacity of the workshop, for making and preparing customer appointments.
- Data on making/preparing the appointment and creating the order in the workshop area: customer, vehicle and appointment data
- Feedback on the latest repair data from the workshop via the progress monitor
The service assistant is informed about the repair progress and can intervene in the current process if necessary.
- Data returned from the workshop to the dialog transfer for the quality control and invoicing: Data on the required working times and job progress as well as on required spare parts.

The flow of data between the individual set-ups in the workshop

- All customer and vehicle data is forwarded to the connected equipment and can be automatically called up from any workstation at the dealership.

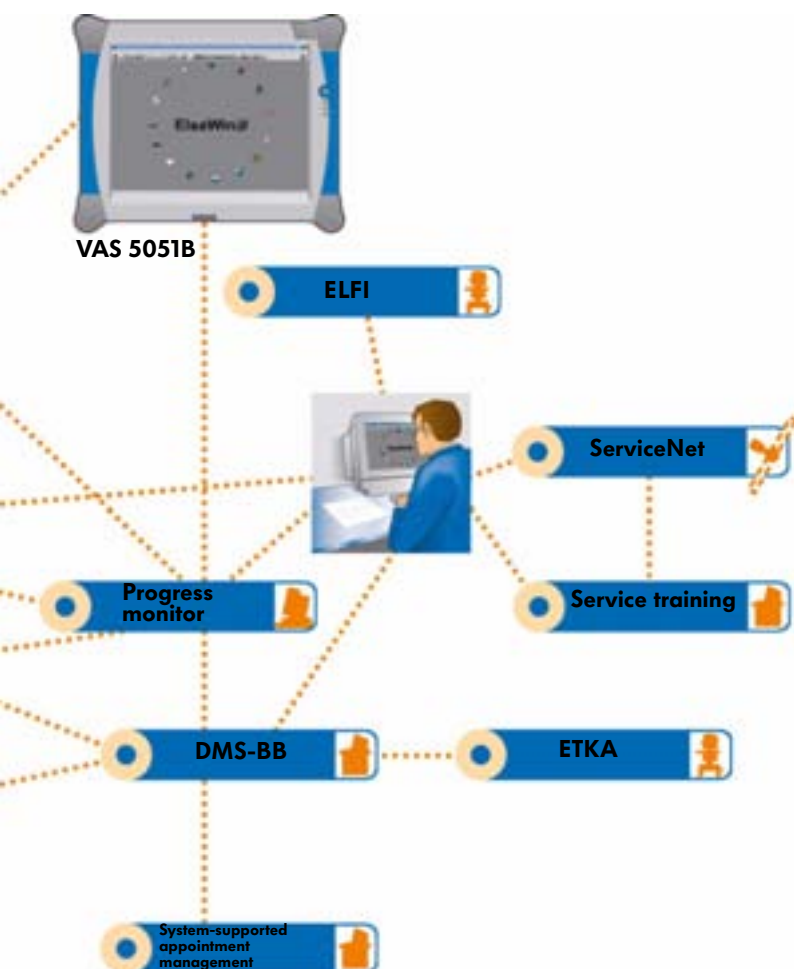
asanetwork (example Germany)



- This means you gain time for additional work as well as avoid information blanks or out of date information.

Data flow between the workshop and the spare parts service

- The spare parts service is integrated in the service process from appointment preparation onwards: In the service support process, the parts department ensures that the parts flow is trouble-free in both directions.



ElsaWin in the service core processes

The electronic service information system provides important information that is required for trouble-free procedures.

Appointment preparation

An order is opened by the service personnel when the appointment is made. There

- recognised work positions from ElsaWin are listed,
- prices are imported from PASS (only Germany),
- packages are automatically set in order,
- required parts are checked for availability in the parts warehouse and any orders required made.

Transferring order

The orders created in the DMS are transferred automatically and compared with the vehicle data. If there is special information for the vehicle, this will be displayed immediately in the central vehicle database after an online query.

The vehicle needs to be clearly identified to obtain the correct information.

Creating an order

The customer order is created on a blank order in the DMS by the service assistant and can be selected in ElsaWin via the Job Management window (order number).

The order number is assigned to the chassis number via which the information material is called up by ElsaWin.

The work carried out, selected packages and items can be sent by ElsaWin to the DMS and used for invoicing.

ElsaWin on workstations

ElsaWin is operated on all networked workstations allowing workshop staff to access the relevant and latest literature (e.g. TPS).

In addition, ElsaWin also allows the order to be completed and feedback to DMS.

Creating repair and service orders

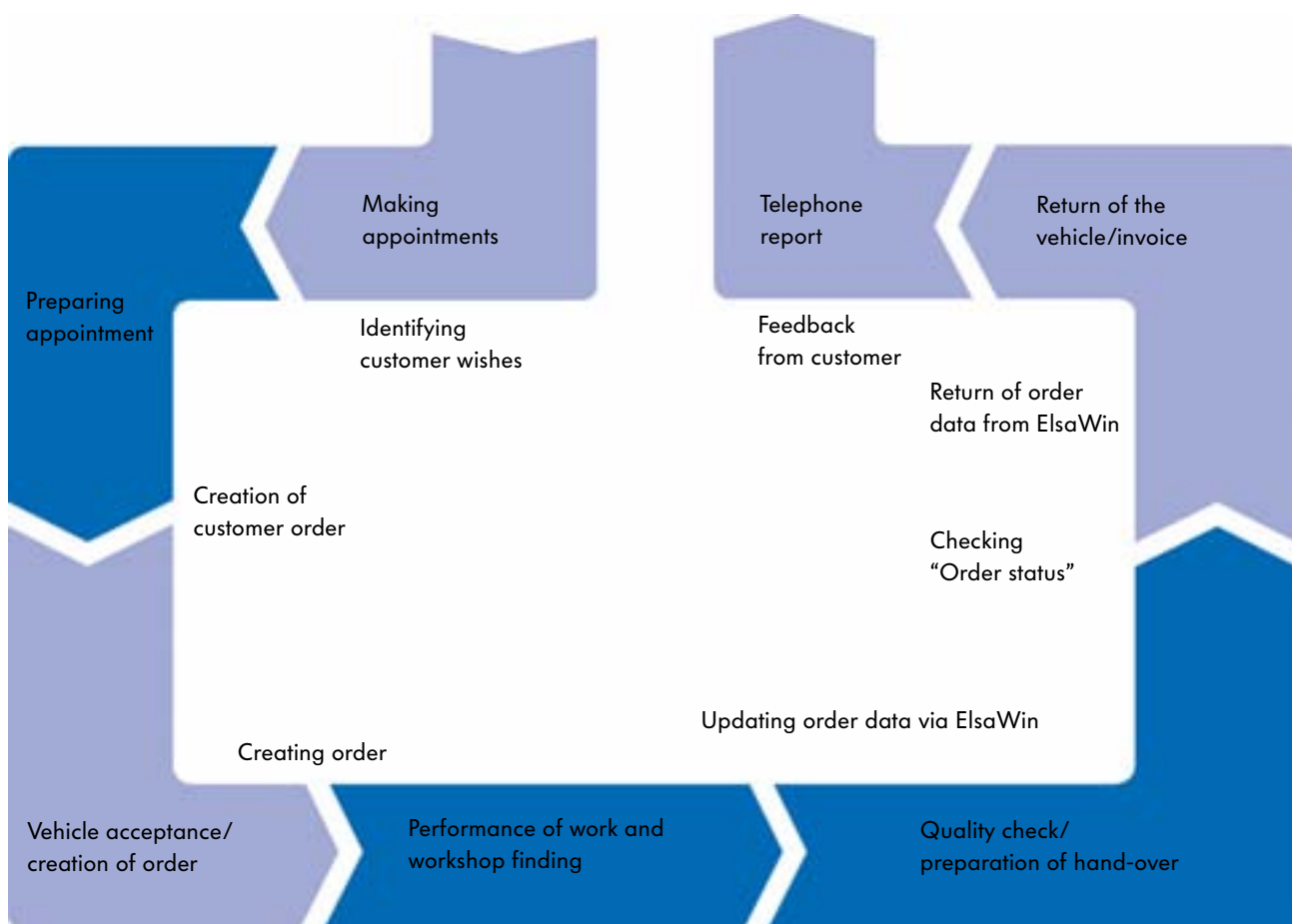
To create the repair and service process module efficiently, all relevant information for the workshop staff needs to be at the right place, at the right time. By linking VAUDIS or ElsaWin with the asanetwork in the workshop, complete data management can be guaranteed over the complete core service process.

Quality control and preparation

The quality check and preparation for return of the vehicle immediately follows the repair and service.

All information from ElsaWin can be accessed directly.

Core service process



S348_021

Reference media in ElsaWin

ElsaWin contains all reference media that are required for the service department.

Reference media:

- Strict maintenance operations
- Direct Customer Information System Service
- Vehicle-specific notes (FISH)
- Body Repair
- Owner's Manuals
- Workshop Manual
- Emissions Test
- Internet (globe)
- Current Flow Diagrams
- Maintenance Tables
- Technical Problem Solution
- Damage Number List
- Repair Operation List/PASS
- PASS Editing System
- Online feedback report and feedback monitor
- Help

ElsaWin start screen



S348_002

Strict maintenance operations

All information for inspection intervals and work are contained in this reference medium. Inspection information can be selected via the table of contents. The repair and work information is shown on a page consisting of text and images.

Additional information is displayed by cross referencing other information mediums on Elsa, using the hyperlinks embedded in the information pages.



S348_004

Direct Customer Service Information System (DISS)

The “DISS” reference medium is used to support repair procedures at partners. Using it will help avoid repeat repairs. Furthermore customer complaints can be forwarded to the manufacturer as part of quality monitoring.



S348_005

DISS has the following advantages:

- Direct access to the “Technical Problem Solution” (TPS)
- Data transfer to Technical support for queries
- Fast recording of current problem solutions possible in the TPS
- No complaint reports in paper form
- Support with successful first repair
- Early warning if suspicion of repeat repairs

DISS is used with:

- Complex problems and customer complaints
- Repeat repairs
- Obligation to report as per TPS
- Approval paintwork complaint
- Warranty-related complaints
- Technical queries
- Safety-related queries

Vehicle specific notes

The “Vehicle specific notes” reference medium can display all maintenance work and repairs previously carried out on the vehicle, information on the launch of new models, any listed field campaigns and further technical information.



S348_006

Body repairs

In this reference medium, the information required for the repair is displayed on different levels.



S348_007

Owner's manuals

The “Owner's Manuals” reference medium is integrated from ElsaWin version 3.2. The latest version of the owner's manual for the selected vehicle type and the selected model year is thus available. As the data is on a central server at the manufacturer, a connection to the CPN is required to use this feature. (not all vehicle models are currently available)



S348_035

Workshop Manual

The “Workshop Manual” reference medium provides the information required for the assembly, testing and adjustment work.

It is organised by:

- Main group
- Assembly
- Repair group
- Document

and contains picture and text information.



S348_008

Emissions test

The “Emissions Test” reference medium contains all information required for the emissions test. This information is related to the engine code and is always structured in the following way:

- Visual check
- Notes
- Test values for emissions test
- Barcode for emissions test



S348_009

Internet (globe)

The Internet module within ElsaWin provides access to the following brand and language-specific information:

- Field campaigns
- Processing information
- CV campaigns
- VW campaigns
- VW/CV archive
- Technical information
- Feedback
- ServiceNet®
- Frequently asked questions on ElsaWin content (FAQ)

A link to the CPN is necessary for full use of this information.

At Audi, the group paint guide is available via the globe.



S348_016

Current Flow Diagrams

In the “Current Flow Diagrams” reference medium, you can call up all circuit diagrams related to the vehicle as well as the locations of the control units, the relay positions, fuse assignments and the position of the earth points.



S348_010

Maintenance tables

This reference medium allows you to create a maintenance table that applies to exactly the selected vehicle.



S348_011

Technical problem solution

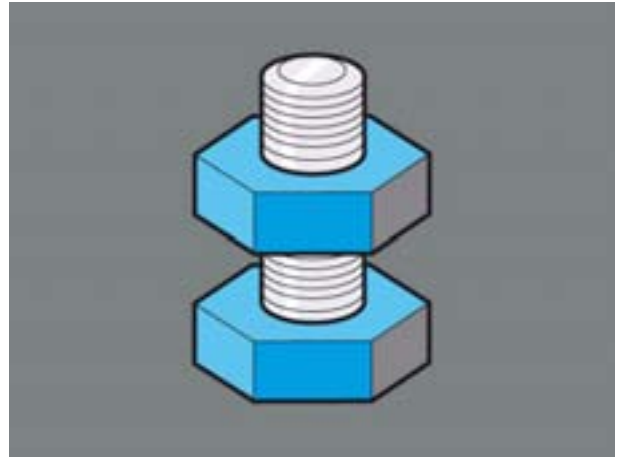
The “Technical Problem Solution” (TPS) reference medium contains solutions for known technical problems related to the vehicle identification number.



S348_012

Damage Number List

A damage number can be determined with this reference medium. A damage number is made up of the customer service number, damage type and manufacturer. Damage numbers are required for warranty claims.



S348_013

Repair Operation List/PASS

The repair operation list contains operations for all assemblies indicating specified times.

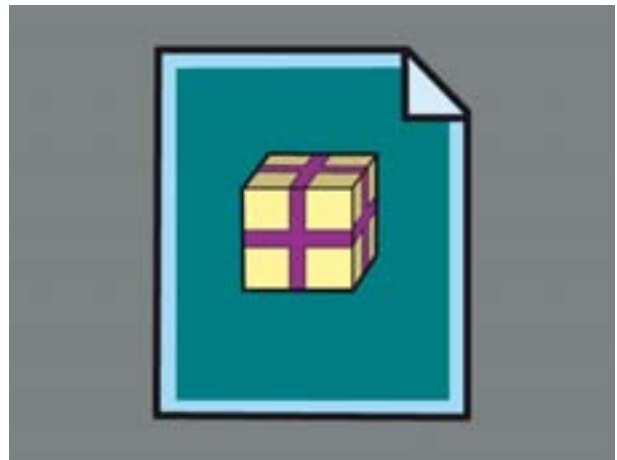
“PASS” (package offer service system) is a reference medium for providing complete time and operation packages for standard repairs and maintenance work.



S348_014

PASS Editing System

The PASS editing system allows you to create your own service packages (dealership packages) and integrate them in the “Repair Operation List/PASS” reference medium. You can use and copy existing packages, work positions and parts from the manufacturer.



S348_015

Help (online Help)

Help includes the ElsaWin manual and provides help on all operating options and applications for the reference medium. (How do I work with ElsaWin?)



S348_017

Working with ElsaWin

Starting out

The electronic service information system can be started in the same way whenever you use it.

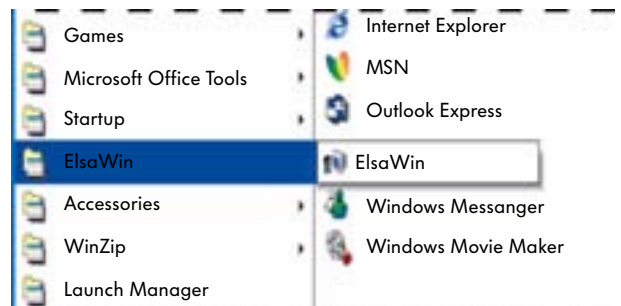
Starting the application

You start ElsaWin using the icon on the screen



S348_023

or by selecting it under All Programs.



S348_024

Login

Before using the electronic service information system, you need to enter your user name and password.

Both will be given to you by the system administrator at your dealership.

Once you have entered the user name and password and confirmed them by clicking the “OK” button or pressing the “Enter” key, the usage guidelines and information will appear.

A screenshot of the ElsaWin login dialog box. The title bar says "ElsaWin login". The main text reads: "This program is password-protected. Please enter your user name and password before continuing." There are "OK" and "Cancel" buttons in the top right. Below the text are two input fields: "User name" with the text "XXXXXXXXXX" and "Password" with the text "XXXXXXXXXXXXXXXXXX".

ElsaWin login

This program is password-protected.
Please enter your user name and password
before continuing.

OK Cancel

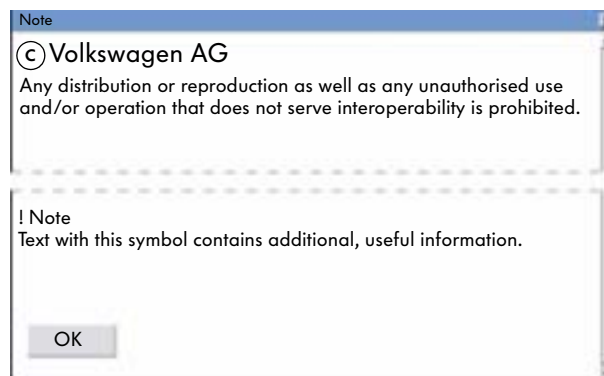
User name
XXXXXXXXXX

Password
XXXXXXXXXXXXXXXXXX

S348_025

Usage guidelines and information

The usage guidelines need to be acknowledged by pressing the “OK” button. Otherwise you will not be able to use ElsaWin.

A screenshot of a "Note" dialog box. The title bar says "Note". The main text reads: "© Volkswagen AG Any distribution or reproduction as well as any unauthorised use and/or operation that does not serve interoperability is prohibited." Below this is a dashed line and then "! Note Text with this symbol contains additional, useful information." There is an "OK" button at the bottom left.

Note

© Volkswagen AG
Any distribution or reproduction as well as any unauthorised use
and/or operation that does not serve interoperability is prohibited.

! Note
Text with this symbol contains additional, useful information.

OK

S348_026

Working with ElsaWin

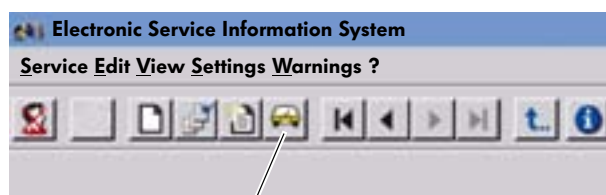
Starting options

You can select the reference medium manually before entering the vehicle data or via the Job Management window. A connection to the DMS is required to make a selection via the Job Management window.

Manual entry

Vehicle identification can be carried out from the start mask.

The selection is made with the “Identify Vehicle” button.



S348_028

“Identify Vehicle” button



S348_022

Identifying vehicle

You identify a vehicle by selecting the vehicle data or by entering the vehicle identification number in the form box. A network connection to the manufacturer vehicle database via CPN is required for identification using the vehicle identification number. A separate password is needed here.

S348_027

After entering the vehicle identification number, make sure you click the “Start Enquiry” button so that all equipment features (PR numbers) as well as the engine and gearbox numbers are available in all reference media. The shown vehicle data needs to be selected and transferred to the form with the “Accept” button.

Designation	Value
Type/model code	1K1 OG3
Model year	2005
Colour code	Z4Z4RW
Production date	05.06.2005
Engine	BAG
Gearbox	GJX

S348_114

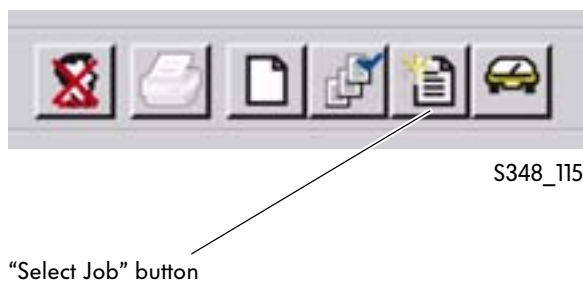
Working with ElsaWin

Selection via Job Management window

The orders created in the DMS are transferred automatically to ElsaWin. In the menu bar, you can open the selection box for the orders under “View” with the “Select Job” menu item or by clicking the “Select Job” button. There you can select an order using the order number.

The vehicle data already entered in the DMS is transferred automatically.

These options are only available if your system is linked to the DMS!



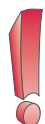
The vehicle data can then be transferred using the “Job Management” mask.

A screenshot of the Job Management window. It has a title bar "Job Management" and a "General" tab. Below the tab are three input fields: "Job number:", "Distrib./Importer No.:" (with a dropdown menu showing "1234"), and "Dealer number:" (with a dropdown menu showing "1234"). Below these fields is a table with the following data:

JobNo.	Status	Type	Reg.No.	Short name	Car ID number	Sales type	MY	MIL	GIL	TIL	Date	Mileage	Date of reg.
901245	1	Type	WOB-WE 897	Müller	WVW ZZZ 1K Z Z W 376 485	1K1 0G3	5	BAG	GJX		21.10.2005	46789	07.06.2005
901354	1	Type	IN-HB 237	Meier	WAU ZZZ 8P 34A052528	8P0044	5	AMF	EEA		21.10.2005	23789	02.04.2005
904567	9	Type	H-RS 8765	Schulze	WVW ZZZ7 H Z Z H 987 123	7HMB01	5	AXD	FNO	AKB	21.10.2005	56312	02.01.2005

At the bottom right of the window are three buttons: "Transmit again", "OK", and "Cancel".

S348_137



You will find further information on the options in the ElsaWin Help.

Calling up a reference medium

After identifying the vehicle, the required reference medium can be called up in various ways.

Calling up the reference medium via the button in the start mask

The required reference medium can be called up by clicking the large buttons in the start mask when it first opens. The icons work as buttons. Once the right position has been reached, the mouse cursor turns into a hand.



S348_002

Status line

The status line contains information in different boxes (including the current vehicle data).

It is explained in detail in Help.

Button

Working with ElsaWin

Calling up a reference medium via the toolbar

The icons in the toolbar are the same as those in the start mask. The required reference medium can be selected by clicking on the icon. After clicking on them, the icon on the toolbar changes and the reference medium is opened.

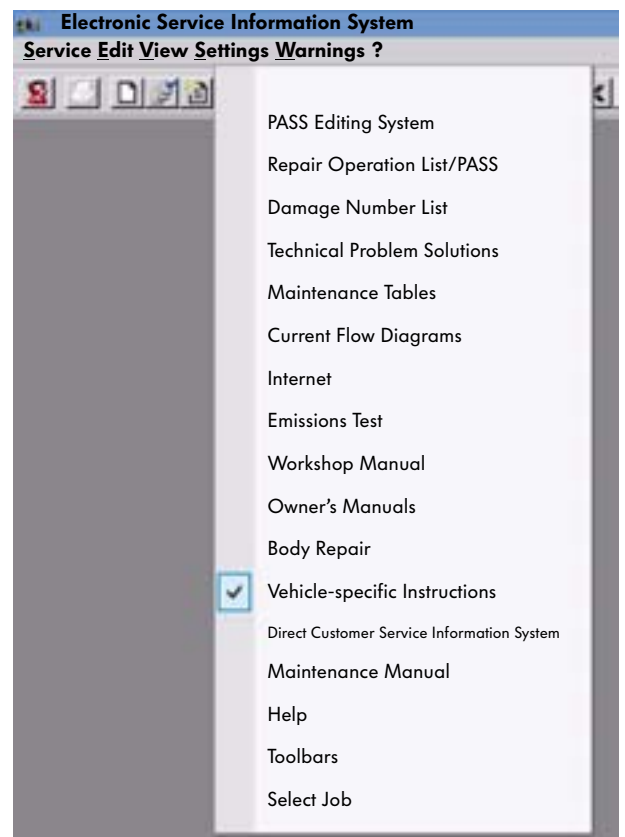


Calling up the reference medium via the menu bar

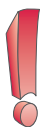
The reference media can also be selected in the menu bar under the "View" menu.

You can select the reference medium by clicking on it from the drop down menu.

The selected reference medium is indicated with a check box.



S348_031



In some cases, the central information on a vehicle is blocked.
In this case, follow the instructions that appear on the screen.

Other buttons

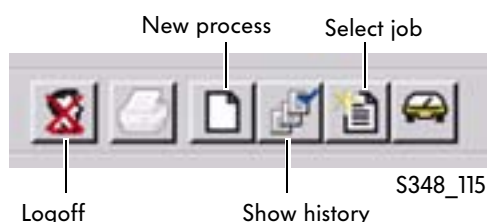
New process

When you click the “New Process” button, all previous applications are closed and the new procedure starts again with vehicle identification on the start screen.

Select job

All workshop orders that have been created in the DMS and still not invoiced will be listed in the Job Management window.

Clicking the button opens the order list. If you then click an order, it will start with vehicle identification.



Logging off and closing

To log off completely, you need to close all applications (reference media) and then log off as an ElsaWin user by clicking the “Logoff” button. You can then close ElsaWin by clicking the “Close” button.

Show history

All procedures under the workshop order number or the temporary order number are saved by ElsaWin.

If you simply close ElsaWin using the close button (X), the applications will remain active on the server if there is a network connection.

This can lead to reduction in the server work speed or the overloading.

Temporary job number

If no workshop job number (no DMS) is available, ElsaWin issues a temporary job number for each process where vehicle identification was carried out.

Temporary job number



S348_116

Working with ElsaWin Reference Media

Strict maintenance operation

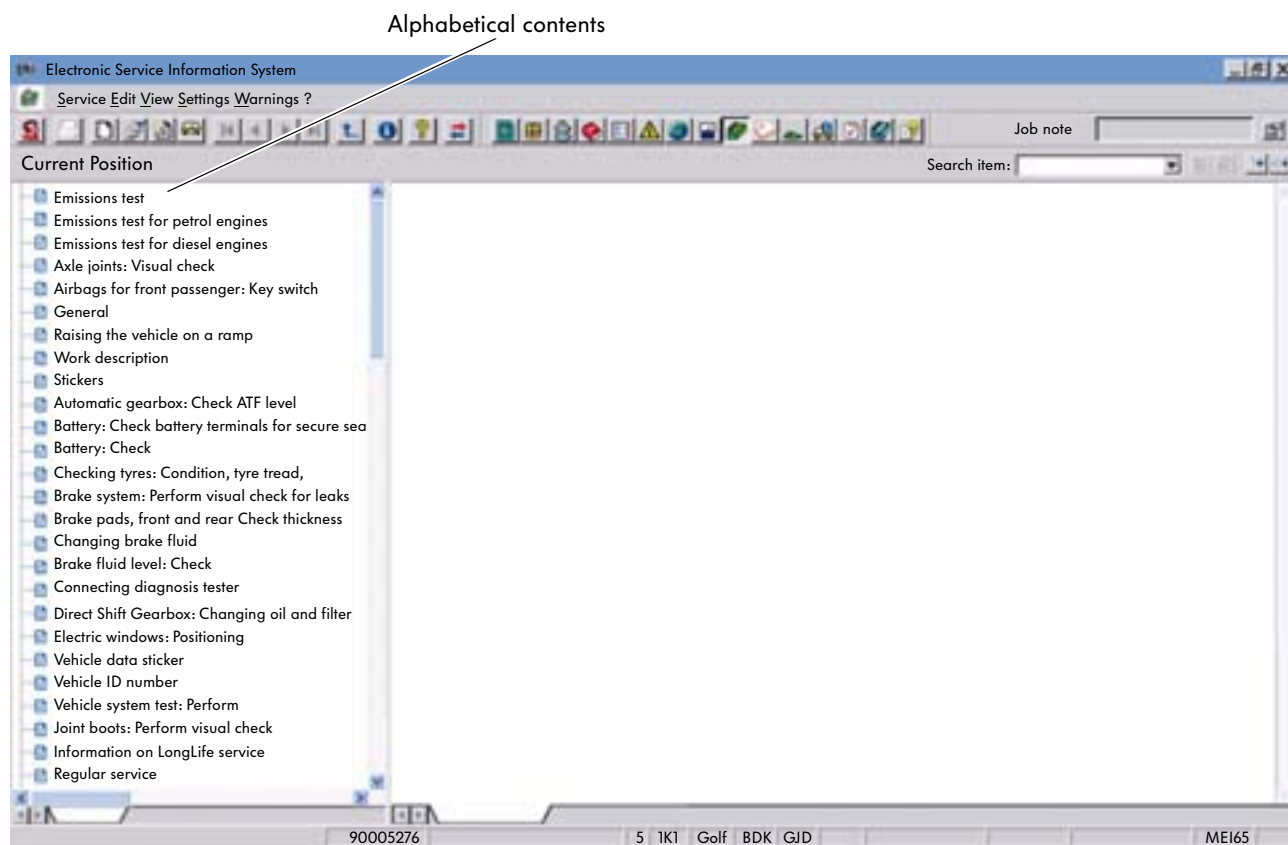
Area of application

The "Strict maintenance operation" reference medium describes all inspection intervals, operations and work required for maintenance. It is therefore used as an information source when working on a maintenance job.

Selecting inspection or work operation

After selecting, the reference medium is called up. The contents are shown on the screen.

The individual inspection and work operation is displayed in alphabetical order and can be selected by clicking on the text.



S348_034

Screen layout

Contents

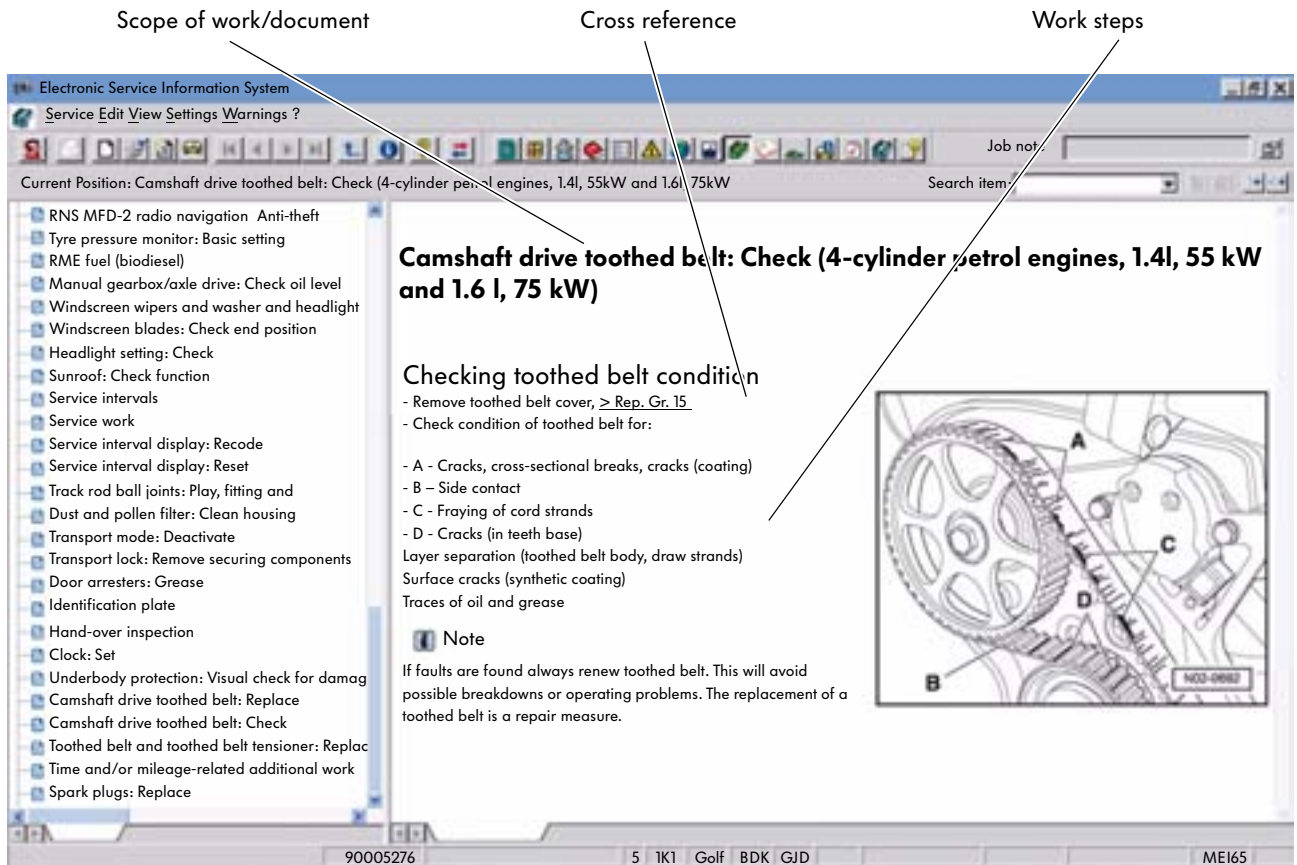
The contents are shown on the left-hand side of the screen.

Work operation/documents

The work operation and documents are shown on the right-hand side of the screen.

Repair and work operation

By positioning the mouse cursor on the respective line of the contents and clicking, the repair and work operation is displayed in the form of text and images.



S348_033

Document

Title

The selected work operation is indicated with the title. The title is shown in a blue font.

Work steps

The necessary work steps and activities are shown in a bulleted list or as text.

Diagrams are provided to help explain.

Cross-references

Additional work that is not included in the description of work steps, can be called up using a cross-reference hyperlink. The cross-reference hyperlink is in green font.

Direct Customer Service Information System

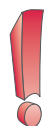
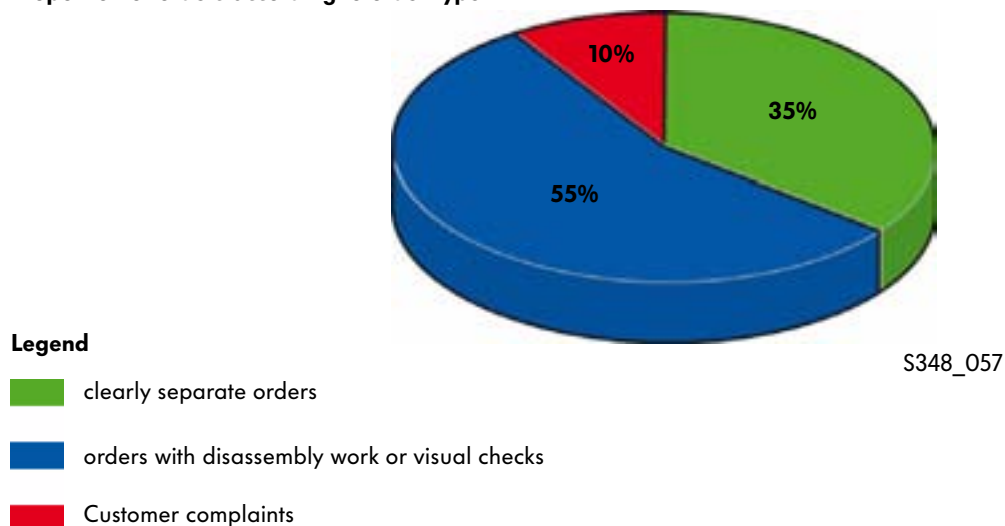
Area of application

The “Direct Customer Service Information System” resource supports the procedure at the partner so that extra work and repeat repairs can be avoided. It is used to record customer complaints, document the work performed and also aids technical support by the vehicle manufacturer. This is used to ensure the whole repair process runs smoothly.

When an appointment is made for a work order, different customer wishes are established that can be divided into three groups:

- a clearly separate order (e.g. an oil change service, changing winter tyres for summer tyres, replacing the aerial etc.),
- an order in which disassembly work or visual checks are required (e.g. an inspection service, a field campaign, a slipping clutch, replacing brake pads)
- a complaint from the customer that makes diagnosis or investigating the complaint together with the customer necessary (e.g. engine stalling, noises when steering, jolting when accelerating).

Proportion of orders according to order type



If the customer has already been to the workshop, particular sensitivity is required when handling this order.

Select Direct Customer Service Information System

The “DISS” reference media should be selected when the appointment is made. In DISS, the “Complaint Registration” tab is used for this.

Recording complaints

If there are repair orders with complaints, the customer should be asked specific questions when the appointment is made so that the appointment can then be prepared.

The customer’s information should be recorded as formulated by the customer. The actual statement made by the customer is implemented after entry in a customer code (page 32 figure S348_064). The technical problem solutions (TPS) are assigned according to the coding. The entries are transferred by clicking the “Save” button.

Complaint Registration	Workshop finding	Summary
Order data		
Order number: 20060712	Vehicle identification number: WAUZZZ8P34A052528	Importer/SC number: 123
Order date: 2006-07-12	Mileage: 25389	Dealership number: 99985
* What is the customer's complaint?		
<input type="text" value="I hear cracking noises from the steering."/>		
How often does the complaint occur?		
<input type="radio"/> once <input type="radio"/> from time to time <input type="radio"/> constantly		
Basic conditions:		
<input type="text" value="no specific conditions"/>		
New Edit Delete		
Has the car broken down (according to manufacturer's definition)?		
<input type="radio"/> Yes <input checked="" type="radio"/> No		
Breakdown definition A breakdown occurs when a vehicle can no longer be driven to the workshop or the manufacturer forbids it to be driven any further for technical reasons.		
* Have you already been to the workshop with the same complaint?		
<input type="radio"/> Yes, to our workshop <input checked="" type="radio"/> No, to another workshop <input type="radio"/> No		
* Please code the situation from customer's viewpoint:		
<input type="text" value="Chassis > Noises > Steering area > cracking noise > constantly heard"/>		
Edit Delete TPS		
Technical problem solution (no./title):		
<input type="text" value="2004621/5"/>		
* Do you want to send an enquiry?		
<input type="radio"/> Yes, obligation to report as per TPS		
<input type="radio"/> Yes, one of the following cases exists: fire, airbag or accident (safety-related enquiry)		
<input type="radio"/> Yes, approval paint complaint		
<input checked="" type="radio"/> No		
Can the customer complaint be confirmed?		
<input type="radio"/> Yes <input checked="" type="radio"/> No		

S348_059

Working with ElsaWin Reference Media

Customer coding

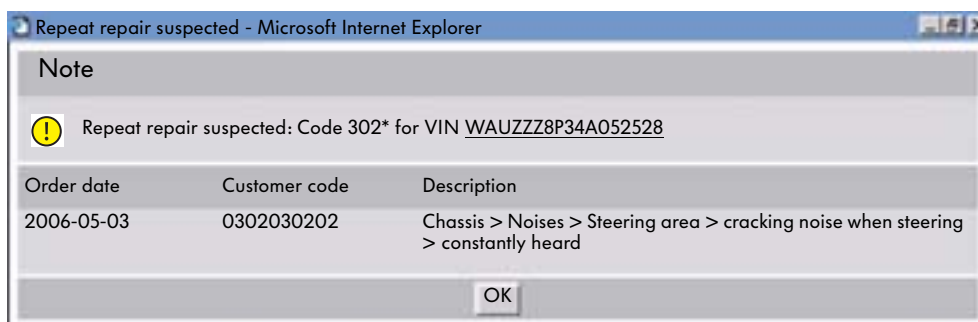
The customer coding contains the customer perception in several steps. Exact and precise customer coding allows an exact comparison with the technical problem solutions.

Assembly	Damage group	General code	Medium-level code	Detailed code
01: Engine	01: Function	01: Front end area	01: Steering - general	01: Knocking noise when moving steering wheel
02: Transmission	02: Vibration			
03: Chassis	03: Appearance	02: Steering area	98: Cannot be coded in DISS	02: Creaking noise when moving steering wheel
04: Body/equipment	04: Paint/surface protection	03: Rear area		03: Grinding noise when moving steering wheel
05: Heating/ventilation Air conditioning	05: Corrosion	06: Pneumatic suspension area		
06: Vehicle electrics	06: Noises	07: Brakes area		
	07: Leaks			

S348_064

Warning about possible repeat repair

After entering the customer coding, a check is run in the background to see whether there has been a similar customer complaint recently. The first two steps of the customer code are compared here. If a repeat repair is suspected, a pop-up mask appears.



S348_063

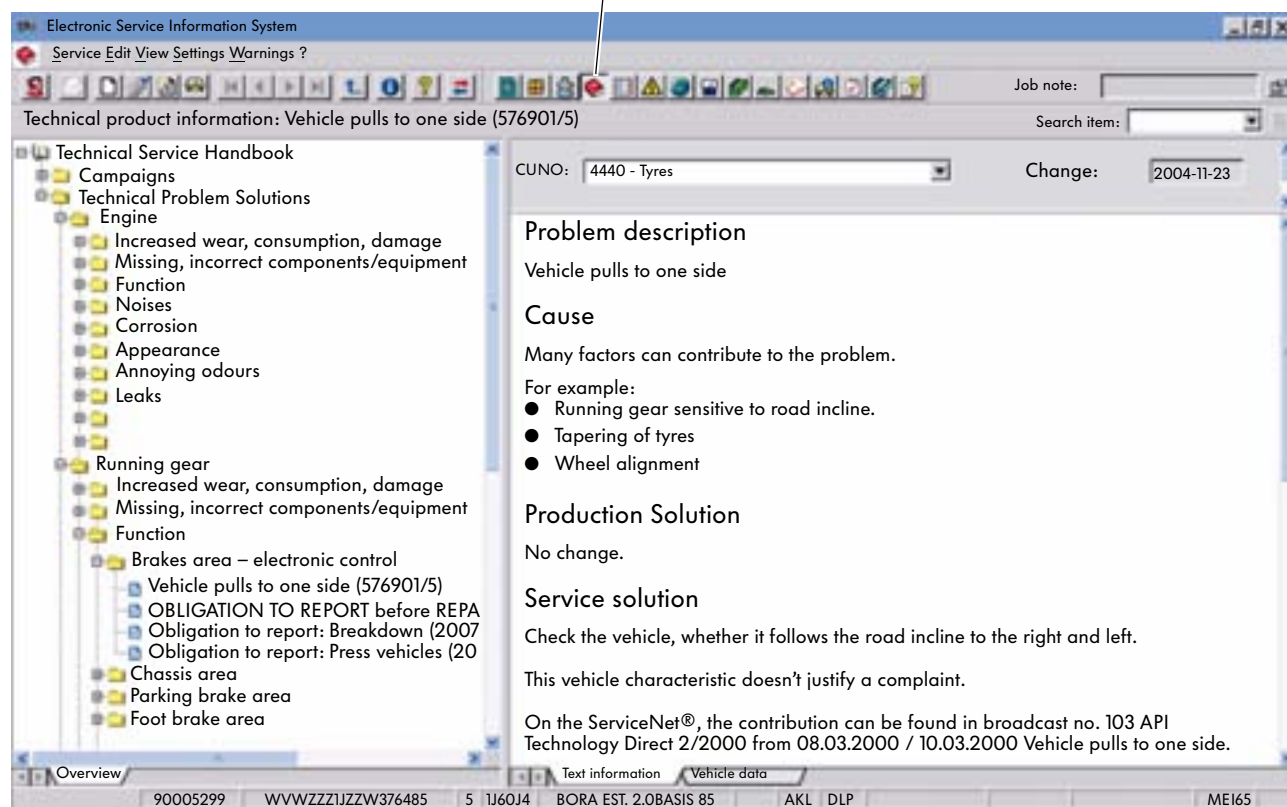
Technical Problem Solutions

After carrying out the customer coding and clicking the “Save” button, the “TPS” button becomes active. You can then access the “Technical Problem Solution” reference medium. The system compares the data entered in the customer code with the existing data in the TP and displays them.

The colour coding shows you to what extent the technical problem solution is relevant:

- Black font: Technical problem solution could be relevant
- Green font: Technical problem solution corresponds with customer code

“Technical Problem Solutions” button



S348_087



You will find further information on the “Technical Problem Solutions” resource from page 70.

Working with ElsaWin Reference Media

Recording complaint while receiving vehicle

During the vehicle receipt, further complaint-related data is recorded in the “Complaint” query mask and entered into the system. The aim is to establish whether the customer complaint is justified and ensure that the service assistant knows the customer complaint exactly, and formulates a clear order for the workshop. If no query is made, “Next process step” will take you to the workshop findings.



S348_066

Obligation to report as per TPS

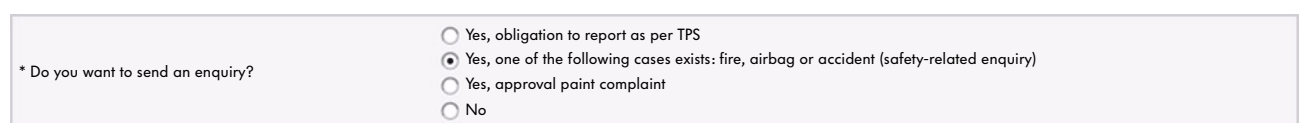
If, in the query of the technical problem solution for this vehicle and the selected customer code an obligation to report is displayed, an “Obligation to report as per TPS” should be chosen.

Approval of paintwork complaint

If customers complain about damage to paint or about corrosion, an “Approval of paintwork complaint” enquiry can be sent.

Safety-related enquiry

A “Safety-related enquiry” can be sent in DISS via the “Technical Problem Solution” reference medium. You will find out if there is an obligation to report this case when you send an enquiry. If you select the enquiry “Yes, one of the following cases exists: fire, airbag or accident (safety-related enquiry)” and then save, the “Safety-related enquiry” tab will appear.



S348_149

“Safety-related Enquiry” form

After you select the enquiry and click “Save”, the “Safety-related Enquiry” tab is added.

Complaint registration	Workshop finding	Safety-related enquiry	Summary
Order data			
Order number: 20060712	Vehicle identification number: WAUZZZ8P34A052528	Importer/SC number: 123	
Order date: 2006-07-12	Mileage: 25389	Dealership number: 99985	

S348_069

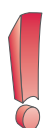
Clicking the “Safety-related Enquiry” tab opens the “Safety-related Enquiry” form.

Customer details	
* Surname, first name:	Smith John
* Street:	7 Church Street
* Country, postcode, town:	UK 12345 Anytown
Tel.:	09876 543210
E-mail:	john@smith.co.uk
* Damage date:	2006 06 21
* Situation from customer viewpoint:	I hear cracking noises from the steering.
* Workshop statement / findings from damage image:	Cracking noises from steering, no functional faults in steering
* Selection:	<input type="radio"/> Fire <input type="radio"/> Airbag <input checked="" type="radio"/> Accident
<input type="button" value="Register"/>	

S348_068



Sending the “Safety-related Enquiry” may require you to fill in report forms depending on the case. After making the selections, you need to save to activate the “Register” button. Clicking the “Register” button opens all necessary forms. You will find additional information on the ServiceNet® and/or in the TPSs.






The complaint registration should only be carried out by the customer contact staff.

Working with ElsaWin Reference Media

Workshop finding

This page should always be filled out.

In the “Workshop Finding” enquiry mask, all details entered in the previous query masks are listed. The findings and work carried out by the workshop are added to this and automatically sent to the TSC (Technical Service Centre) at the manufacturer or the product support at the importer.

Complaint registration	Workshop finding	Summary
Order data		
Order number: 20060712 Vehicle identification number: WAUZZZ8P34A052528		Importer/SC number: 123
Order date: 2006-07-12 Mileage: 25389		Dealership number: 99985
Customer complaint		
Complaint ID:		2117324
What is the customer's complaint?		Cracking noises from steering
How often does the complaint occur?		constantly
Boundary conditions:		None
Call up TPS:  TPS		
Do you want to send an enquiry?		<input type="radio"/> Yes, obligation to report as per TPS <input type="radio"/> Yes, one of the following cases exists: fire, airbag or accident (safety-related query) <input type="radio"/> Yes, send a technical enquiry <input checked="" type="radio"/> No
* Is the problem solved?		<input type="radio"/> Yes <input type="radio"/> No
* Type of complaint:		<input type="radio"/> Repair with part exchange <input type="radio"/> Repair without part exchange <input type="radio"/> Paint complaint <input type="radio"/> No repair performed <input type="radio"/> Repair as per TPS with part renewal <input type="radio"/> Repair as per TPS without part renewal
Technical problem solution (no./title):		<input type="text"/>
Additional information on workshop findings:		<input type="text"/>
* Select workshop code:		<input type="text"/>
		 Edit  Delete

S348_070

A “Technical Enquiry” should only be sent if no suitable entry has been found in the “Technical Problem Solution” reference medium. The reference medium can be called up with the “TPS” button.



This process step should be carried out by the workshop staff.

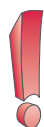
Technical enquiry

Once all possibilities at the dealership have been tried and the problem with the vehicle could not be solved, a “Technical Enquiry” can be sent to the TSC or the importer’s product support department. The “Technical Enquiry” form should be filled in for this. The corresponding tab appears when you select “Yes, send a technical enquiry” (page 36).

Clicking the paper clip button allows you to attach additional files (e.g. photos) to the enquiry. The button changes colour to indicate that there are attachments.

* How long has the problem occurred?	<input type="radio"/> From the beginning <input type="radio"/> Since the last repair <input type="radio"/> For <input type="text"/> days
* Was a comparison vehicle checked?	<input type="radio"/> Yes, same symptoms <input type="radio"/> Yes, no symptoms <input type="radio"/> No
* Is the vehicle currently available for remote diagnosis?	<input type="radio"/> Yes <input type="radio"/> No
* Have you followed the “Guided Fault Finding”?	<input type="radio"/> Yes <input type="radio"/> No
Is the exhaust emissions warning lamp on?	<input type="radio"/> Yes <input type="radio"/> No
* Does the vehicle correspond with the production version?	<input type="radio"/> Yes <input type="radio"/> No
If no, what modifications have been carried out?	<input type="text"/>
* What work has been carried out by the workshop?	<input type="text"/>
* Please select the preliminary workshop code.	<input type="text"/>
 Edit  Delete	

S348_072





The more precise the description of the work steps and the list of test results, the more precise the answer from the TSC or importer.

Mandatory fields are indicated by a black star.

Working with ElsaWin Reference Media

Reply

The answer sent by the TSC or the product support department can be opened with the “List of complaints” button.

Order data						
Order number: 20060712		Vehicle identification number: WAUZZZ8P34A052528		Importer/SC number: 123		
Order date: 2006-07-12		Mileage: 25389		Dealership number: 99985		
Model year: 2004		Sales type: 8P1BA4		Engine: BGU		
Delivery date: 2004-02-11		Brand: Audi		Gearbox: FVH		
Complaints relating to order						
Complaint ID	Registered on	Description	Customer code	Rectified	Status	Request Edit
2117324	2006-09-17	wheel turning the wheel	Chassis > Noises > Steering area > Steering general > cracking noise -	Not registered	Workshop finding	 
						New complaint

S348_074

Complaint Details

The answer is under the point “Communication history”. If there is need for further communication, you can send further questions to the TSC in the “Messages” box.

Incoming	In Progress	Sent Enquiries	Complaint Details	Find	Order List
Enquiry		Vehicle data		Partner data	
Complaint ID: 2117324		Brand: Audi		Company: Smith	
Enquiry type: Technical Enquiry		Model year: 2004		Partner: Partner	
Is the vehicle currently available for remote diagnosis? Yes		Sales type: 8P1BA4		Location: Anytown	
Have you followed the “Guided Fault Finding”? Yes		Sales type code: A3 1.6 R4 75 M5S		Name: Smith	
Is the exhaust emissions warning lamp on? No		Engine: BGU		Assistant	
Does the vehicle correspond with the production version? Yes		Gearbox: FVH		Org ID: XXXXXXXXXX	
Reply time: 2006-07-18 13:37		Delivery date: 2004-02-11		VS: WS	
		Vehicle identification number: WAUZZZ8P34A052528		Region: 0	
		Mileage: 25389		Telephone: 0987 12345	
				E-mail: john@smith.co.uk	
				Postcode: 91928	
				Street: 5 Church Street	
Customer information:			Workshop text:		
<input type="text" value="I hear cracking noises from the steering."/>			<input type="text"/>		
Customer code: <input type="text" value="0306020101"/>			Workshop code: <input type="text" value="0302"/>		
<input type="text" value="Chassis > Noises > Steering area > Steering general > cracking noise"/>			<input type="text" value="Gearbox > Area of gearbox case and lid"/>		
Communication history:					
Sent:		Processed by:		Sent on:	
2006-09-17 13:36		Smith, DEXXXXXXX		Level 1	
2006-09-17 16:48		Assistant level 1, DEXXXXXXX		Partner	
				Workshop code: 03021	
				Message: Test	
				Reply	

S348_075

Conclude complaint

The complaint should be concluded after successful repair so that the process is closed in the system and the history is complete (important for later repairs). Furthermore the manufacturer can monitor the current quality using the concluded DISS message.

The screenshot shows a software interface for concluding a complaint. It features several input fields and a set of radio buttons for selecting the type of complaint. The form is organized into sections with labels and input areas. At the bottom, there are buttons for 'List of complaints', 'Save', 'End', 'New complaint', and 'Cancel'.

* Type of complaint

☒ Repair with part exchange ☐ Repair without part exchange
☐ Paint complaint ☐ No repair performed
☐ Repair as per TPS with part renewal ☐ Repair as per TPS without part renewal

Technical problem solution (no./title):

Additional information on workshop findings:

* Select workshop code:

Edit Delete

* Select workshop code:
* Number of damage rectifying genuine part:
* Manufacturer code of damage causing genuine part:

List of complaints Save End New complaint Cancel

S348_077

Depending on the selected "Type of complaint", different entries become mandatory fields upon closing. These are automatically indicated by black stars after you select "Type of complaint".

Working with ElsaWin Reference Media

DISS Monitor

All DISS messages and enquiries as well as the related replies from a workshop can be viewed in the DISS Monitor. Creating and closing complaints is also possible. Creating new orders is only possible using ElsaWin.

Opening DISS Monitor

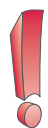
The DISS Monitor can be:

- called up via the ElsaWin Web Favourites or
- via the dealer portal in the CPN.

Calling up the DISS Monitor via ElsaWin Web Favourites

The screenshot shows a web interface titled "Dealer portal". Below the title is a "Welcome" message. There are three tabs: "Application", "System messages", and "Messages". The "Application" tab is selected. Below the tabs, there are two sections. The first section is titled "You can select the following application:" and contains a list with "DISS Monitor". The second section is titled "You can access the following application via the Internet:" and is currently empty. At the bottom of the interface, there are two buttons: "My Profile" and "Logout".

S348_080






The details under "My Profile" are transferred with each message and therefore need to be constantly up to date.

The DISS Monitor needs to be activated by the system administrator at the partner.

“Incoming” tab

Upon opening, the DISS Monitor always displays the “Incoming” tab. All enquiries received from the workshop are listed there. Clicking the vehicle identification number opens the “FISH” reference medium. All current information can be viewed here.

Clicking the corresponding enquiry displays the “Complaint Details” tab.

Incoming	In Progress	Sent Enquiries	Find	Order List	Administration	Portal							
Complaint ID	M	AZ	Preliminary WSC	CC	CHASSIS NO.	TYPE	REG. DATE	AWZ	AA	LB	W	Assistant	
2116355	A	N	Front axle, steering > Upper suspension link area > Rear suspension link	Vibration when driving fast	WAUZZZ4EX3N004486	4E201I	2002-12-28	2006-07-28 17:10	R	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Müller XXXXXXXXXX	
2116363	V	N		Steering heavy after engine start	WVWZZZ1KZ4P002879	1K1252	2003-10-30	2006-08-03 14:15	S	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Schmidt XXXXXXXXXX	
2116363	V	N	Engine > Engine area	Engine jolts	WAUZZZ8P64A083837	8P1BLC	2003-10-22	2006-08-04 17:30	T	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Schmidt XXXXXXXXXX	

S348_078

“In Progress” tab

When you open the “In Progress” tab you will see a list of the DISS enquiries that are being processed at the partner. The messages can be edited by clicking the “Edit” icon.

Incoming	In Progress	Sent Enquiries	Find	Order List	Administration	Portal							
Complaint ID	M	AZ	Preliminary WSC	CC	CHASSIS NO.	TYPE	AA	LB	W	Assistant			
2116355	A	N	Front axle, steering > Upper suspension link area > Rear suspension link	Vibration when driving fast	WAUZZZ4EX3N004486	4E201I	R	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Müller XXXXXXXXXXXX			
2116363	V	N		Steering heavy after engine start	WVWZZZ1KZ4P002879	1K1252	S	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Schmidt XXXXXXXXXXXX			
2116363	V	N	Engine > Engine area	Engine jolts	WAUZZZ8P64A083837	8P1BLC	T	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AH Meier Schmidt XXXXXXXXXXXX			

S348_151

Working with ElsaWin Reference Media

“Sent Enquiries” tab


On the “Sent Enquiries” tab, you can view the enquiries that were sent by the partner and have not yet been answered by the TSC. The preliminary information is also available there.

Incoming		In Progress		Sent Enquiries		Find	Order List	Administration	Portal												
Complaint ID	M	AZ	Preliminary WSC				CC		CHASSIS NO.		TYPE	LS	HL1		AA	LB	W	AS			
2116355	A	N	Front axle, steering > Upper suspension link area > Rear suspension link				Vibration when driving fast		WAUZZZ4EX3N004486		4E201I	2006-07-28 17:10									
2116363	V	N					Steering heavy after engine start		WVWZZZ1KZ4P002879		1K1252	2006-08-03 14:15									

S348_147

“Find” tab

On the “Find” tab, you can only search for enquiries that have not been completed.

Incoming	In Progress	Sent Enquiries	Find	Order List	Administration	Portal			
Complaint ID	M	VWK	CC	CHASSIS NO.	TYPE	REG. DATE	AA	Assistant	AS
2116355	A	0101	Vibration when driving fast	WAUZZZ4EX3N004486	4E201I	2002-12-28	R	AH Meier Müller XXXXXXXXXX	 
= 2116355	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 
1 1 to 1 of 1									

S348_152

“Order List” tab

On the “Order List” tab, all orders from the service partner are listed. The status of the order, the number of complaints, enquiries for the order and the code “WB” are displayed. “WB” means “Risk of Repeat Visit”. DISS messages without enquires can be deleted from the DISS monitor.

Incoming	In Progress	Sent Enquiries	Find	Order List	Administration	Portal				
BVZN	Order no.	Order date		Chassis number	Mileage	W	Status	BA/enquiry		
123	768056	2006-07-19		WAUZZZ8P14A036948	17509	<input type="checkbox"/>		2/1		
123	768056	2006-07-20		WAUZZZ4F15N345987	17509	<input type="checkbox"/>		1/1		
123	768056	2006-07-22		WV2ZZZ2KZ5X678984	17509	<input type="checkbox"/>		1/0		
123	768056	2006-07-2		WAUZZZ8P34A435743	17509	<input type="checkbox"/>		1/0		
						<input type="checkbox"/>				

S348_148

“Administration” tab

On the “Administration” tab, you can specify whether e-mail notification is required when a reply is received by the partner. All staff, who check “ Yes, send e-mail notification”, will receive the notification.

Incoming	In Progress	Sent Enquiries	Find	Order List	Administration	Portal
----------	-------------	----------------	------	------------	----------------	--------

DISS Profile

☐ No, do not send e-mail notification
☒ Yes, send e-mail notification

You will receive e-mail notification at the e-mail address `diss2@audi.de` stored in the dealer portal when you receive an answer to an enquiry from your dealership. The e-mail address can only be changed in the portal under “My Profile”.

Accept

S348_150



Information about system changes are published on ServiceNet® and Volkswagen TV or Audi iTV (UK see desk top).

Working with ElsaWin Reference Media

Vehicle-specific notes

Area of application

Individual information about a vehicle is displayed in ElsaWin with the “Vehicle-specific notes” reference medium. The requirement for this is, however, that corresponding data on this vehicle is stored in the central database and that there is a CPN connection to the manufacturer’s database.

The vehicle information is organised into the following groups:

- Vehicle data
- Notes
- Repair history
- Campaigns

A complete printable PR number list is displayed when you select “Vehicle Data”. Depending on the chassis number, guarantee codes and, colour codes are displayed.

Vehicle type identification

After selecting, the form for entering the vehicle identification becomes visible. The vehicle identification number (chassis number) needs to be entered.

After clicking the “Start Enquiry” button, a connection to the dealer portal is made if the system is online.

Vehicle type identification

Brand Designation Sales Model Designation

Model year Code Engine Type CCM kW Designation

Vehicle number: WVW ZZZ 1K Z Z W 376 485

Engine no. Gearbox no.

Gearbox Type Number Designation

Final drive Type Number Designation

Start Enquiry More >>

OK Cancel Reset

S348_082

Enter vehicle identification number

“Start Enquiry” button

Accessing dealer portal

The access to the dealer portal requires an organisation ID (org ID), a user ID and a password. This access data is issued by the system administrator at the partner (dealership).

Volkswagen AG International Dealer Portal

Volkswagen AG Dealer Portal

Available languages
 Deutsch
 English
 Francais
 Espanol
 Italiano
 Nederlands
 US English

Welcome

Login System Messages Telephone Support

You need to log on to work in the portal and use its applications. Please enter your org. ID, your user ID and the password. Please note that passwords are case sensitive.

Org ID: XXXXXXXX User ID: XXXXXXXX Password: *****

User administration for dealer systems
 Access to other services (e.g. e-mail, Internet accounts, EVA, GeKo)
 Documentation for Dealer Portal

Volkswagen AG is committed to transparency and open communication both inside and outside company. Important information on Volkswagen AG and how to contact us can be found here.
 VOLKSWAGEN AG is a joint stock company under German law based in Wolfsburg.

Reset Submit Registration

S348_112

Vehicle data

The data stored at the manufacturer is then displayed.

Selecting the data with the mouse and clicking the "Accept" button transfers it to the data fields.

If further information on the vehicle is available, this will be displayed in a pop-up window.

Vehicle type identification

Brand	Designation	Sales Model	Designation
V	Volkswagen	1K1G03	Golf 1.6 FSI Trend 85

Model year Code: 2005 K

Vehicle ID number: WVW ZZZ 1K Z Z W 376 485

Engine	Type	CCM	kW	Designation
BAG	FS	1598	85	MPI Bosch Motr.

Gearbox	Type	Number	Designation
GJX	A	09GB	Designation

Engine no.: BAG
 Gearbox no.: GJX

Start Enquiry

Vehicle type: Basic Data

Important

The following data is available for this vehicle:

- ✓ Pending field campaigns
- ✓ Guarantee/warranty information
- ✓ Repair history

OK

Designation	Value
Type/model code	1K1G03
Model year	2005
Colour code	Z4Z4HE
Production date	05.06.2005
Engine	BAG
Gearbox	GJX
Company no. – ordering dealer	134-471911
Company no. – delivering dealer	134-471911
Delivery date	21.06.2005

Accept

S348_113/S348_134

Pop-up window

Working with ElsaWin Reference Media

Individual information

The following vehicle-specific information is then available:

- Vehicle data
- Repair history
- Campaigns
- Notes
- Radio code

Vehicle data

The “Vehicle Data” information group contains information on the brand, model year, sales type, engine code, gearbox code, vehicle ID number, description (vehicle type), production and delivery date as well as the colours and the PR numbers.

Clicking the plus sign displays the PR numbers for the selected vehicle.

Furthermore the point “Guarantee” is listed among the vehicle data if electronic warranty data is available in the manufacturer system.

Service Edit View Settings Warnings ?

Job note:

Vehicle-specific instructions

- Vehicle data
- Repair history
- Campaigns
- Radio code

Vehicle data

Vehicle data					
Brand:	V	Vehicle ID no.:	WVGZZ1TZ4W123567	Country code:	DNK
Model year:	2004	Description:	TOURAN 2.0 TREND 100 TDISG6	Region:	204
Sales type:	TTTT31	Production date:	2004-03-26	Dealer number:	0116
MBK:	AZV	Delivery date:	2004-04-26		
GKB (gearbox code):	GNE	Leasing:			

Colours

Type	Colour code	Description
Exterior:	2R/2R	platinum grey metallic/platinum grey metallic
Interior:	FC	anthracite/anthracite/anthracite

PR numbers

Consec. no.	No.	Origin	Family	Description
-------------	-----	--------	--------	-------------

90005276 5 1K1 Golf BDK GJD MEI65

Plus sign

S348_141

Repair history

In the “Repair History” information group, you can, for example, check when the vehicle was serviced and what repairs were carried out. In addition, there is a list of what work was carried out and which parts were fitted. Clicking the plus sign in the corresponding line opens the information.

Service Edit View Settings Warnings ?

Vehicle-specific Information

- Vehicle data
- Repair history
- Campaigns
- Radio code

Vehicle data

Vehicle data

Vehicle ID no.: WVZZZ1T24W123567

Registration: 2004-04-26

Type: 1T1T31

Next MOT: 2007-04

Next emissions test: 2007-04

Invoices

	Consec. No.	Acceptance date	Mileage	Order no.	Invoice no.	Guarantee goodwill	Cancellation credit note	Maintenance
+	1	2006-12-06	085023	0199374	000678654	X		
+	2	2006-10-07	072023	0199208	000677638			X
+	3	2006-04-28	0645023	0199199	000678234			

90005276

5

1K1

Golf

BDK

GJD

MEI65

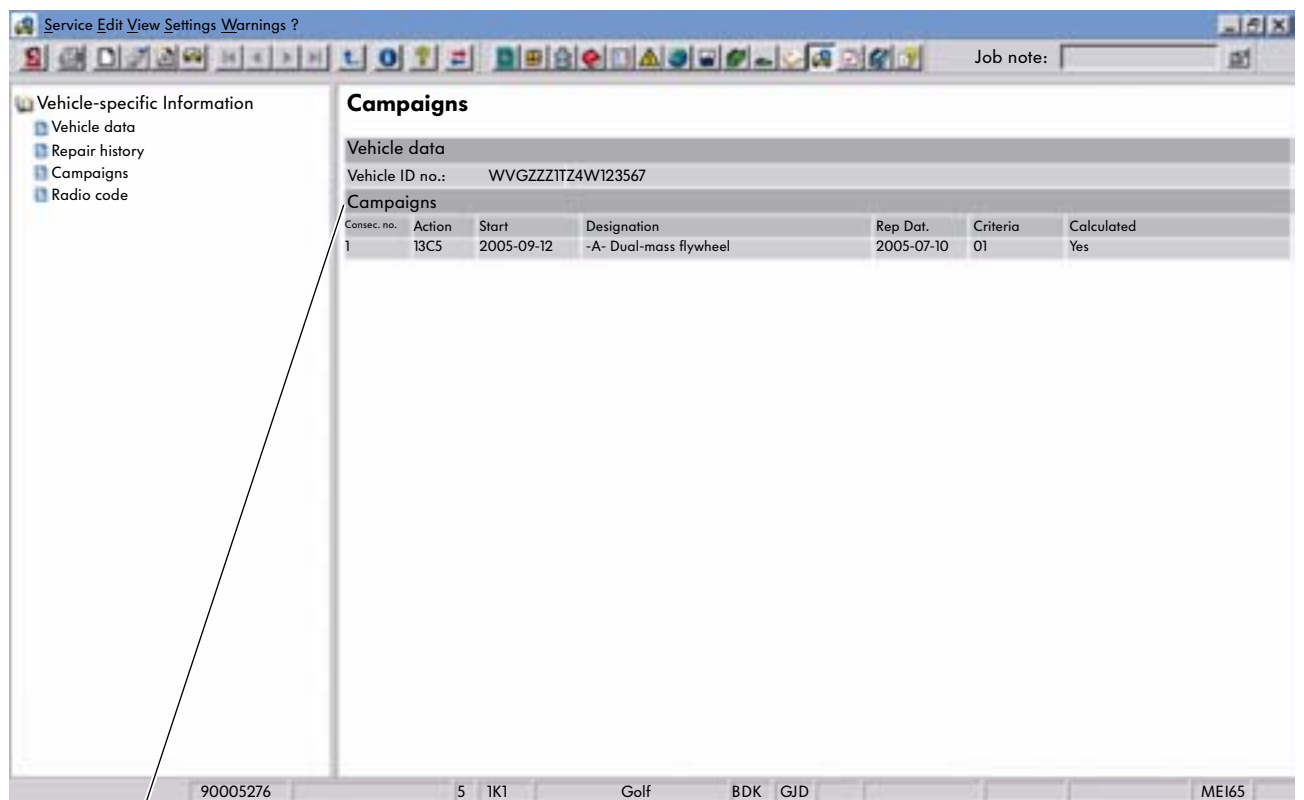
Plus sign

S348_142

Working with ElsaWin Reference Media

Campaigns

Information on campaigns (e.g. recalls) that concern the vehicle are stored in the “Field campaigns” information group. Left-clicking the “Action” column opens the required item. Furthermore you can specify under the required position whether the action was carried out and invoiced, or is still pending.



“Field campaigns” column

S348_143

Notes

In the “Instruction” information group, special information or multimedia documents can be stored for each vehicle identification number. Using this data, you can, for example, determine whether the vehicle is stolen or whether special equipment has been fitted in the vehicle. Further information on vehicles that are in the launch phase may be stored there.

Radio code

Querying the radio code has been integrated into the FISH reference medium since ElsaWin version 3.1. This option currently only applies to Volkswagen and Volkswagen Commercial Vehicles. For Audi, querying is only possible with VAS 5051 and VAS 5052.

You log in using the user ID for GeKo-VW.

The user rights issued for GeKo-VW for querying the transponder code via VAS 5051/5052 also apply for radio code queries in FISH.

The screenshot shows the ElsaWin software interface. On the left, a tree view under 'Vehicle-specific Information' includes 'Vehicle data', 'Repair history', 'Field campaigns', and 'Radio code'. The 'Radio code' option is selected. On the right, a 'Login for radio code query' dialog box is open, featuring fields for 'ACC User ID' (containing 'DEVWRAUPAVO') and 'Password' (containing masked characters), and a 'Login' button. The top of the window has a menu bar with 'Service', 'Edit', 'View', 'Settings', and 'Warnings?'. The bottom status bar displays vehicle information: '90005276', '5', '1K1', 'Golf', 'BDK', 'GJD', and 'ME165'.

S348_144

Working with ElsaWin Reference Media

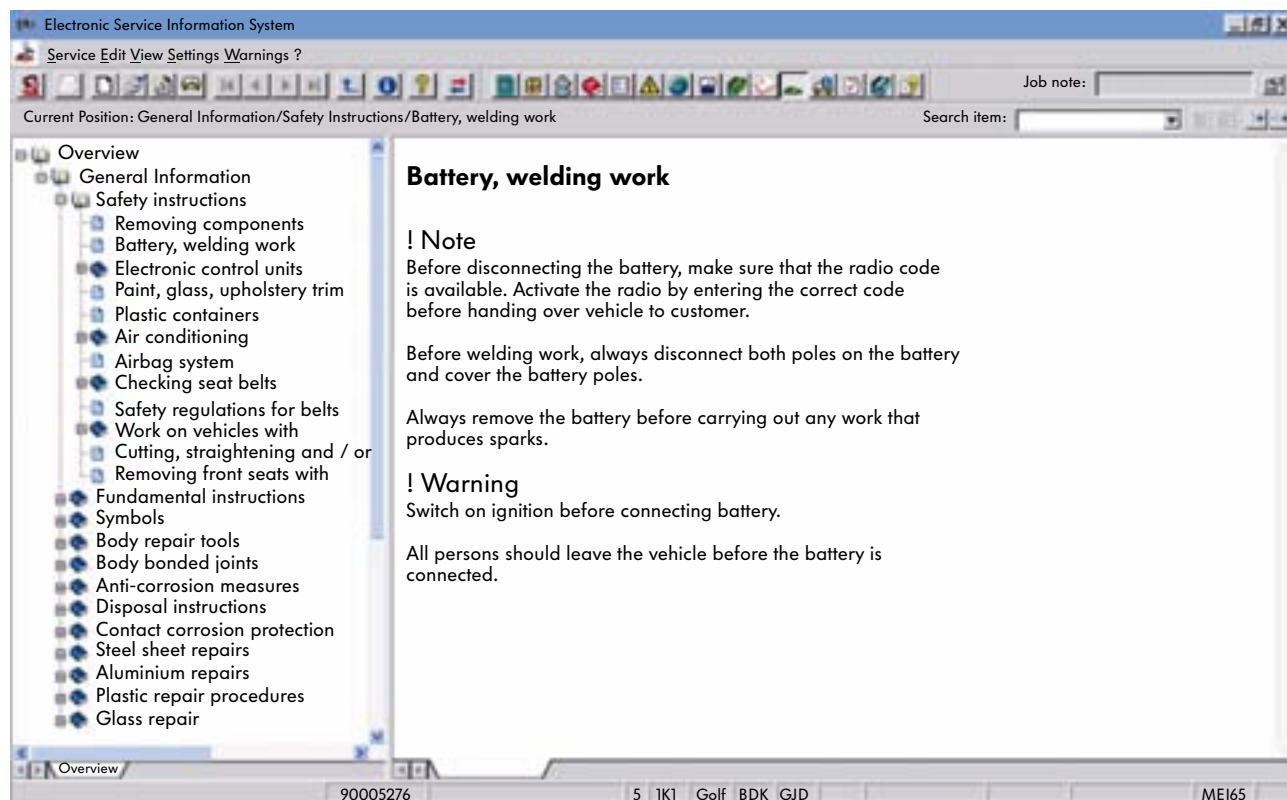
Body repair

Area of application

This reference medium contains the documents that are required for bodywork repairs.

Select scope of work

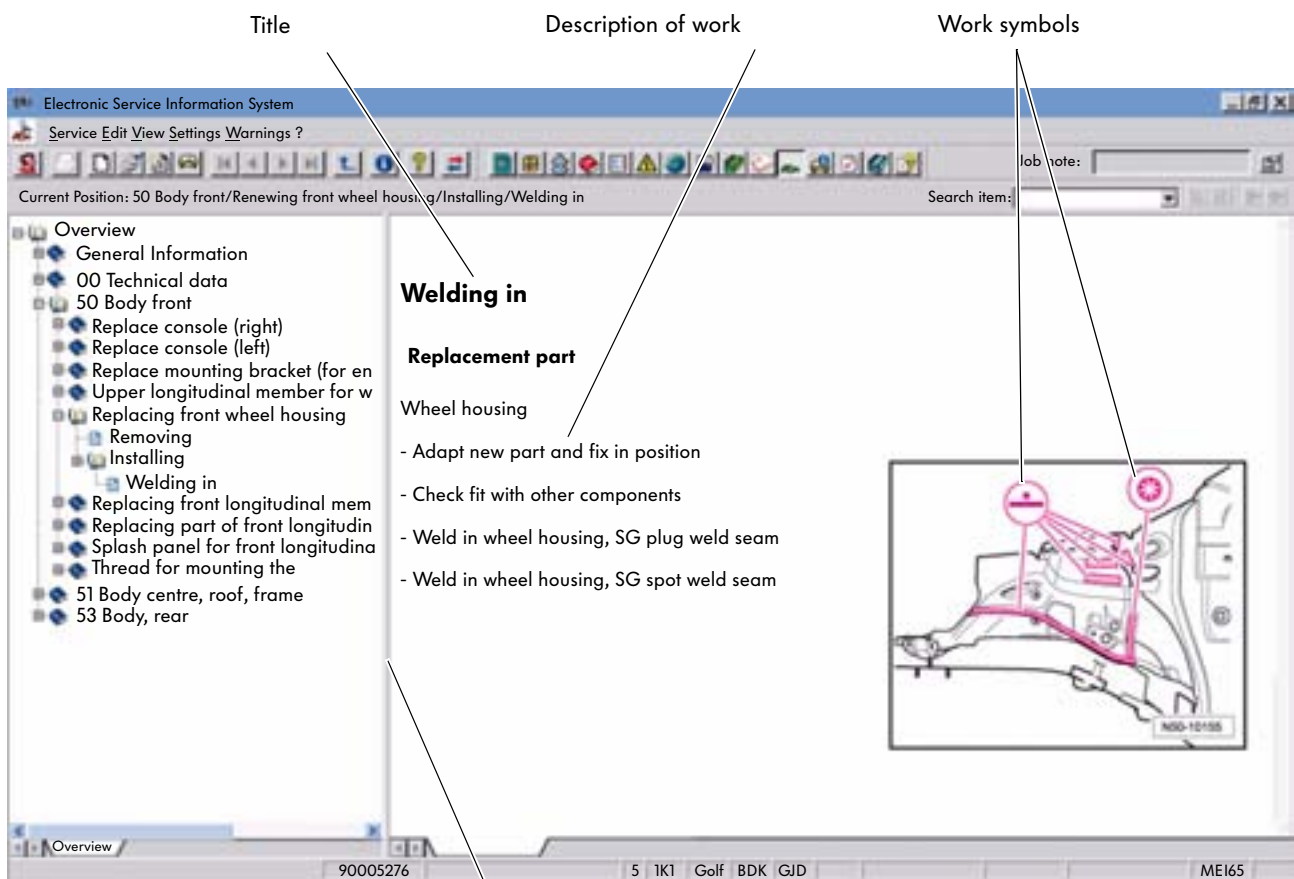
After identifying the vehicle and selecting the reference medium, the list is displayed. Clicking the plus sign in front of the documents displays the sub-topics.



S348_053

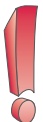
Document

After selecting, the document is displayed. The screen split between the overview and the document can be varied. The overview is shown in blue font, references and links to other documents are in green font.



S348_054

The screen split between the overview and the document can be varied. When the mouse cursor turns into a double arrow over the separating line, you can move the line to the position you require.



You will find further explanations of the symbols used under Symbols in the reference medium overview.

Working with ElsaWin Reference Media

Owner's manuals

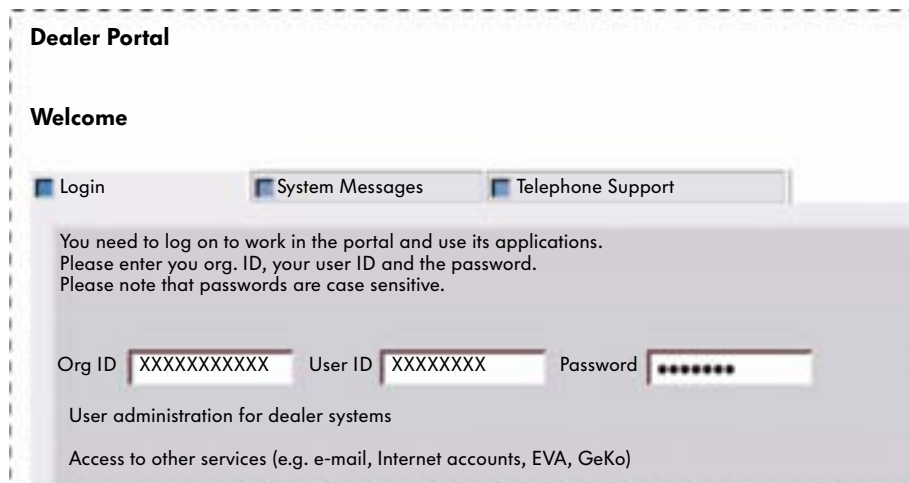
Area of application

The "Owner's Manuals" reference medium has been available since ElsaWin version 3.2.

The number of owner's manuals available is constantly being increased (not all vehicle models are currently available).

Select reference medium

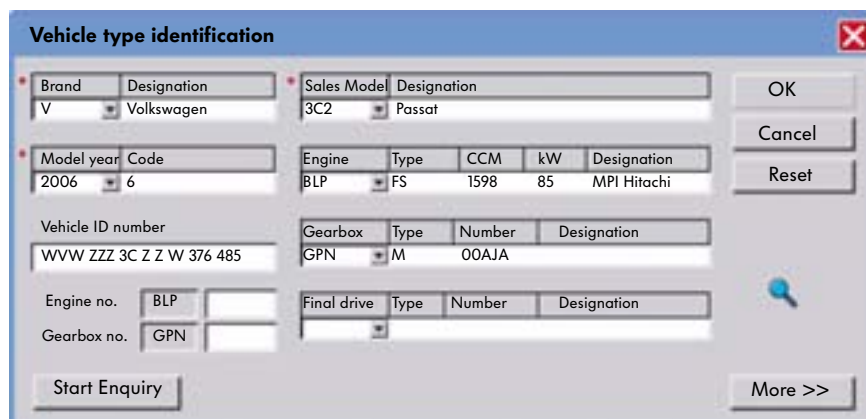
Select the reference medium with the button, the toolbar or the menu bar. You will need a connection to the CPN as the documents are on a central server. Therefore the CPN login dialog will open first asking you to log in.



The screenshot shows the 'Dealer Portal' login window. It has a title bar 'Dealer Portal' and a 'Welcome' message. Below the message are three tabs: 'Login', 'System Messages', and 'Telephone Support'. The 'Login' tab is active. The login instructions state: 'You need to log on to work in the portal and use its applications. Please enter you org. ID, your user ID and the password. Please note that passwords are case sensitive.' There are three input fields: 'Org ID' with the placeholder 'XXXXXXXXXX', 'User ID' with the placeholder 'XXXXXXXX', and 'Password' with a masked field '*****'. Below the fields, it says 'User administration for dealer systems' and 'Access to other services (e.g. e-mail, Internet accounts, EVA, GeKo)'.

S348_083

After logging onto the dealer portal, you need to identify the vehicle.



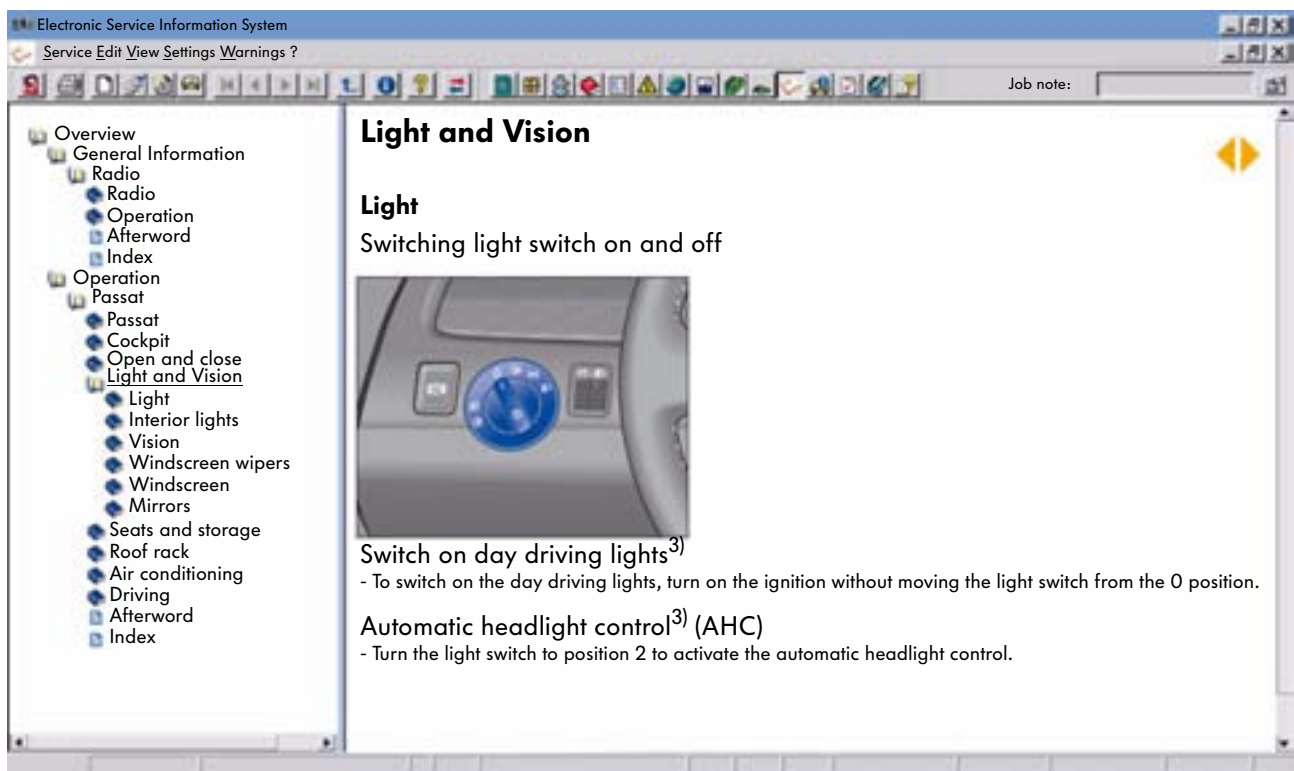
The screenshot shows the 'Vehicle type identification' dialog box. It has a title bar 'Vehicle type identification' and a close button. The dialog is divided into several sections. The first section has 'Brand' (V) and 'Designation' (Volkswagen). The second section has 'Sales Model' (3C2) and 'Designation' (Passat). The third section has 'Model year' (2006) and 'Code' (6). The fourth section has 'Engine' (BLP), 'Type' (FS), 'CCM' (1598), 'kW' (85), and 'Designation' (MPI Hitachi). The fifth section has 'Gearbox' (GPN), 'Type' (M), and 'Number' (00AJA). The sixth section has 'Vehicle ID number' (WVW ZZZ 3C Z Z W 376 485). The seventh section has 'Engine no.' (BLP) and 'Gearbox no.' (GPN). The eighth section has 'Final drive' (Type, Number, Designation). There are buttons for 'OK', 'Cancel', 'Reset', 'Start Enquiry', and 'More >>'.

S348_082

Document

The document has a table of contents on the left-hand side of the screen that corresponds with the structure of the paper version. The index is linked to the contents. You can therefore select specific content using the index.

The corresponding pages are displayed on the right hand side of the screen.



S348_084

Working with ElsaWin Reference Media

Workshop Manual

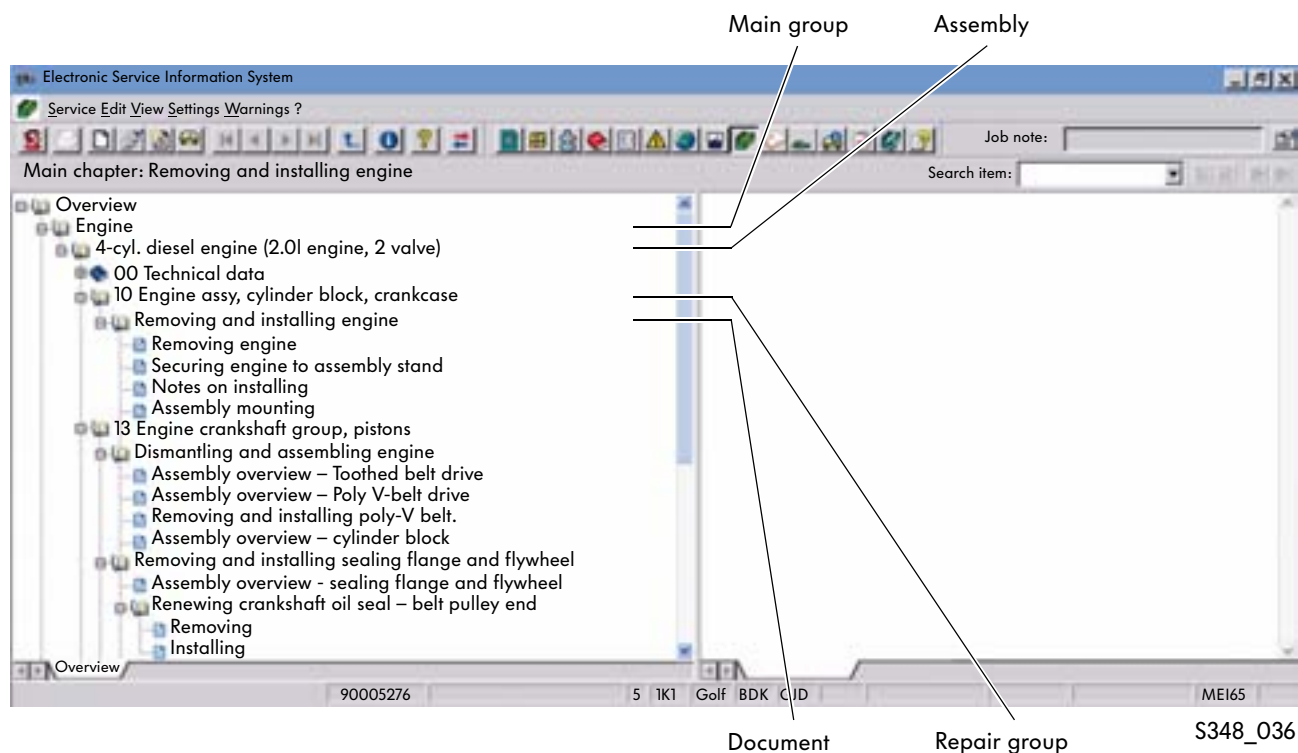
Area of application

The “Workshop Manual” reference medium describes all necessary assembly, test and adjustment work. It is used to carry out a clearly defined activity such as repair or adjustment work.

Select assembly, test and adjustment work

The reference medium can be called up after the vehicle has been identified. The table of contents is shown on the screen and is divided into the following levels:

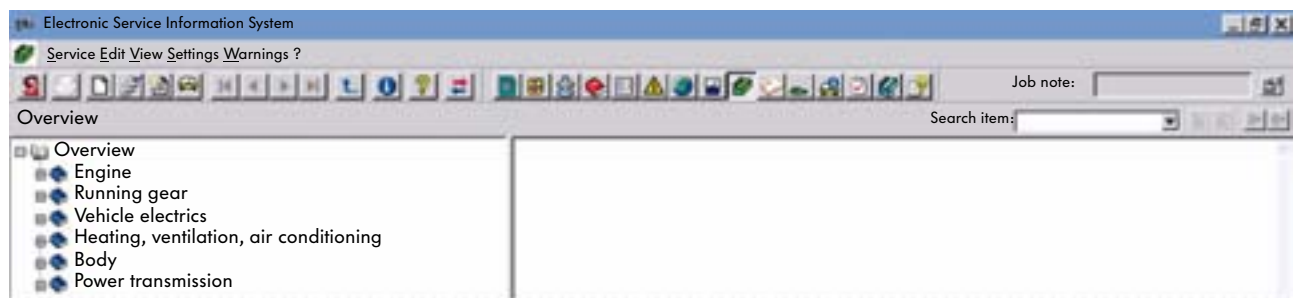
- Main group
- Assembly
- Repair group
- Document



Positioning the mouse on the column containing the required main group and then double-clicking opens the required information. A plus sign in front of the information indicates that this information has several levels. You open these by clicking the plus sign.

Main groups

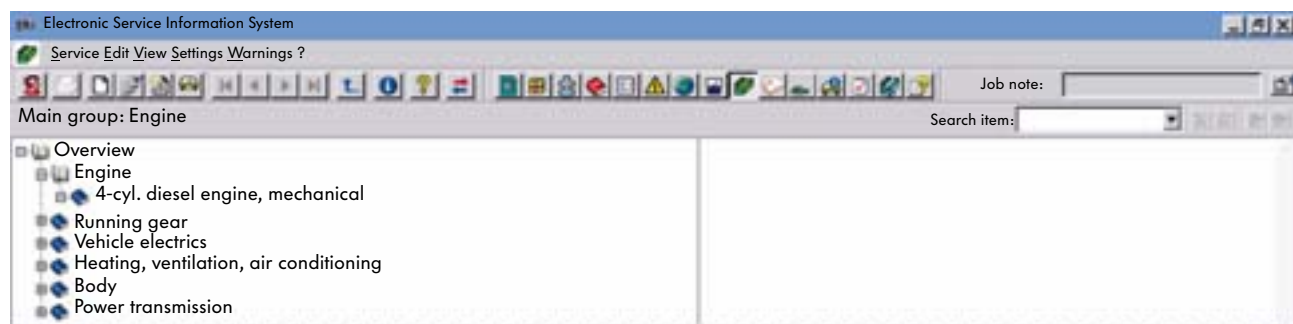
The organisation of the main groups corresponds with the generally used break-down of the vehicles into assemblies.



S348_037

Assemblies

The break-down into assemblies corresponds with the printed customer service literature that is now obsolete. The titles of the workshop manuals and the assemblies are identical.

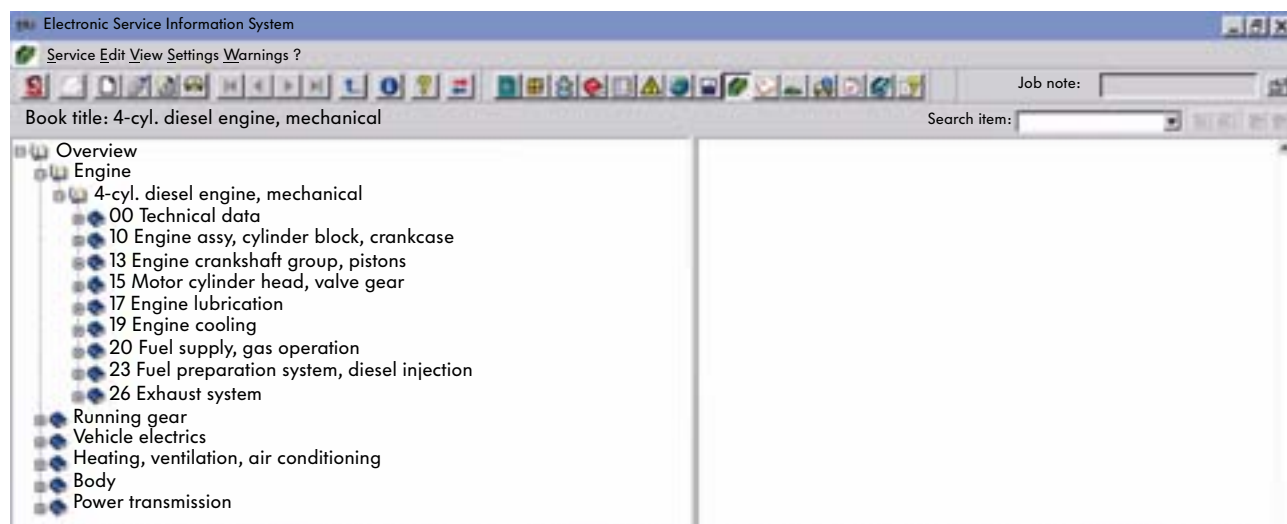


S348_038

Working with ElsaWin Reference Media

Repair groups

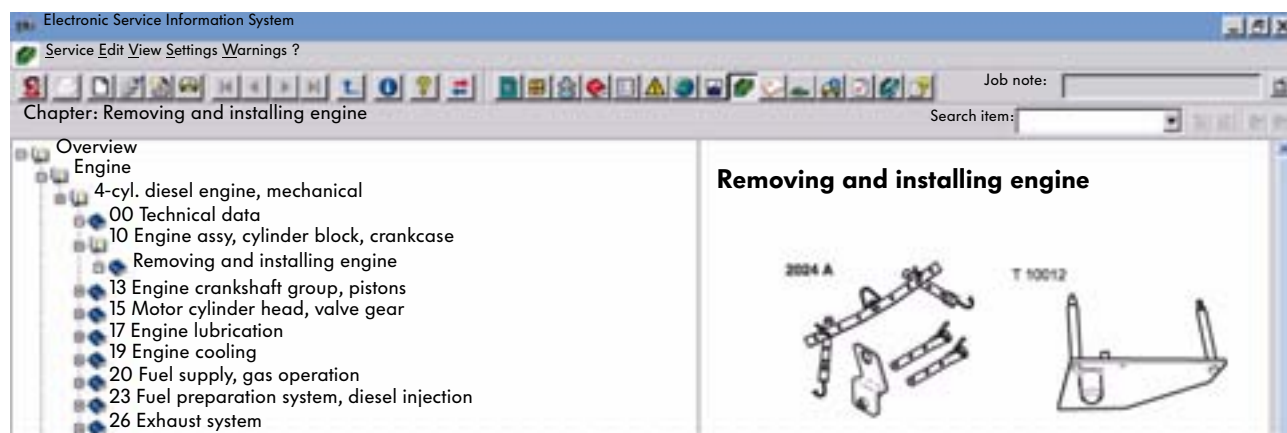
The numbers of the repair groups correspond with the printed repair guides used in the past.



S348_039

Document

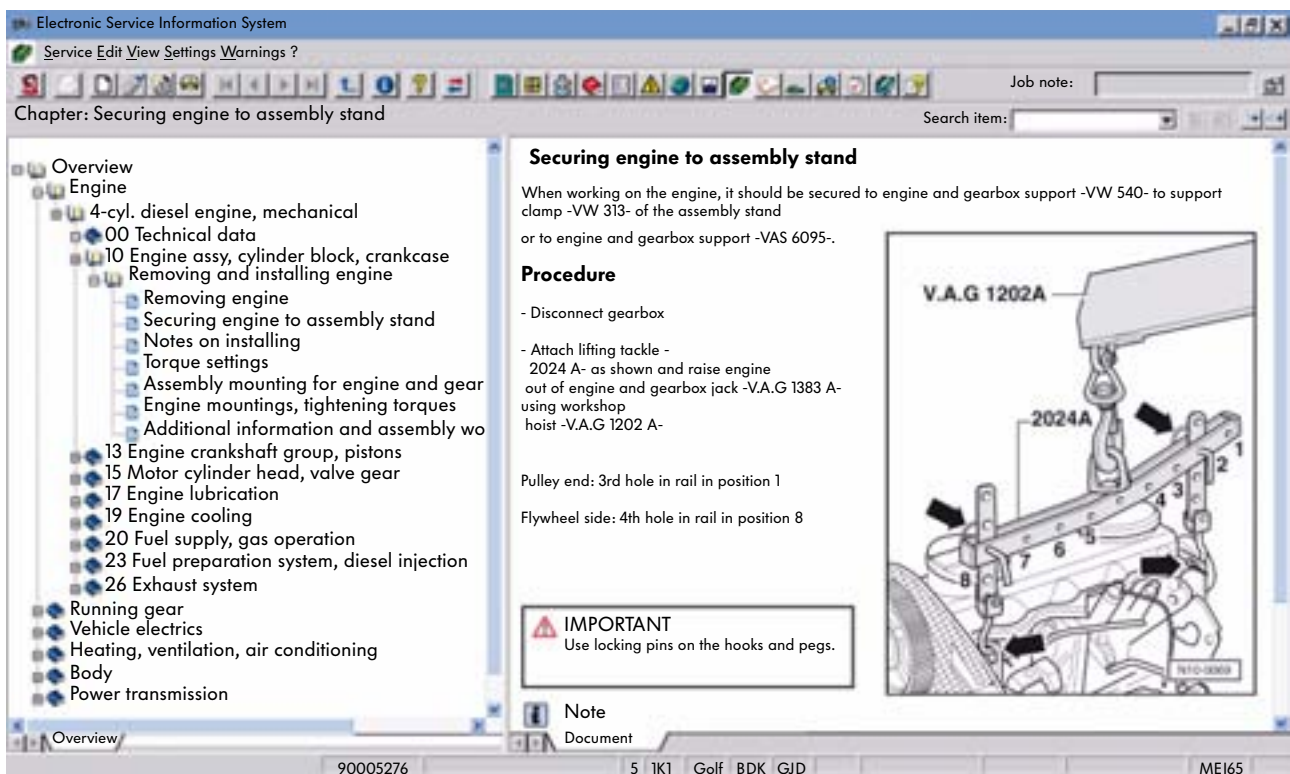
The document lists the special tools required and describes the work to be carried out with illustrations and text.



S348_040

Illustrations and text

The illustrations and text correspond with the individual pages in the printed workshop manuals. Clicking the information in the overview opens the page. The arrangement of the screen can be changed. The dividing line between the overview and document can be moved with the mouse.



S348_041

Document

Title

The selected work operation is indicated in the title. The title is shown in a blue font.

Work steps

The necessary work steps and activities are shown in a bulleted list or as text. Diagrams are provided to help with the explanation.

Cross-references

Additional work that is not included in the description of work steps, can be called up with a cross-reference hyperlink. The hyperlink is in green font (see page 29).

Working with ElsaWin Reference Media

Emissions test

Area of application

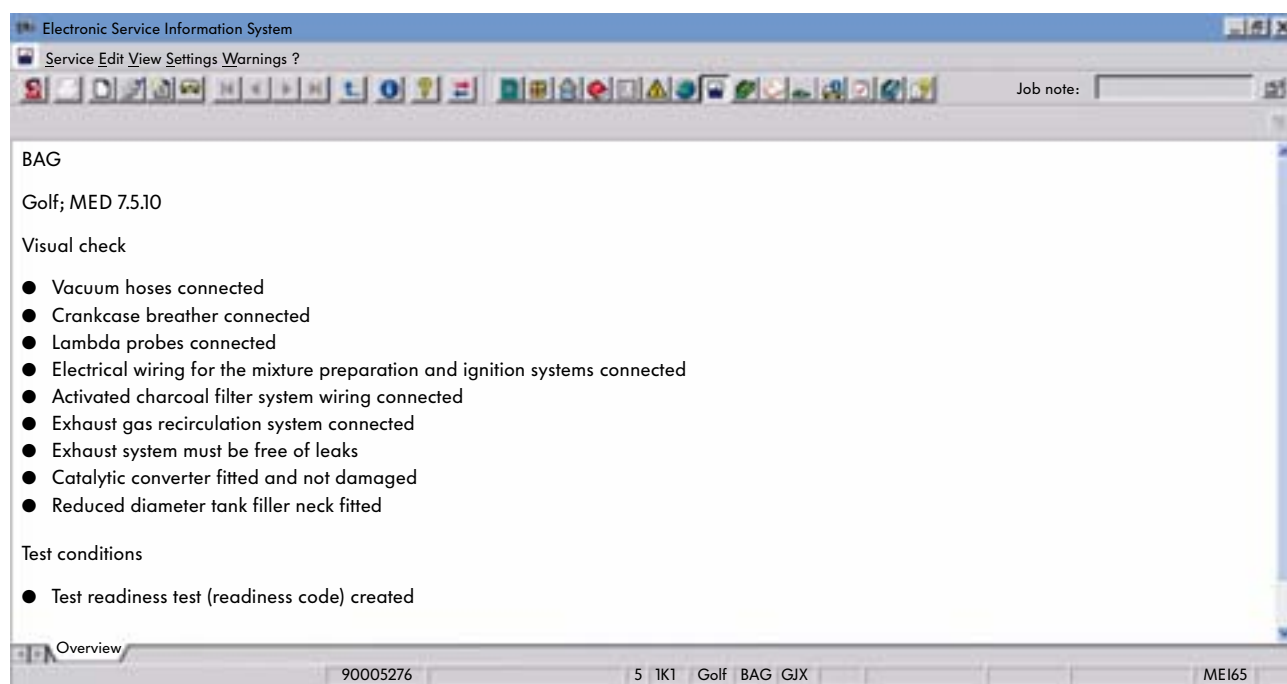
This reference medium contains the following information for carrying out an emissions test:

- Visual check
- Notes
- Test values for emissions test
- Barcode for emissions test

The information refers to the engine code (MKB).

Select information

The document is displayed immediately after the vehicle is identified and the selection is made.



S348_042

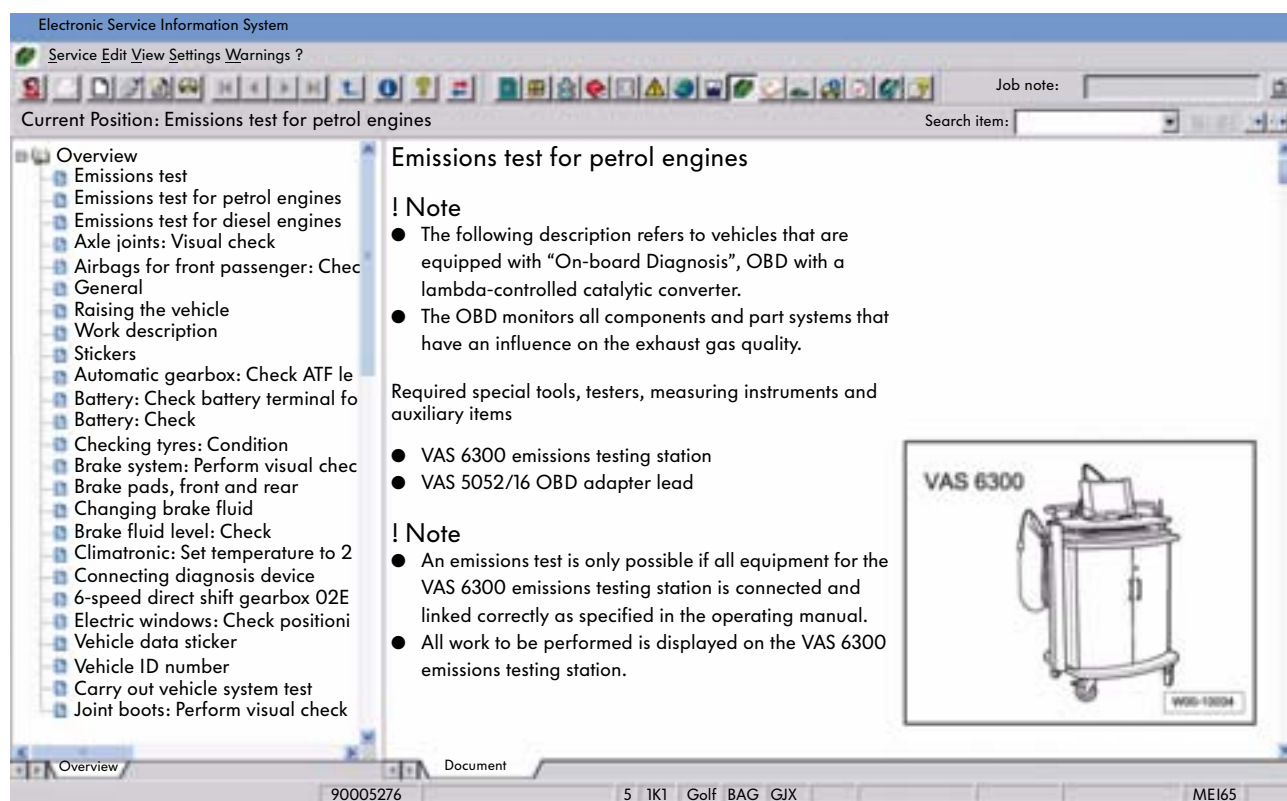


The “Emissions Test” reference medium is only useful in some countries outside Germany depending on the national legislation.

To access the work procedure, you need to switch to the “Strickt Maintenance Operations” reference medium.

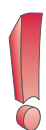
Work procedure in “Strict Maintenance Operations”

The description of the necessary work steps for continuing the emissions test can be found in the “Strict Maintenance Operations” reference medium.



S348_043

The further procedure for the emissions test is menu-guided and displayed on the screen of the VAS 6300 emissions testing station.



Only applies in Germany for the AUDI, VW and VW Commercial Vehicles brands.

A central call-up of the electronic emissions test data sheet can be carried out using the VAS 6300 emissions testing station, from emissions testing software CD version 2.0 via the WEB service. The target values are automatically transferred to the emissions testing program.

Working with ElsaWin Reference Media

Internet (globe)

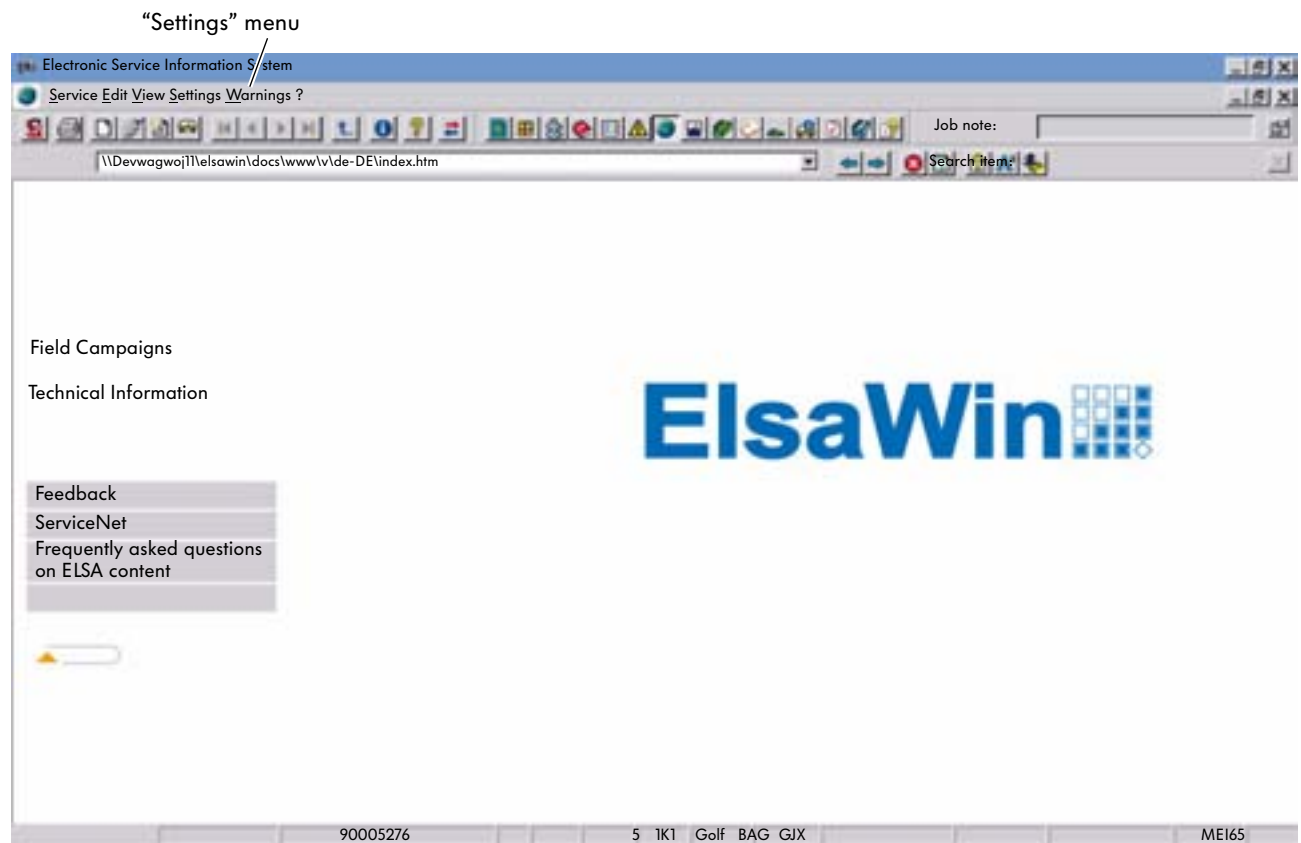
Area of application

The “Internet” reference medium contains the following information that cannot be assigned to specific vehicles.

- Field campaigns with the sub-points:
 - Instructions
 - CV Campaigns
 - VW Campaigns
- Technical information with the sub-points:
 - Workshop Manual Paint

Select information

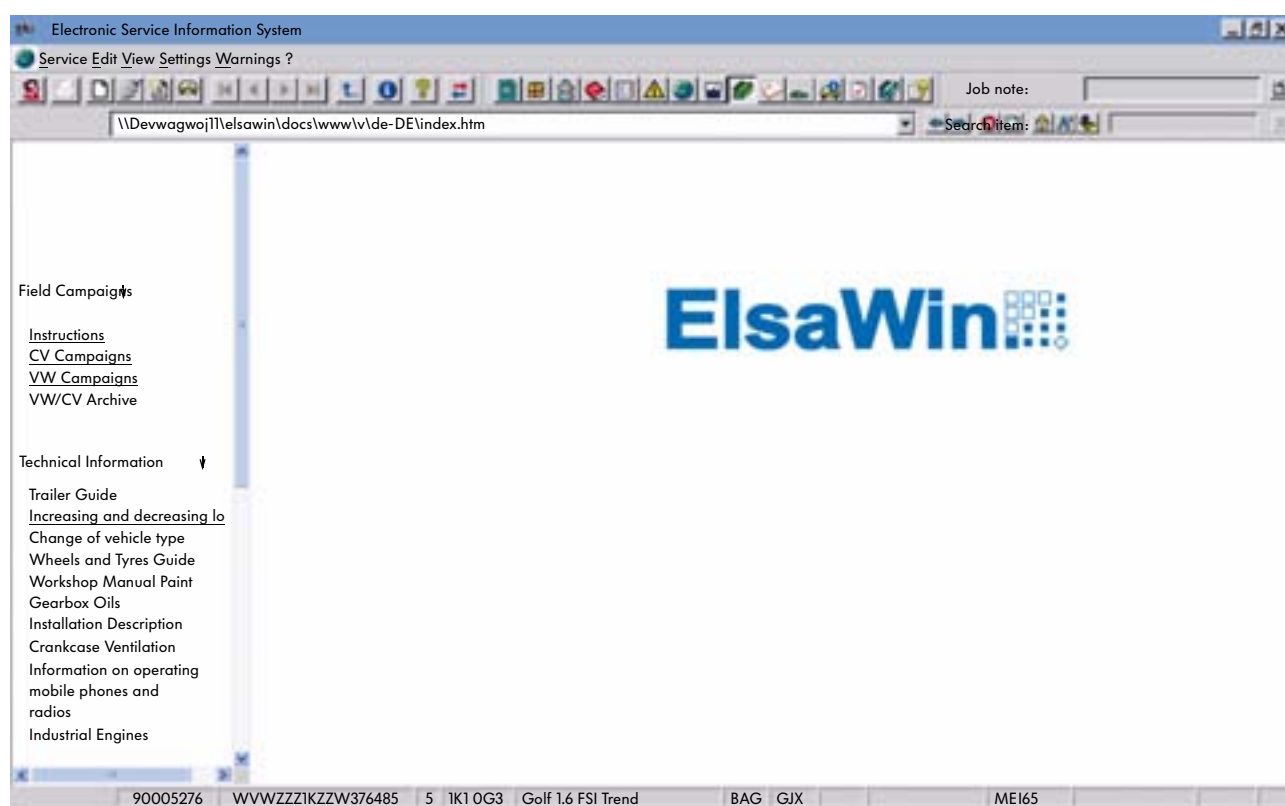
The brand needs to be specified before you select the information. After starting the “Internet” reference medium, you can select the corresponding county-specific version by selecting “Settings” and “Language” from the menu.



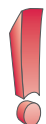
S348_044

Work procedure

The navigation page is divided into two sections. On the left-hand side, there is important data under “Technical Information”. The information is displayed on the right-hand side when selected.



S348_045



You will find information on the following points in the online Help from ElsaWin version 3.1:

- Structure of and information on damage number list,
- Structure of and information on the repair operation list and
- main group overview of the repair operations.



In the ElsaWin version for the Audi brand, the group paint guide, the links to the feedback monitor and to the ElsaWin favourites are available via the globe.

Working with ElsaWin Reference Media

Current flow diagrams

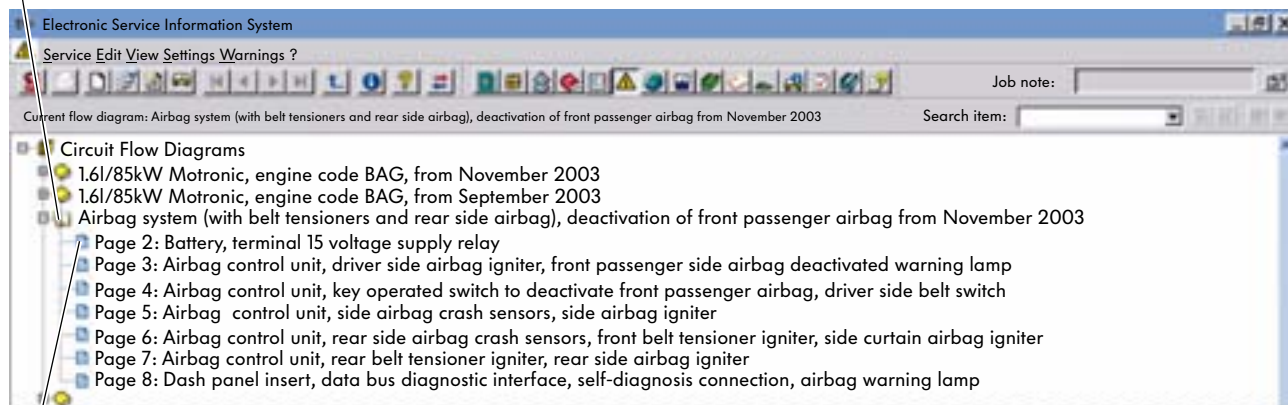
Area of application

In the “Current Flow Diagrams” reference medium, you can call up all current flow diagrams that apply to the vehicle selected in the vehicle identification.

Select current flow diagram

The current flow diagrams belonging to the vehicle appear once you select them.

Main topics

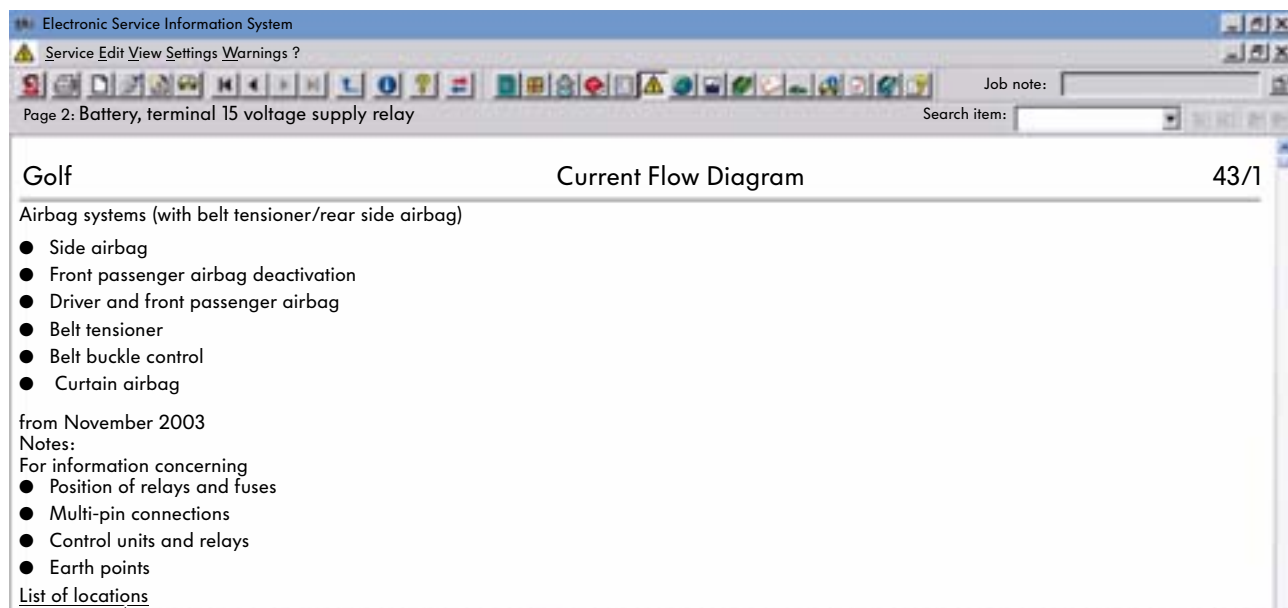


Sub-topics

S348_046

Selecting document

Double-click the required document to select and open it. Links to other documents with further information are shown in green.



Link

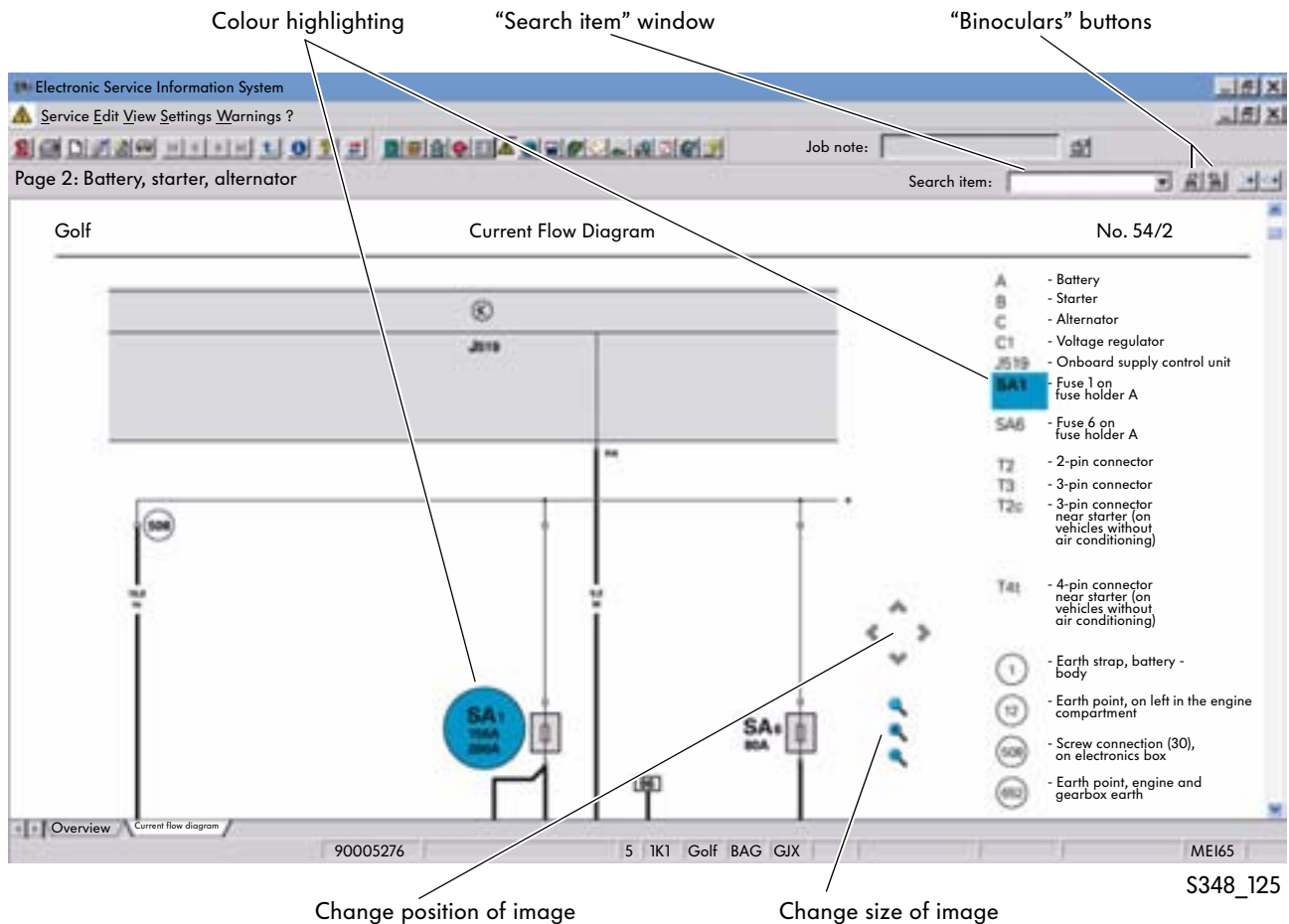
S348_047

Find option and buttons in the document

Find option

To find a component in the Overview, enter its name in the “Search item” box and then click the magnifying glass button. The page with the component is then displayed.

The component you are looking for can be found on the selected page with the shortcut “Ctrl+F”. The designation in the legend is highlighted in colour. After clicking, the component name will also be highlighted in colour in the CFD.



Buttons in document

The following options can be used by clicking the buttons in the document:

- Move image upwards, downwards, left and right
- Enlarge image, reduce image and restore original size

Working with ElsaWin Reference Media

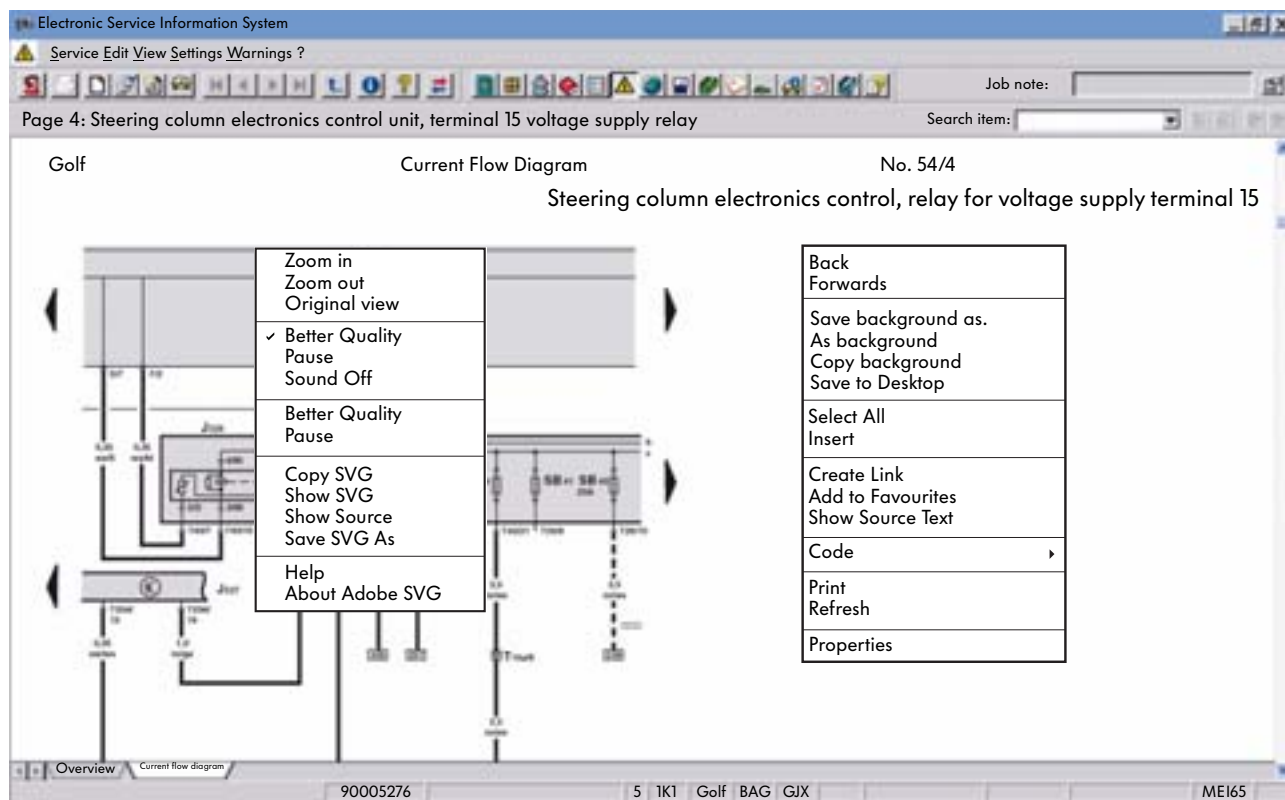
Functions

Left-hand side of screen

Right-clicking the left-hand side of the screen (image display) opens a shortcut menu.

Right-hand screen text

Right-clicking the right-hand side of the screen (image display) opens another shortcut menu.



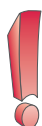
S348_050/S348_051/S348_052

Important options on left-hand side of screen

- Zoom in
enlarges the image
- Zoom out
reduces the image
- Original size
sets the image to the original size
- Better Quality
The image is displayed in better quality (slower) or in lower quality (faster)

Important options on right-hand side of screen

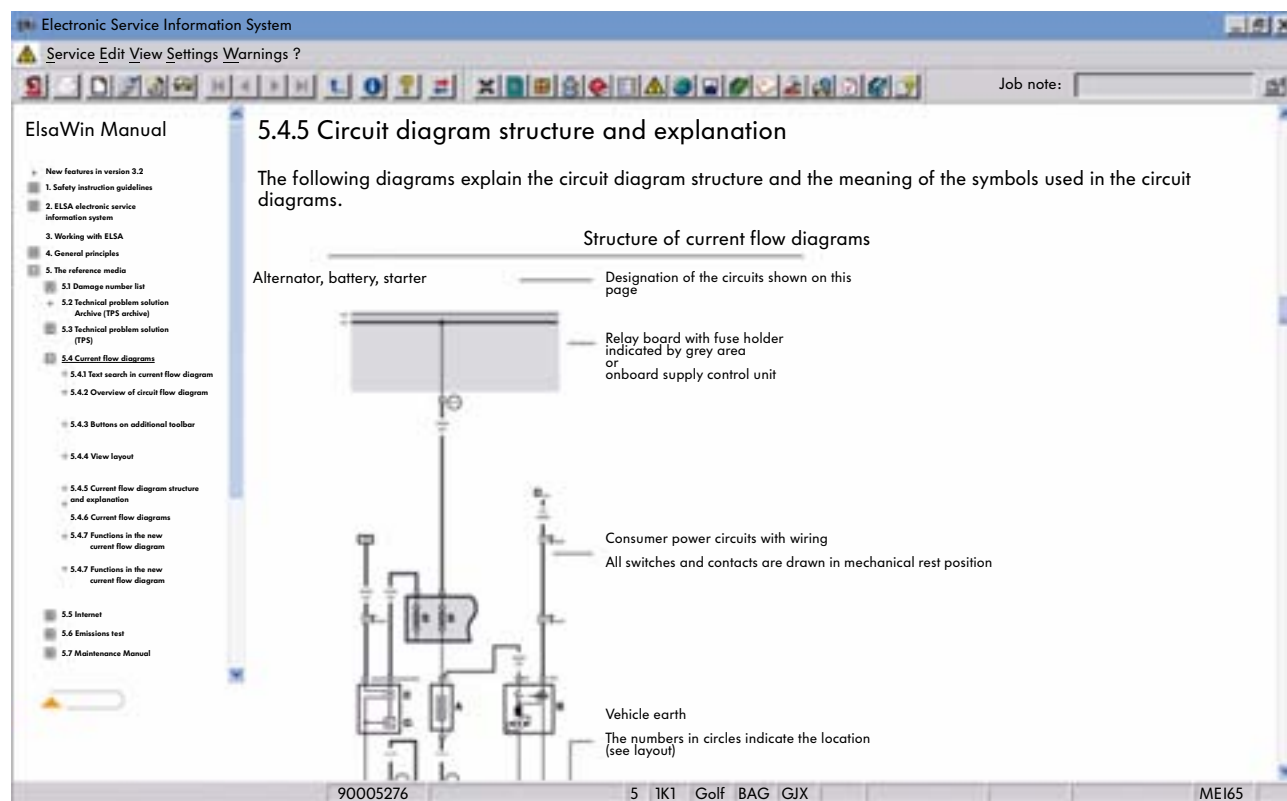
- Select All
selects the screen content
- Create Link
Links the current window to another program
- Print
allows you to print individual pages or the whole document with the "Print" button



You will find further information on the options in the ElsaWin Help.

Explanations of current flow diagram

The explanations of the layout of the current flow diagrams and the explanations of the symbols used and switch signs can be found in the ElsaWin Help. If you click the “Help” icon on the toolbar while you are working with the reference medium, the corresponding Help topic will be displayed immediately on the screen.



S348_049

Explanations

The explanations include the following points:

- Structure of current flow diagrams
 - Explanation of symbols
 - Switch symbols for current flow diagrams
 - Organisation and explanation of fault-finding program
- (Note: Some explanations have not been translated and are in German)

Working with ElsaWin Reference Media

Maintenance Tables

Area of application

This reference medium allows you to create a maintenance table for the selected vehicle. As far as possible, this prevents important additional work, for example, changing the toothed belt or brake fluid, not being carried out or being carried out too late.

Selecting maintenance table

Maintenance tables can be created for the following service and inspection work:

- Maintenance table for a static or stored vehicle
- Maintenance table for hand-over inspection
- Maintenance table for inspection service or oil change service
- Maintenance table for additional work
- Maintenance table for LongLife service
- Maintenance table for interval service (model-specific)

Service selection

Complete vehicle identification is required for creating a maintenance table.

A central query (OK button) is required before generating a maintenance table.

If there is no connection to the CPN, all entries for creating the table need to be made manually.

Maintenance table - step 1 of 3

☐ Hand-over service

☐ Service for static and stored vehicles

☐ Only carry out additional work

Registration date (DD/MM/YYYY)

Current mileage

Last service

On (MM/YYYY)

At mileage

LongLife service

Time or service-dependent

Note

The maintenance tables require the reserve data of the vehicle for easier evaluation. Please start the query.

☐ Do not show this warning anymore

OK

Querying repair history

Back Next Cancel

If a repair history has been stored, it can be called up by clicking the "Query Repair History" button. All orders that were edited under ElsaWin are displayed. (currently only Germany)

S348_118

Service for static and stored vehicles

The maintenance table contains the check list for the correct storage of the vehicles at the dealership.

Only carry out additional work

The time and/or mileage-related additional work can be selected in the maintenance table regardless of the maintenance service (inspection, oil change etc.).

The additional work that has been carried out in the past is displayed when the repair history is queried. There is also a forecast of when the next additional work is due.

PR numbers

The equipment (PR numbers) relevant to the inspection or oil change service are displayed and automatically activated if the central query of the vehicle data was carried out.

Visual check

If the “Visual Check” option is selected, a visual check table will be created automatically when the maintenance table is generated.

The screenshot shows a software window titled "Suggestion / Service Selection". At the top, there is a dropdown menu set to "Inspection service (time or mileage related QG0/QG2)". Below this is a list of vehicle equipment options, each with a checkbox. The "PR number" label points to the first checkbox, "1G1 - 18" folding wheel instead of Tyre Mobility Set". The "Visual check:" label points to a checkbox on the right side of the window. The list of options includes:

- ☐ 1G1 - 18" folding wheel instead of Tyre Mobility Set
- ☐ 1G2 - Steel spare wheel with original equipment tyres
- ☐ 1G3 - Alloy spare wheel with original equipment tyres
- ☒ 1G8 - Tyre Mobility Set - 12-volt compressor and tyre sealing agent
- ☐ 1G9 - Weight and space-saving spare wheel
- ☐ 3FE - Electric slide/tilt sunroof with sun screen/sunblind
- ☒ 88G - Halogen headlights and turn signals in unit with clear lens
- ☐ 88K - Twin headlights, LHD with integrated full-beam lights
- ☐ 8JW - Bi-Xenon headlights for dipped and full beam lights
- ☐ 8JX - Twin headlights with integrated full-beam headlights (RHD)
- ☐ 8X0 - Without headlight washer system
- ☒ 8X1 - headlight washer system
- ☐ 9AA - Heating and fresh-air system with 4-level fan and recirculation mode
- ☐ 9AK - Climatronic

At the bottom of the window, there is a section for "Forecast for next service" with fields for "Service:" and "On:". Below this are three buttons: "Back", "Continue", and "Cancel".

S348_119

Working with ElsaWin Reference Media

Maintenance operations

The maintenance operations are displayed after you click the “Continue” button. For the latest and also future models, the “additional inspection work for the regular service” is combined in an additional operation.

The additional work needs to be selected in the “Perform” column if the selected service operation is an “Interval Service”.

Interval service (LongLife):

to be performed according to flexible service interval display (after two years at the latest)

Interval service (time and/or mileage-dependent):

to be performed every 30,000 km or after two years (depending on which comes first)

You can then transfer the operations to the order with the “Perform” check box. A forecast for the next service is shown in the lower section of the dialog box.

Operation	Completed	Date	Mileage	Due on	Due at	Perform
Dust and pollen filter: Replace filter element	<input checked="" type="checkbox"/>	04.2005	042630	03.2006	30000	<input type="checkbox"/>

Operation	Forecast	Due on	Due at	Perform
Dust and pollen filter: Replace filter element	02.2006	03.2006	60000	<input checked="" type="checkbox"/>
Brake fluid: Change	03.2006	03.2006	-	<input checked="" type="checkbox"/>
Dust and pollen filter: Replace filter element	04.2007	04.2007	72000	<input checked="" type="checkbox"/>
Tyre filling cylinder from repair set: Replace	03.2008	06.2008	-	<input checked="" type="checkbox"/>
Air filter: Clean housing and replace filter element	03.2010	06.2010	90000	<input checked="" type="checkbox"/>
Fuel filter: Replace (diesel fuel norm DIN EN 590)	06.2011	-	80000	<input checked="" type="checkbox"/>
Toothed belt: Replace	10.2016	06.2007	120000	<input checked="" type="checkbox"/>

Country-specific extra work / customer wishes

- ☐ Emissions test
- ☐ Check first aid box expiry date
- ☐ Biodiesel operation: Drain water from fuel filter every 15000 km (all vehicles except for LT)
- ☐ Biodiesel operation: Replace fuel filter all vehicles (except for LT): every 30000 km, LT: every 22500 km

Dealer offers

Current mileage: Transfer operation to order

Forecast for next service

Service:

On: At mileage:

Back Continue Cancel

S348_120

The “Dealer offers” box can be filled in by the dealership.

Maintenance table

The maintenance table is compiled after the entries made in the maintenance tables dialog box are evaluated. Clicking the status check boxes allows you to select the status of the individual maintenance operations.

If you move the mouse over the individual operations and the line turns blue, there is an entry in another reference medium for this operation. You can move to there using the shortcut menu (right mouse button) and view or print the required information.

Electronic Service Information System – Maintenance Tables

cService Edit View Settings Warnings ?

Job note: _____

Maintenance note: _____

Make sure you use "Maintenance Manual"

Electrics	OK / performed	Not OK	Re-ctified
Battery: Check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Front, rear and luggage compartment lighting, turn signals, hazard warning lights: Check function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior and glove compartment light, cigarette lighter, horn and warning lamps: Check function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle system test: Perform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service interval display: Reset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vehicle exterior	OK / performed	Not OK	Re-ctified
Door arresters: Lubricate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windscreen wipers and washer and headlight washer system: Check function, washer jet adjustment and look for damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windscreen blades: Check for damage and end position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tyres	OK / performed	Not OK	Re-ctified
Tyre pressure on all 4 wheels: Check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Visual Check Maintenance List

90005276 WVWZZZ1KZZW376485 5 1K10G3 Golf 1.6 FSI Trend BAG GJX MEI65

S348_121

Maintenance Note

A note box can be opened by clicking the "Maintenance Note" button if you need to pass on important information to the mechanic. You can note down additional information there. The maintenance note appears on the printout under the maintenance list.

Working with ElsaWin Reference Media

Technical Problem Solutions

Area of application

The “Technical Problem Solution (TPS)” reference medium contains instructions and information on the current vehicle models from model year 2000. For Germany, the content for older model years are only available in the “Technical Problem Solutions Archive (TPS Archive)” reference medium in the ServiceNet®.

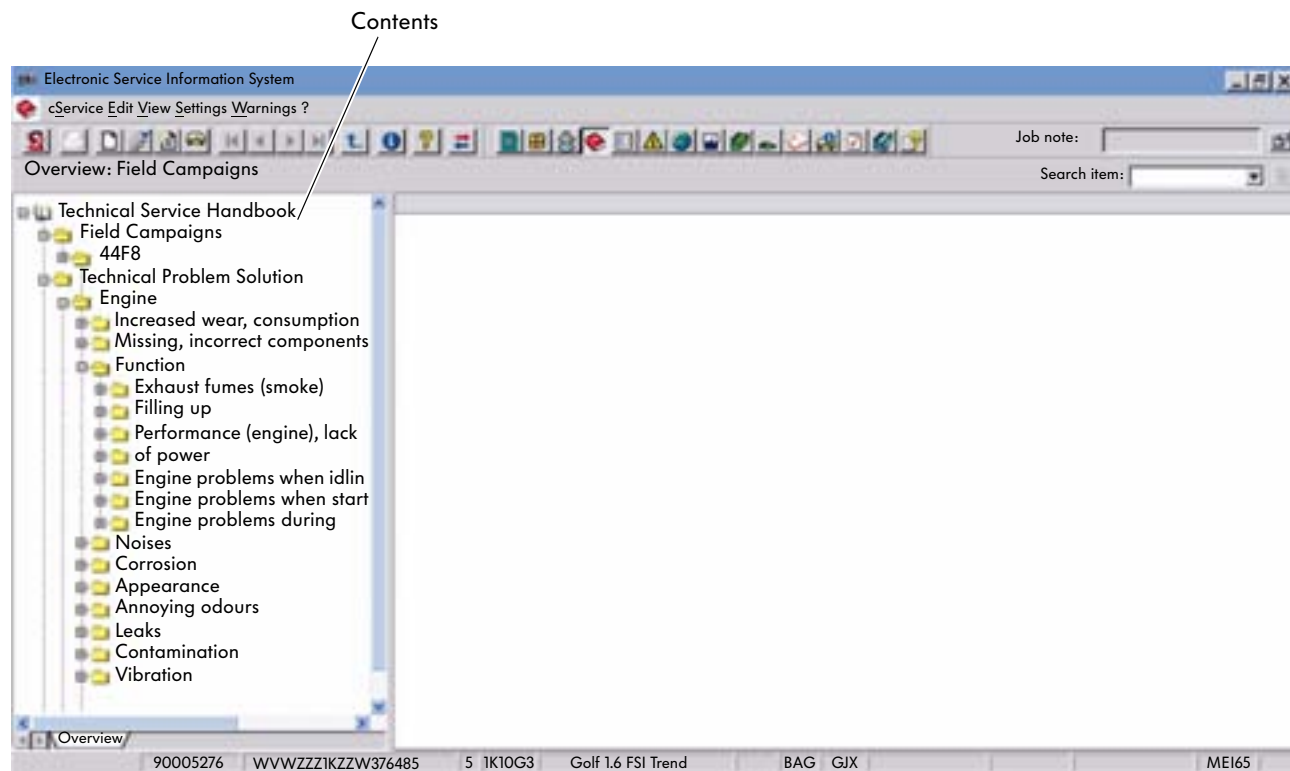
Furthermore current information from the area of service technology (e.g. for handling field campaigns and obligations to report) and information on current technical problem solutions is stored there.

Select TPS

After identifying the vehicle, the reference medium content opens.

Contents

In the “Technical Problem Solution” reference medium, the “Field Campaigns”, “Technical Problem Solutions”, “Obligations to Report” and “Instructions” content is displayed. New features that are less than 14 days old are located in a separate folder.



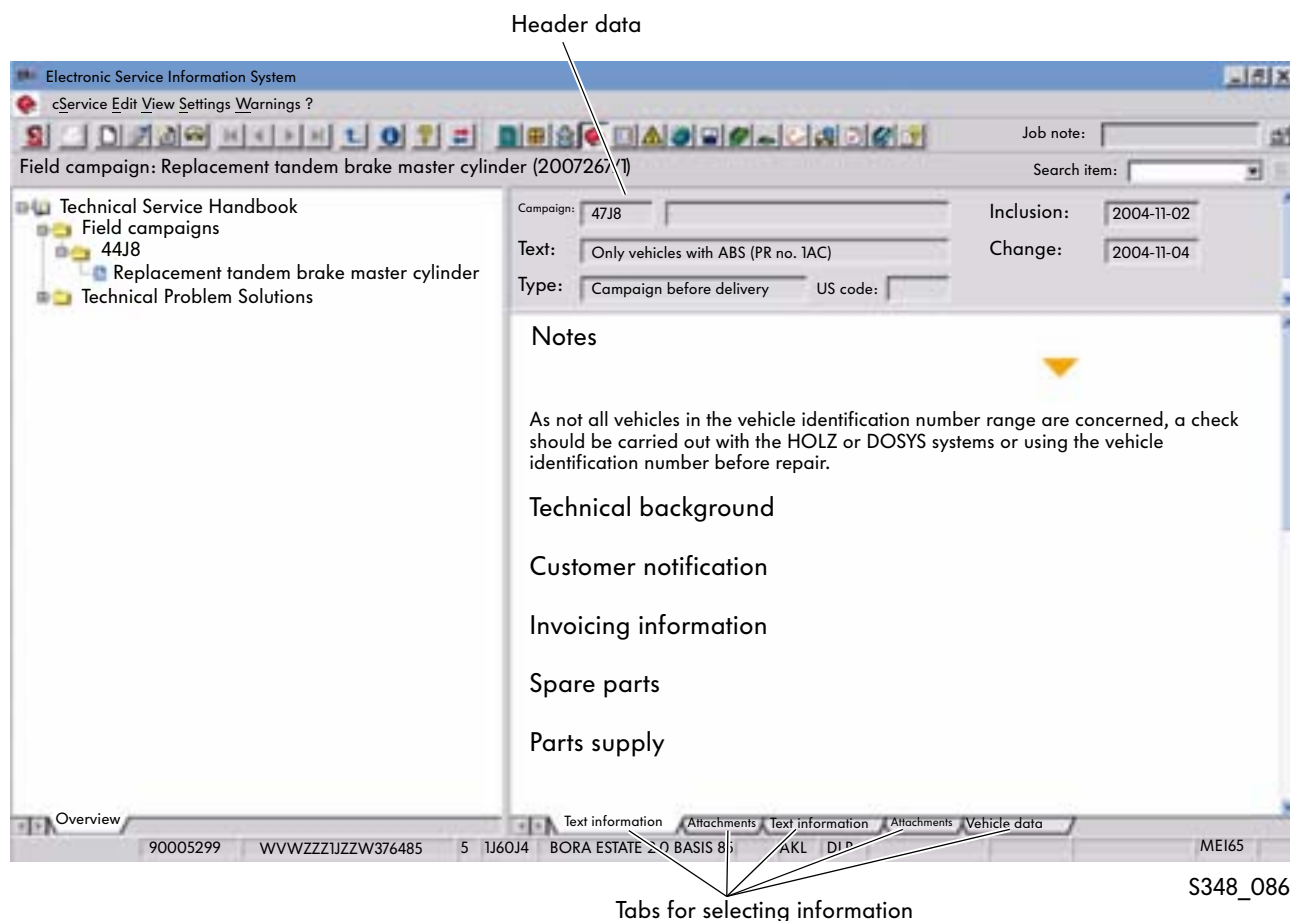
S348_085

Field campaigns

The information on field campaigns can be made up of the following:

- Header data
- Vehicle data
- Notes
- Work instructions
- Sample letter

The header data is automatically displayed at the top of the screen when a campaign is selected. All other information can be called up by selecting the corresponding tab at the bottom of the screen. If certain information is not available for a field campaign (e.g. no sample letter), the corresponding tab will also not appear. Only the information that applies to or is available for the field campaign is called up. You should always query whether a field campaign applies to a vehicle via the "FISH" reference medium.



Working with ElsaWin Reference Media

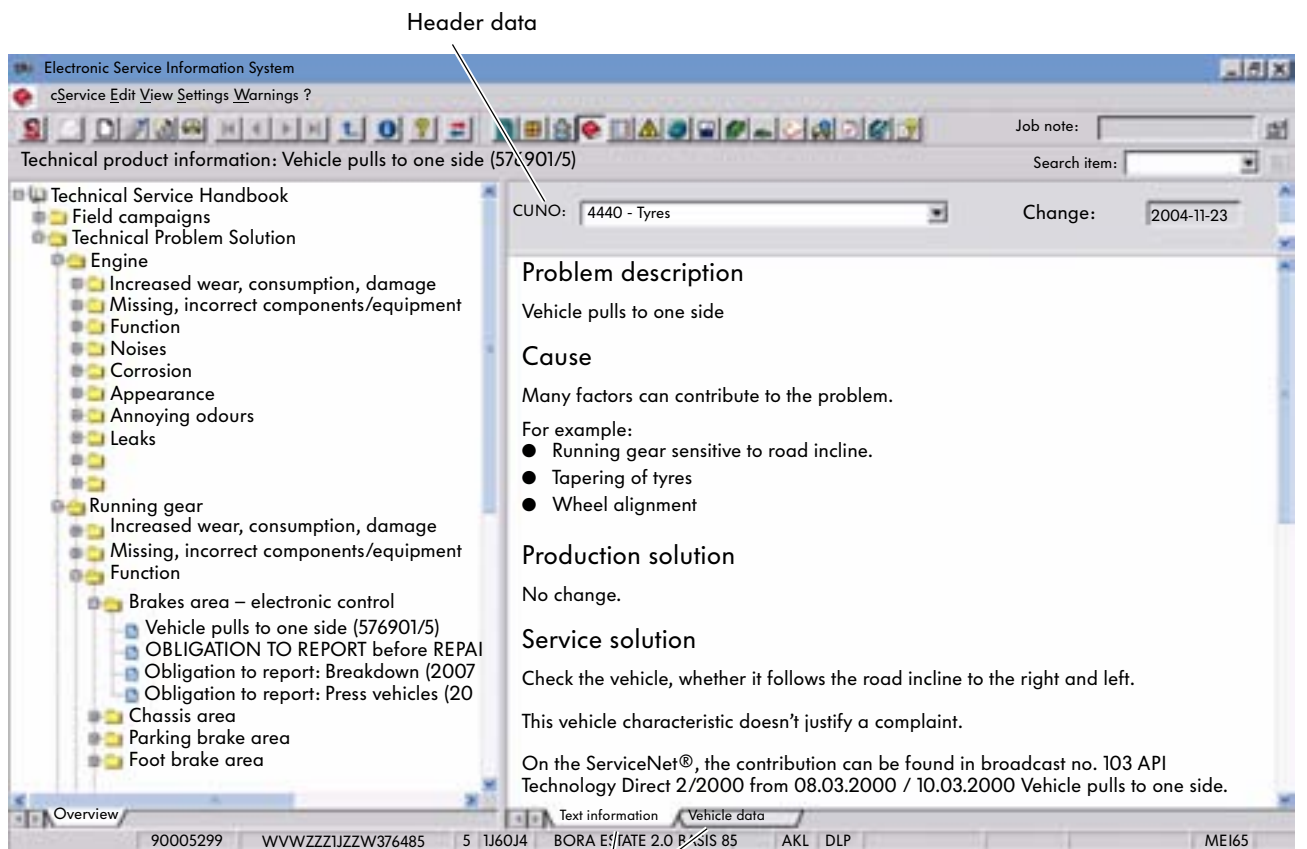
Technical Problem Solution

The information on technical problem solutions can be made up of the following:

- Header data
- Vehicle data
- Notes
- Image
- Text information
- Video clip
- Audio clip

The header data is automatically displayed at the top of the screen when a problem is selected.
All other information can be called up by selecting the corresponding tab at the bottom of the screen.

If certain information is not available for a technical problem solution (e.g. no sample letter), the corresponding tab will also not appear. Only the information that applies to or is available for the technical problem solution is called up.



S348_087

New Features

Changes or new features are shown in the “New Features” folder. They cover the past 14 days. If there are no new features, the folder will not be displayed.

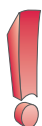
Notes

Notes refer to the technical problem solutions that cannot be clearly assigned to a service no. or for which there is no code the same as in “Technical Problem Solution”.

The information is generally applicable as a rule. If they only apply to certain models, there will be a corresponding note in the text.

Access via DISS

If the “Technical Problem Solution” reference medium is accessed via the “DISS” reference medium, the TPSs or obligations to report matching the code will be displayed on the right-hand side of the screen.



If there are no field campaigns for the identified vehicle, the field campaigns main element will not be listed.

A complete view of the current field campaigns for Germany is under “Technology” on the ServiceNet®. For other countries, it is provided in the ElsaWin “Internet” reference medium under the respective country-specific language selection.

Only the “Technical Problem Solutions” that are currently applicable are displayed. Older contributions will no longer be displayed after the next data update.

ServiceNet® (Germany)

The following technical problem solution information is also in the ServiceNet® (currently not applicable for Audi):

- Product support
- Work and time studies
- Field campaigns – processing instructions and archive
- Guarantee
- Customer support
- Argumentation
- Further information
- Workshop tests
- Hand-over inspection
- Emergency service— 24-hour assistance

Working with ElsaWin Reference Media

Damage Number List

Area of application

Damage numbers are required to settle the warranty claim. The correct damage number can be determined using the "Damage Number Catalogue" reference medium. It is made up of the customer service number, the damage type and the manufacturer. A guarantee or goodwill settlement is only possible if this data is entered. The manufacturer is determined from the component.

Select damage number

After you open the reference medium with the button, the toolbar or menu and identify the vehicle, the overview of individual components is displayed.

Selecting an assembly displays the repair group with the accompanying customer service numbers.

Assemblies overview

The screenshot shows the 'Electronic Service Information System' window. The 'Repair group' is set to '10 Engine assy, cylinders, crankcase'. The left pane shows a tree view of the 'Assembly/repair group overview' with '10 Engine assy, cylinders, crankcase' selected. The right pane displays a table of parts and their customer service numbers.

CS no.:	Part designation	OP	L/R
10 09	Cylinder block	K	
10 11	Core plug	K	
10 13	Piston cooling oil jet	K	
10 31	Engine carrier	K	L/R
10 35	Bonded rubber mounting	K	L/R
10 50	Crankcase breather	K	
10 53	Heater pipe for crankcase breather housing	K	
10 58	Wiring harness for heater pipe	K	
10 62	Intermediate plate	K	
10 80	Engine protection	K	
10 82	Noise damping pan	K	
10 83	Cover	K	

Repair group overview

Customer service numbers

S348_090

Diagram and text page

Selecting a repair group opens the diagram and text page. The diagram page appears on the left-hand side of the screen. The customer service number can be selected via the item numbers.

The text is on the right-hand side of the screen. The first column contains the customer service numbers, the second column the component names and the third column the note whether it is a purchased part (K) or a group part (E). If there is no entry, a K or E part could be involved. The fourth column contains an entry as to whether there is left or right encryption of the damage type for the customer service number.

The screenshot shows the 'Electronic Service Information System' window. The title bar includes 'cService Edit View Settings Warnings ?'. The main window is titled 'Repair group: 15 Motor cylinder head, valve gear'. On the left, there is an exploded diagram of the engine components. Below the diagram are tabs labeled 'Overview', 'Damage Types', 'Figure 1', and 'Figure 2'. On the right, there is a table with the following columns: 'CS no.', 'Part designation', 'OP', and 'L/R'. The table lists various components and their corresponding service numbers and encryption status.

CS no.	Part designation	OP	L/R
15 29	Toothed belt for 2nd camshaft	K	
15 33	Chain housing cover	K	
15 34	Chain sprocket	K	
15 35	Timing chain	K	
15 36	Chain tensioner	K	
15 49	Rocker arm shaft	K	
15 50	Hydraulic bucket tappet	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	L/R
15 71	Cylinder head gasket	K	L/R
15 72	Cylinder head fasteners	K	L/R
15 75	Intake valve guide	K	L/R
15 76	Exhaust valve guide	K	L/R
15 80	Cylinder head cover gasket	K	L/R
15 82	Cylinder head cover	K	L/R

Labels pointing to the interface elements:

- Customer service numbers (points to the 'CS no.' column)
- Entry about purchased part (points to the 'OP' column)
- Note about encryption (points to the 'L/R' column)
- Tabs (points to the 'Overview', 'Damage Types', 'Figure 1', and 'Figure 2' tabs)
- Item numbers (points to the 'CS no.' column)
- Component names (points to the 'Part designation' column)

S348_089

Clicking the tabs displays either the overview, the exploded diagram (picture) or the list of damage types on the left-hand side of the screen.

Working with ElsaWin Reference Media

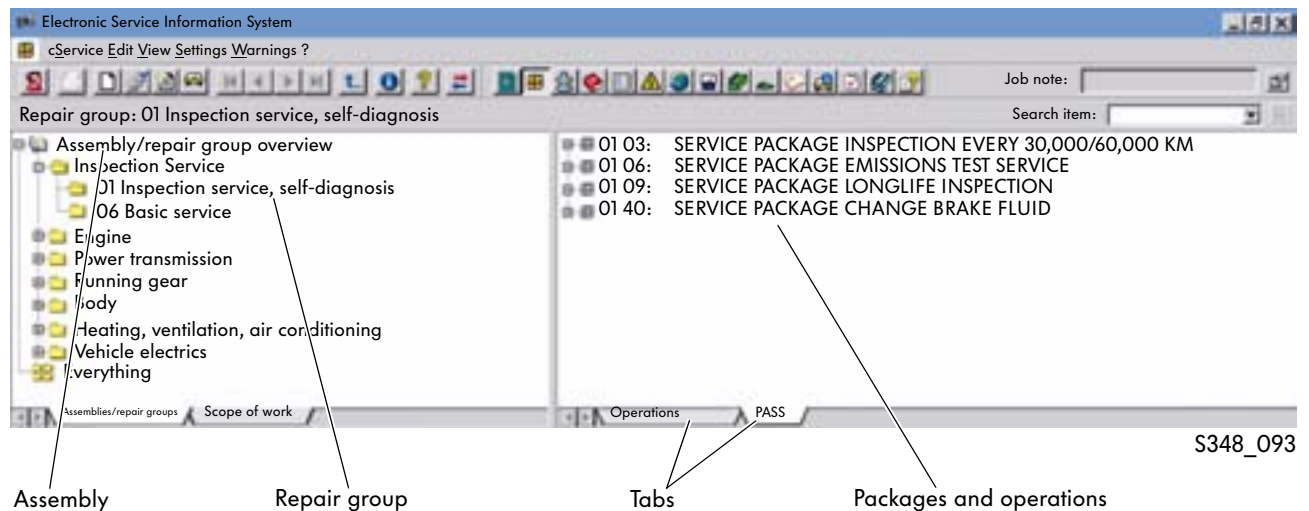
Repair Operation List/PASS

Area of application

The “Repair Operation List/PASS” (package offer service system) reference medium offers complete packages for standard repairs and maintenance work. These packages contain a combination of operations and parts so that simplified order processing, parts search, faster parts supply and price information are possible.

Open reference medium

After selecting the reference medium, the assembly and repair group overview is opened according to the vehicle identification using the vehicle identification number and the enquiry.



After clicking the repair group to select it, the packages or operations are shown on the right-hand side of the screen. The selection is made on the lower right-hand side of the screen using the tabs.

Working with ElsaWin Reference Media

PASS Editing System

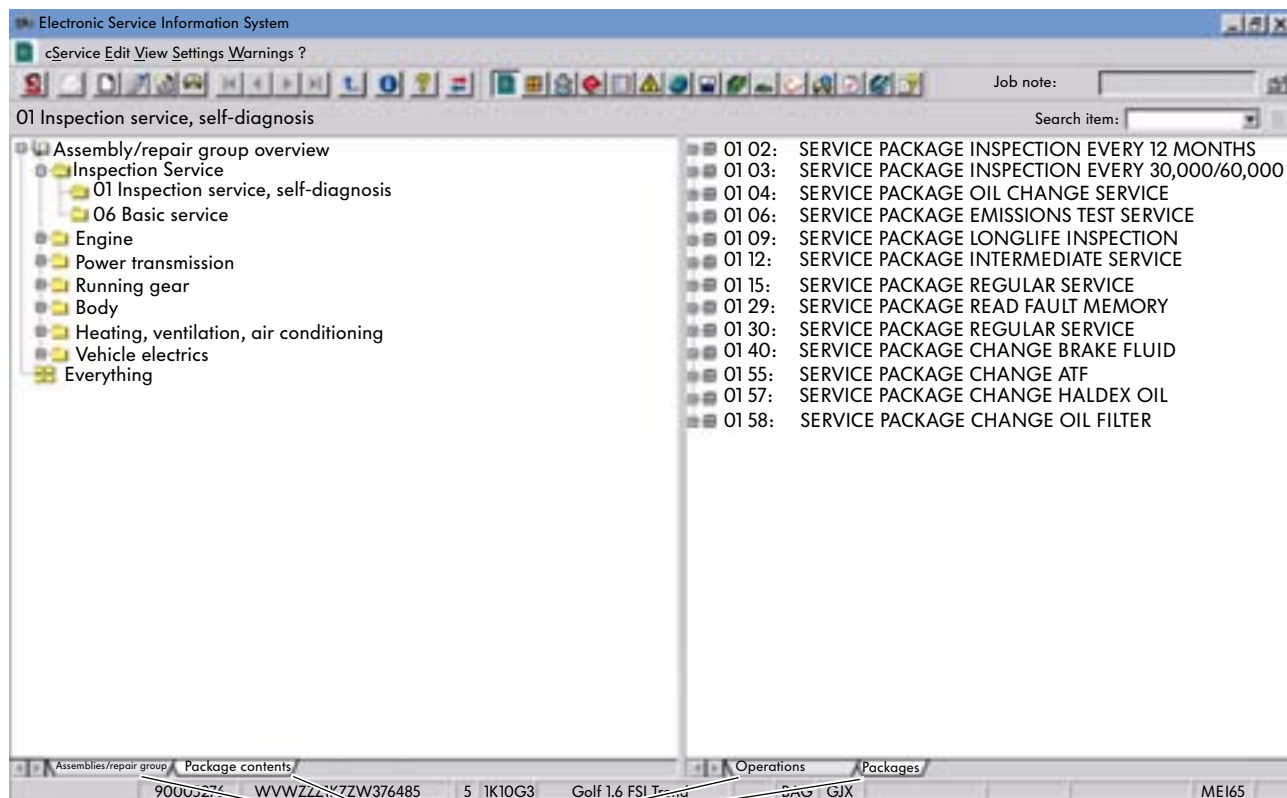
Area of application

Using the “PASS Editing System” reference medium, you can compile dealership service package and integrate them in the PASS module. You can use existing packages, operations and parts. However, you should make sure that you only use numbers from the reserved number group for new packages and make sure you observe the respective vehicle validity.

Selecting PASS editing system

After selecting the reference medium with the button, the toolbar or menu and identifying the vehicle, the overview of individual components is displayed in the same way as for the “Repair Operation List/PASS” reference medium. You can open views for the following with the tabs at the bottom of the screen:

- package contents,
- packages and
- operations

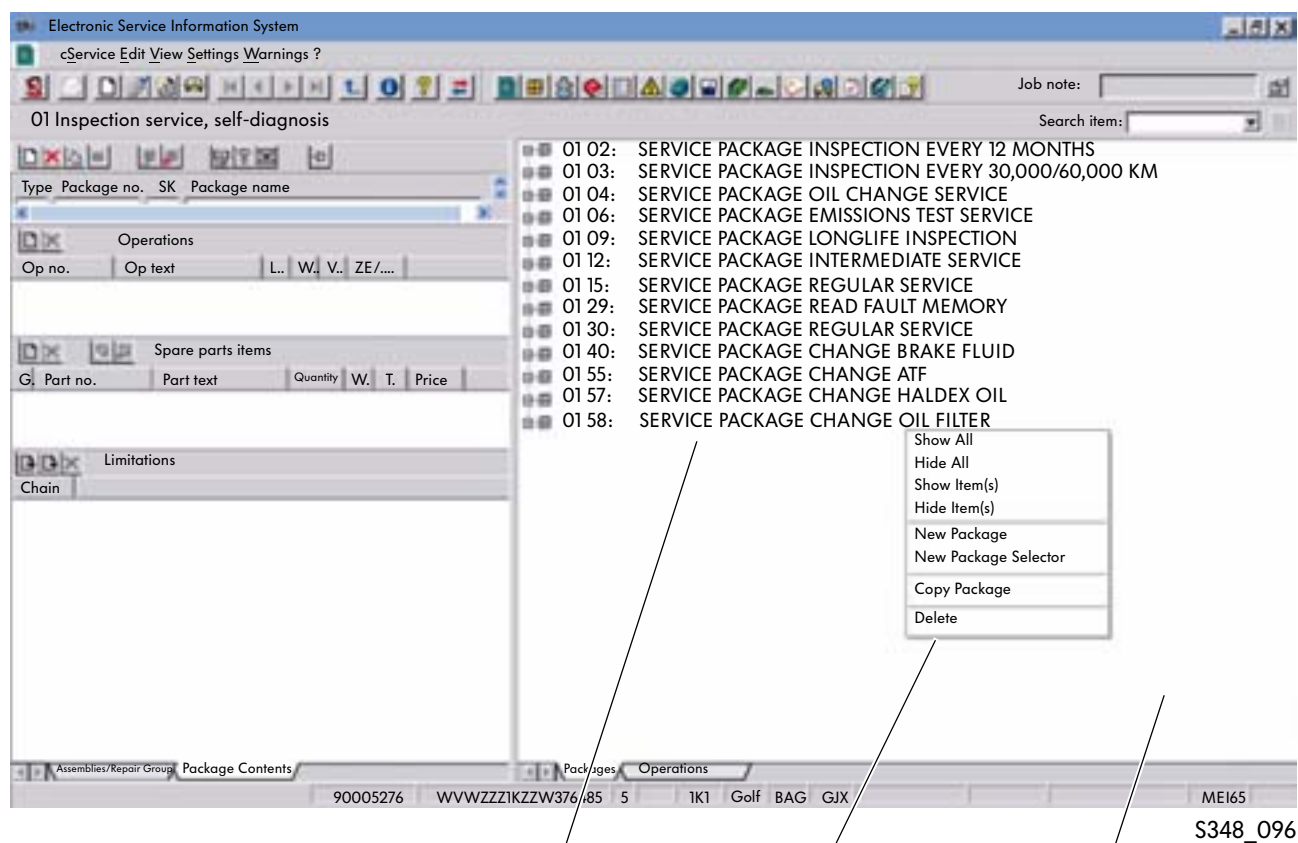


Tabs

S348_095

Create package

Select a package with the mouse and then right-click to open a shortcut menu. In addition to the familiar options, you can create a new package in this dialog or copy an existing package. Select using the left mouse button. Right-clicking the background only allows you to create new packages, not copy existing packages.



Selected package

Shortcut menu

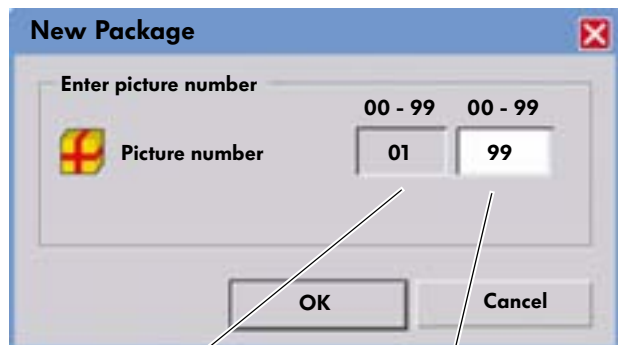
Background

Working with ElsaWin Reference Media

Input window

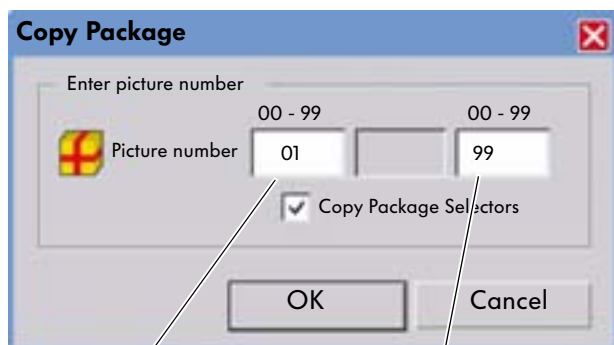
The following dialogs appear depending on whether you decide to create a new package or copy an existing one:

New Package Copy Package



The "New Package" dialog box has a title bar with a close button. It contains a group box "Enter picture number" with a picture icon. Inside, there are two input fields for "Picture number" with ranges "00 - 99" above them. The first field contains "01" and the second contains "99". Below the fields are "OK" and "Cancel" buttons.

First sort number
Second sort number
S348_097

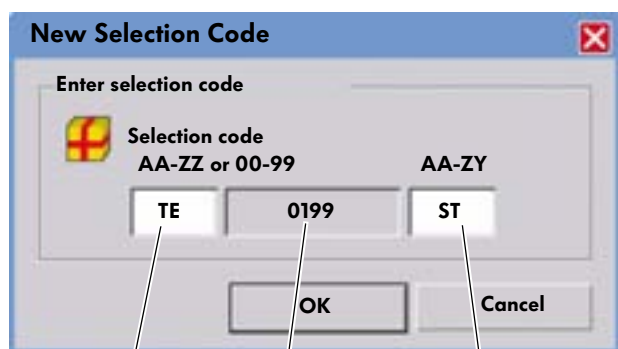


The "Copy Package" dialog box is similar to the "New Package" dialog but includes a checked checkbox labeled "Copy Package Selectors" below the picture number fields.

First sort number
Second sort number
S348_136

In both cases, it is necessary to create a new picture number that is made up of the first and second sort number. The first sort number is generated automatically using the assembly from which the package was created or copied. The second sort number indicates the assembly.

After you confirm the dialog with "OK", the "New Selection Code" dialog appears.



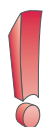
The "New Selection Code" dialog box has a title bar with a close button. It contains a group box "Enter selection code" with a picture icon. Inside, there are three input fields. The first field is labeled "Selection code AA-ZZ or 00-99" and contains "TE". The second field contains "0199". The third field is labeled "AA-ZY" and contains "ST". Below the fields are "OK" and "Cancel" buttons.

Entry box 1
Entry box 2
Entry box 3
S348_099

In entry boxes 1 and 3, you can enter a selection code that is selectable within a preset range. This should follow a standard internal dealership system.

Entry box 2 contains the picture number that was created in the previous step.

In order to distinguish the packages you create from the regular VW service packages, you need to enter 3 letters in entry box 3 instead of the normal numbers. Once you press the "OK" button again, the package will be created.



You will find further information on limiting the selection criteria in the ElsaWin Help.

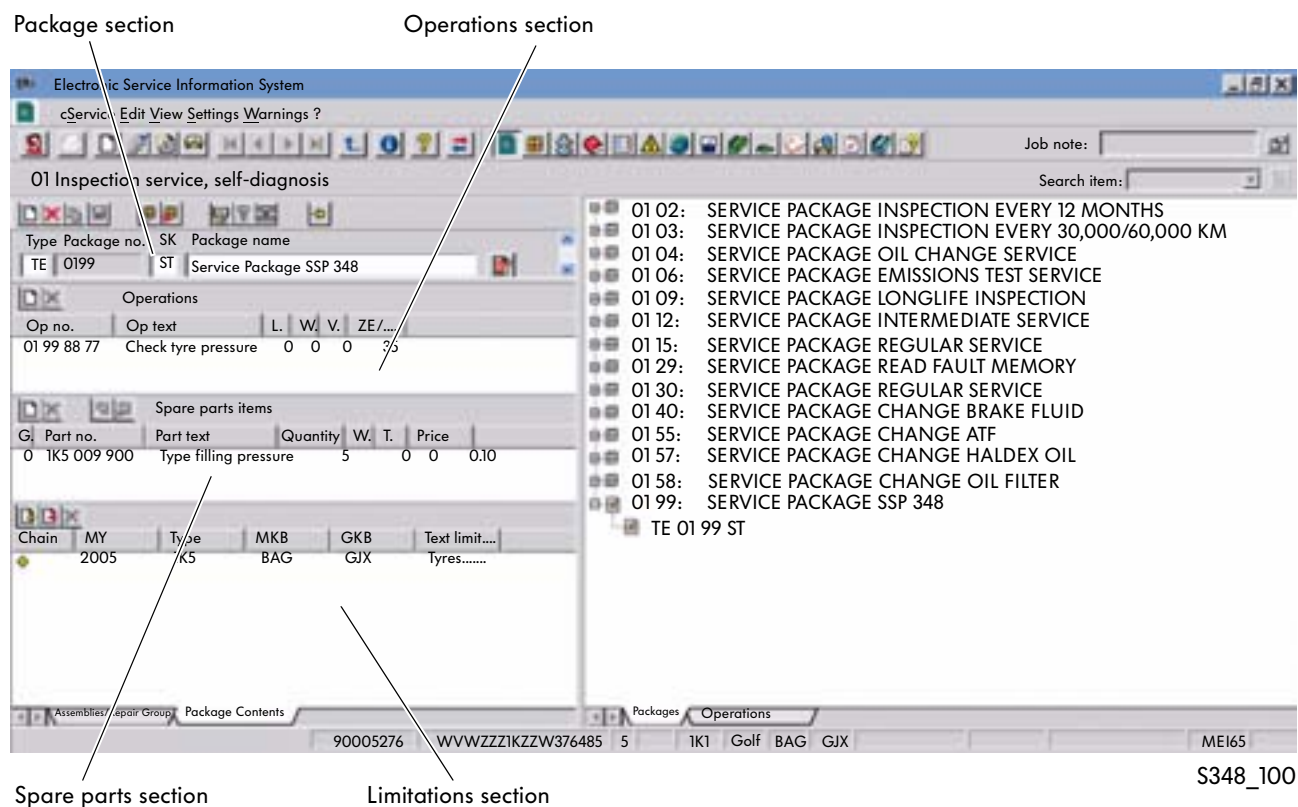
Overview of package creation

Confirming opens the editing window for the new package. This window is divided into two. These views can be changed if necessary by clicking the tabs at the bottom. You can scroll using the horizontal and vertical scroll bars.

The right-hand side of the window shows the packages that are available for the identified vehicle and the assembly selected in the previous steps. The new package is marked in blue.

The left-hand side of the window is divided into four sections:

- the “Package” section with the basic data, for example, the name of the package and the chosen selection code
- the “Operations” section
- the “Spare Parts” section
- the “Limitations” section

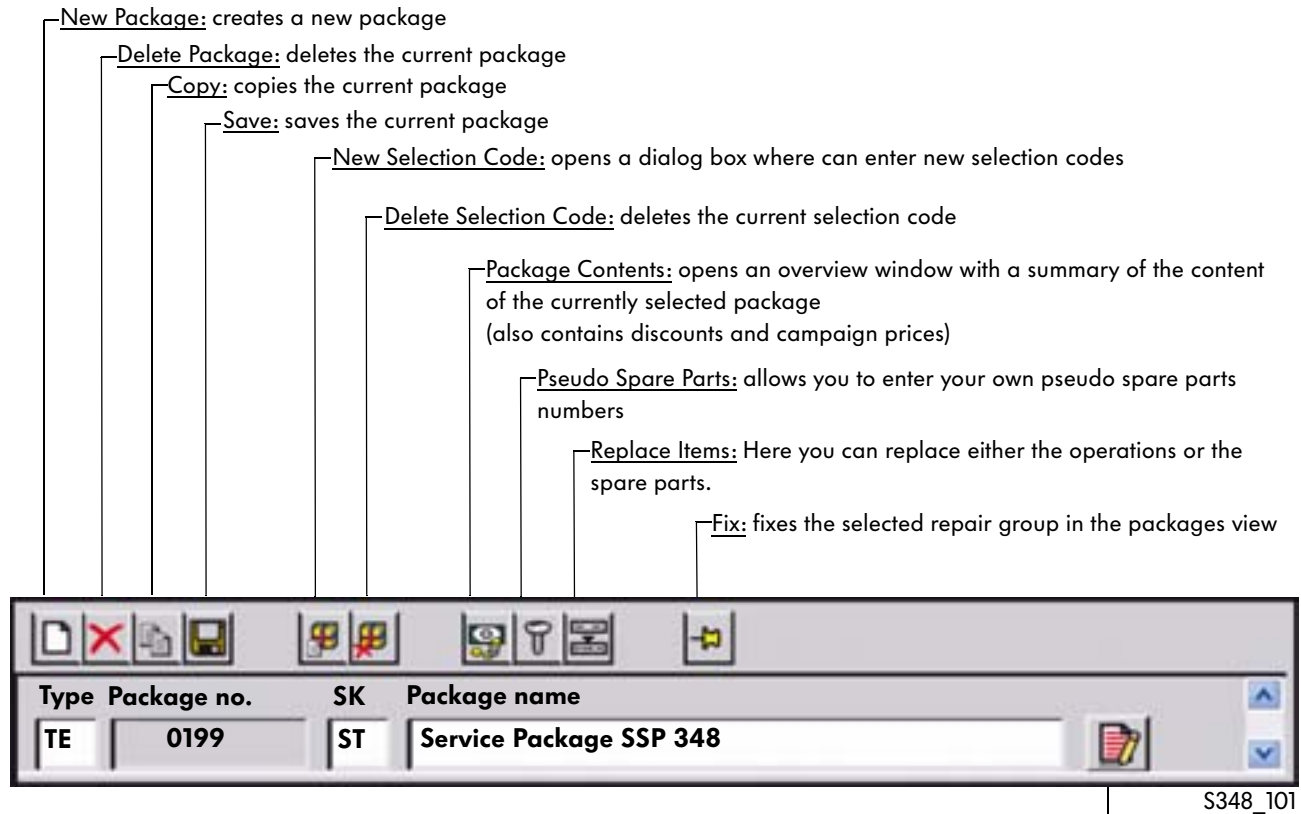


Working with ElsaWin Reference Media

Package section

You can make changes and add entries in the “Package” section with the buttons.

Buttons:



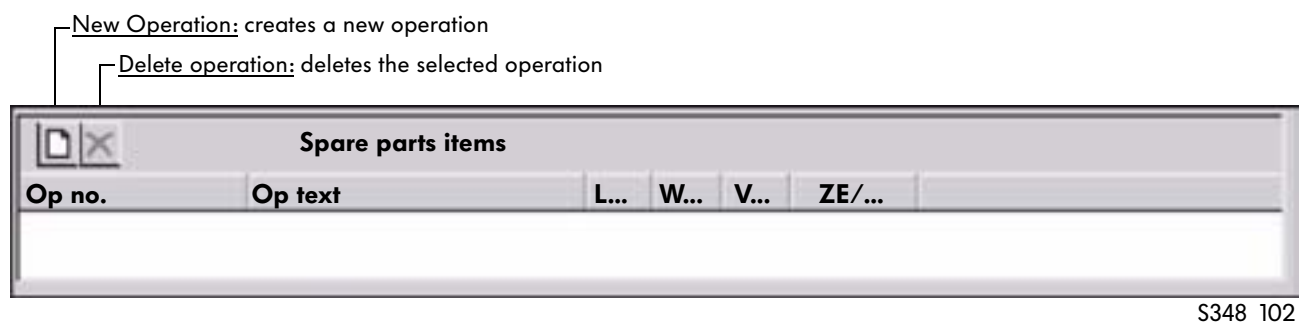
Package names

This button opens a window where you can enter the name of the new package in the Volkswagen sales languages.

Operations section

You can create new operations in the “Operations” section.

Buttons:



Spare parts section

You can create new spare parts items in the “Operations” section.

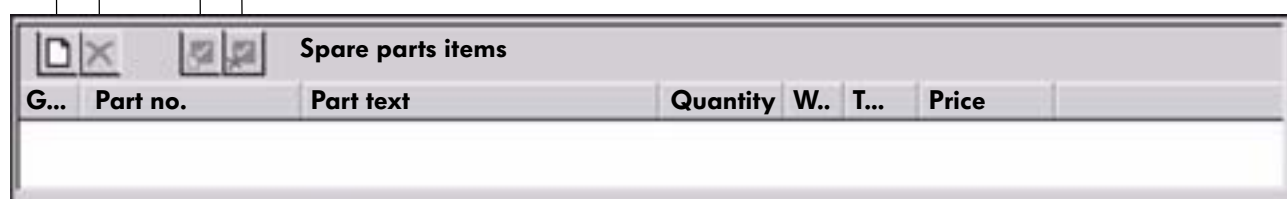
Buttons:

New Spare Part: creates a new spare part

Delete Spare Part: deletes the selected spare part

Add to New Group: assigns the selected spare part to a (new) group

Release Group: cancels the group assignment of the spare part



S348_103

Limitations section

You can create new chains (stored vehicle data) in the “Limitations” section.

Buttons:

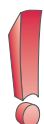
New Chain Inclusive

New Chain Exclusive

Delete New Chain: deletes the selected chain



S348_104



You will find further option descriptions for creating new packages in the ElsaWin Help.

Working with ElsaWin Reference Media

Copy option

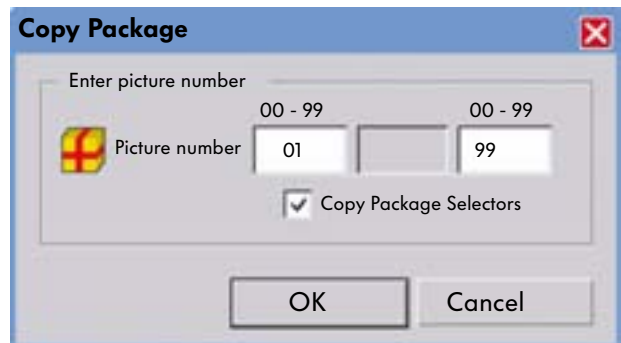
The copy option for packages has been changed in the following ways in ElsaWin version 3.3.

- If the user selects a package and starts the copy procedure, a check box will appear in the subsequent dialog box.



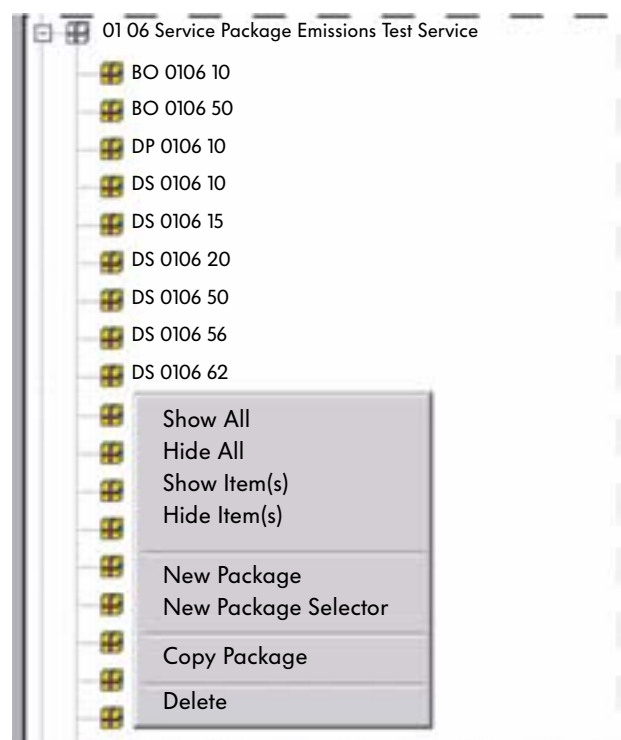
S348_139/S348_140

- The user can choose whether the selectors should also be copied.



S348_136

- If the user opens a package, selects a selector and starts the copy procedure, only the package together with the selected selector will be copied.
Any other selectors belonging to the package that have not been selected will be copied.



S348_135

Campaign prices

In ElsaWin version 3.3, campaign prices are entered into the database by the manufacturer. The partner can therefore access all required data for manufacturer-supported campaigns.

The campaign prices include the labour hours and prices and any parts required. They are updated as necessary by the manufacturer.

Manufacturer



Dealership



S348_138

Working with ElsaWin Reference Media

Help

Area of application

The “Help” contains detailed information and user notes on the use of all ElsaWin reference media.

Selecting Help

You can select the “Help” reference medium by clicking the Help icon in the toolbar or in the start mask also via the “View” menu.

Furthermore, when you are using a reference medium, you can access Help information on the respective reference medium via the toolbar and the “Help” icon or by pressing the F1 key if it has been selected beforehand.

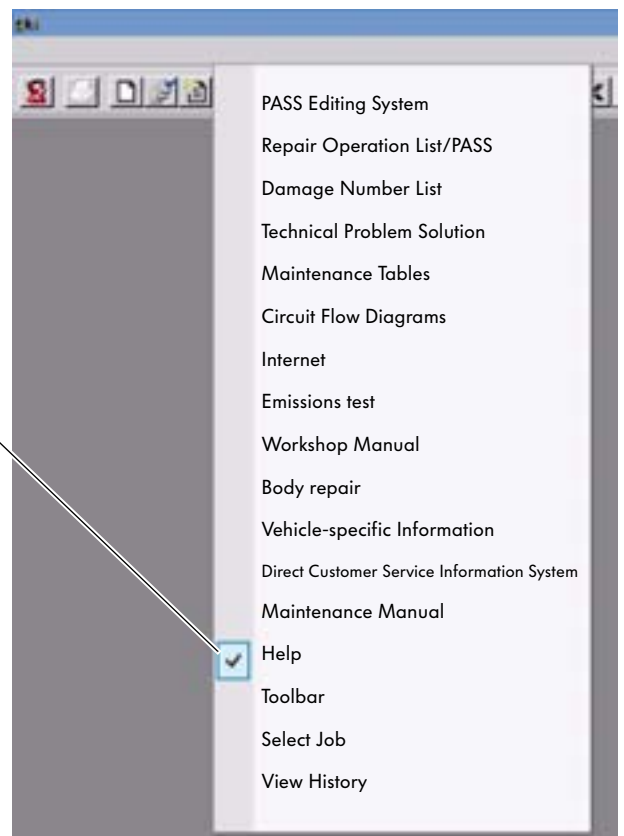


“Help” buttons



S348_022

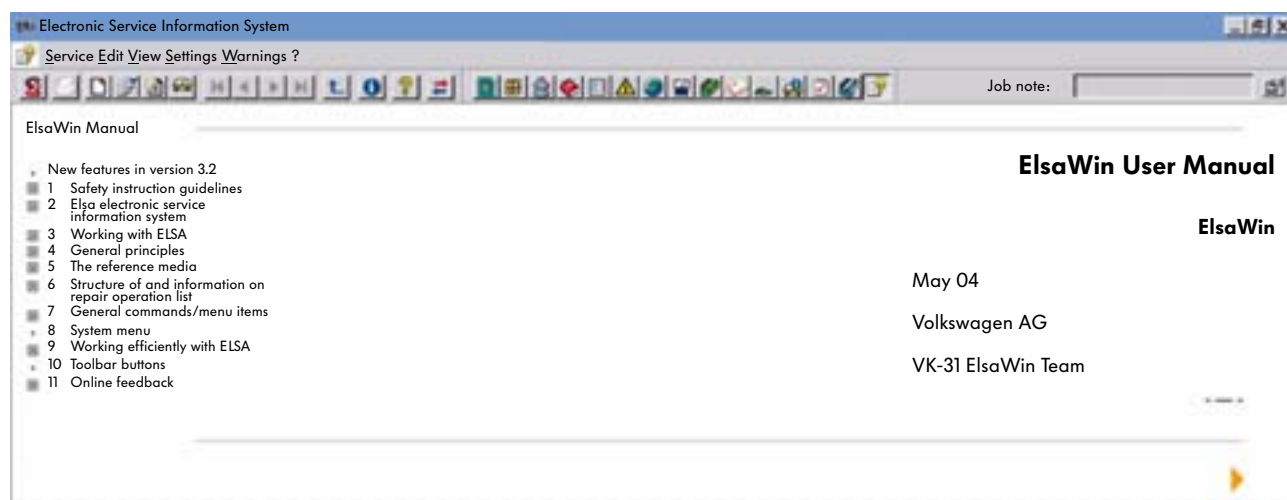
“Help” menu



S348_145

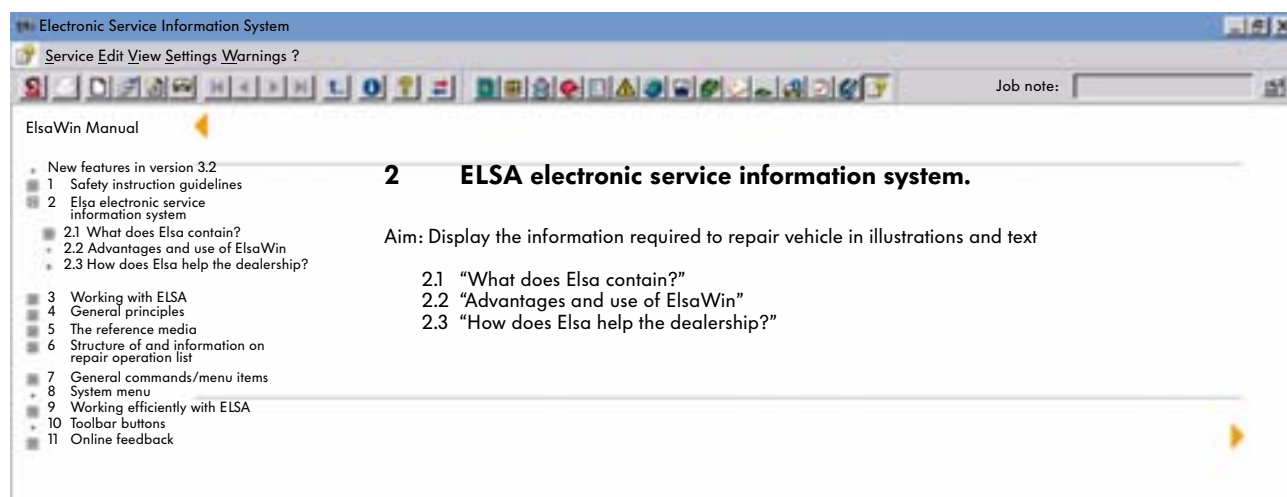
Selecting Help topic

After you select the “Help” reference medium, the overview page opens. Clicking the individual topics opens the sub-topics.



S348_110

Another further click on the sub-topics opens the Help information.



S348_111

Data update for ElsaWin

Update variants

There are different data transfer options for updating ElsaWin. You can carry out the update with:

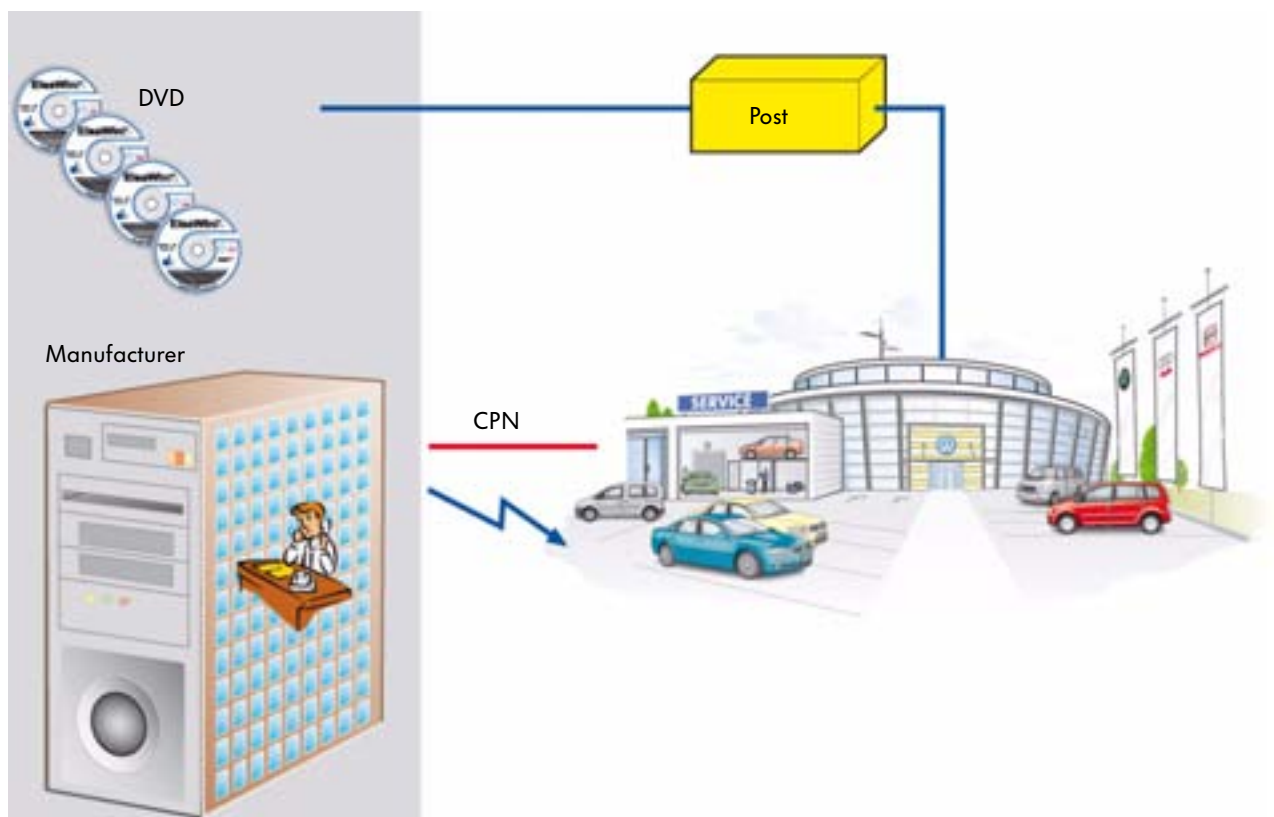
- DVDs (complete version matching version level of manufacturer) or
- online data updates.

DVD

The partner will receive a maximum of four updates on DVD per year on which the latest new features are stored. The data is imported via the DVD drive on the partner's server.

Online data updates

The update is carried out depending on the respective configuration of importer.



S348_123

Hardware requirements

ElsaWin can be run on a PC and optionally on the VAS 5051B and VAS 5052 diagnosis testers.

PC or notebook (client workstation)

If you want to install ElsaWin on a PC, it needs to meet the following requirements:

- Windows NT 4.0 SP 6; Windows 2000 SP 2; Windows XP SP 1
- min. Pentium 2 processor or equivalent
- min. 256 MB RAM
- 20-GB hard drive
- DVD-ROM drive
- 21-inch monitor, 1280 x 1024 resolution at 80 Hz with TCO 99 or comparable 19-inch TFT screen with suitable graphics card.



S348_126

VAS 5051 B

- 15-inch display
- ElsaWin compatible
- Modern processor performance

ElsaWin is not included with the VAS tester and therefore needs to be ordered separately.



S348_130

VAS 5052

- 12.1-inch TFT display
- ElsaWin compatible
- Modern processor performance

ElsaWin is not included with the VAS tester and therefore needs to be ordered separately.



S348_131

asanet progress monitor

- Manages and displays asanetwork test protocols
- Part of asanetwork
- Checks order status of orders that were sent to asanetwork devices
- Guarantees transparent service processes
- Can be viewed from any network workstation if installed

Cover text

Describes which work steps are included in an operation

CPN

Central Partner Network

Closed network segment, which all Volkswagen partners can access; average quantity with Intranet

CS

Customer service

CV

Commercial vehicle

Debit note

Accumulated list of the faulty parts from one supplier replaced by VW partners across the world; currently per supplier no.: nn.nnn/00, of the previous month according to VW spare parts number.

DISS

Direct Customer Service Information System

Separate reference media in ElsaWin

DMS

Dealer Management System

Company sales software (Unix),
in Germany mainly VAUDIS

DMS-BB

Dealer Management System backbone

Standardised interface for order, customer and vehicle data on DMS (VAUDIS, UNIX etc.) and ElsaWin

ELFI

Electronic vehicle identification

Integrated in ELSA

ElsaWin

Electronic Service Information System

Service information in digital form

ETKA

Electronic parts catalogue

Successor to microfilms

ETM server

SAP ordering system

The ETM server coordinates all communication in the local partner network.

EVA

Electronic sales assistant

FISH

Vehicle-specific information

HOST

Server on Central Partner Network

HOT II SERVER

Server at dealership

(responsible for receiving and processing updates)

LAN

Local Area Network

Internal network, e.g. at partner company (dealership)

MKB

Engine code

OM

Owner's manuals

Reference media in ElsaWin

OP

Operation

PASS

Package Offer Service System

PR numbers

Primary property number

RVS

Computer network system

Electronic data transfer system

SAGA 2

System order and guarantee processing

Guarantee and customer processing

SRA

Safety-related query

TPS

Technical Problem Solution

TSC

Technical Service Centre

VAUDIS

Volkswagen/Audi Disk System

VPN

Virtual Private Network

Secure connection between dealership
network and plant systems via the Internet

Glossary



You will find further information on the different versions of the ElsaWin electronic service information system in the depicted documents that can be ordered with the catalogue on the ServiceNet.

“ElsaWin Version 3.0 Self-study” brochure

Item no.: 100 5001.02. + 20 for language index
e.g. “German”



S348_127

“ElsaWin Version 3.1 Self-study” brochure

Item no.: 101 5001.02. + 20 for language index
e.g. “German”



S348_132

“ElsaWin Version 3.2 Self-study” brochure

Item no.: 102.5001.02. + 20 for language index
e.g. “German”



S348_133

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Test Yourself

1. What service information will you find in ElsaWin?

- ☐ a) Workshop manuals, current flow diagrams, emissions test data
- ☐ b) Guided Fault Finding, Maintenance Manual
- ☐ c) VAS 5051 manual
- ☐ d) Multimedia training

2. The vehicle type is identified

- ☐ a) by entering the vehicle registration number and a special owner ID.
- ☐ b) by scanning the barcode on the data sticker.
- ☐ c) by entering the vehicle data.
- ☐ d) by entering the vehicle identification number (chassis number).

3. What orders need to be processed with the Direct Information System Service (DISS)?

- ☐ a) All orders at a dealership
- ☐ b) All orders that involve a component replacement
- ☐ c) All orders that involve service work
- ☐ d) All orders with complaints for which the partner is obliged to actively monitor quality for the manufacturer.

4. What information can be called up via the “Vehicle-specific Instructions” reference medium?

- ☐ a) Vehicle data, instructions, vehicle owners, field campaigns
- ☐ b) Vehicle data, instructions, field campaigns, repair history
- ☐ c) Field campaigns, registration data, vehicle data, instructions
- ☐ d) Instructions, field campaigns, user-specific modifications

5. In which reference medium is the procedure for emissions testing described in addition to the “Emissions Test” reference medium?

- ☐ a) In the “Workshop Manual” reference medium
- ☐ b) In the “Maintenance Tables” reference medium
- ☐ c) In the “Maintenance Manual” reference medium
- ☐ d) In the “Repair Operation List/PASS” reference medium

6. For which vehicles does the “Technical Problem Solution” reference medium contain instructions and information?

- ☐ a) For vehicles from model year 2000
- ☐ b) For vehicles from model year 2004
- ☐ c) For all group vehicles regardless of model year
- ☐ d) Only for vehicles that were registered for the first time before 1 January 2006

