



## 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.

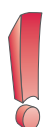
To make the complexity of the previously printed technical information easier to follow, vehicle manufacturers are increasingly turning to digital data.

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.

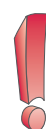
All screenshots should therefore be seen just as examples. The information provided depends on the infrastructure of the importer in the respective country.

#### 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.

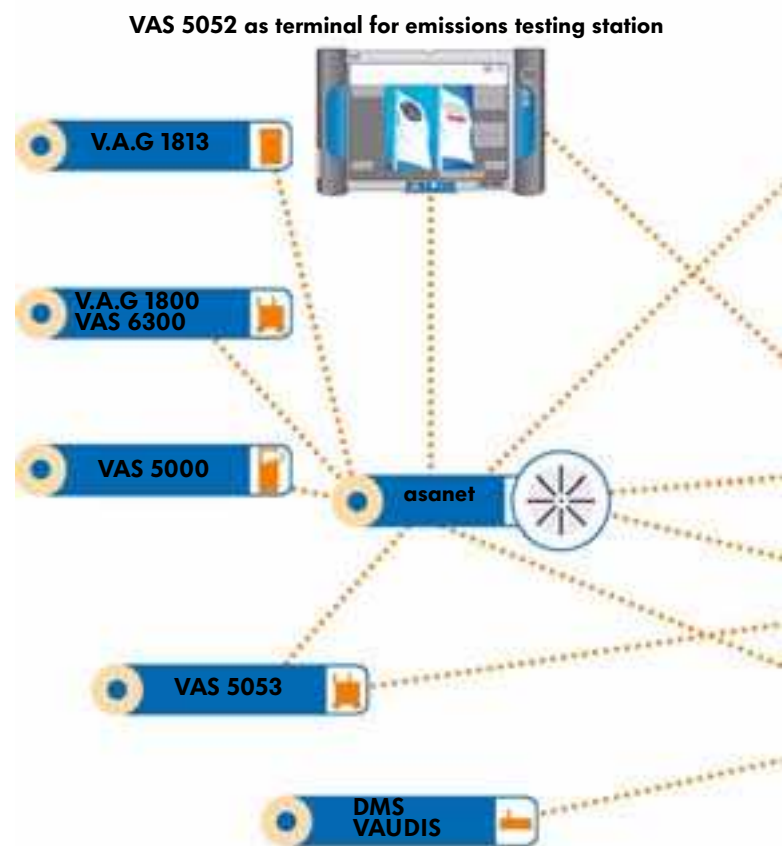
### Examples of data exchanges between the sales area and the workshop.

- 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.

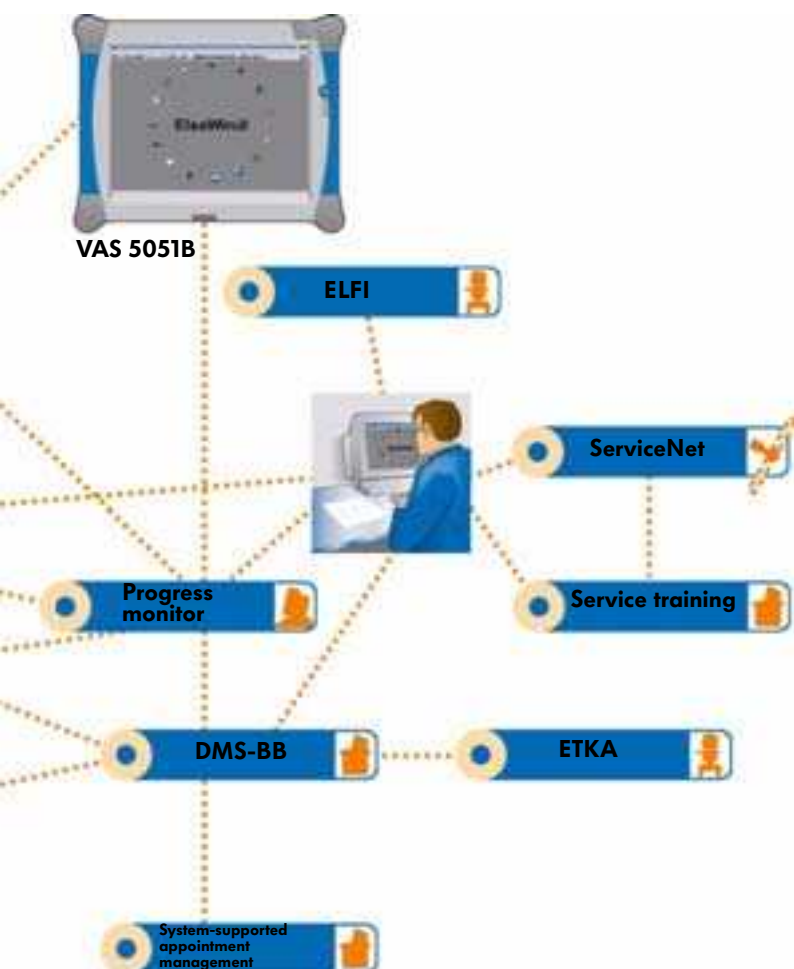
#### asanetwork (example Germany)



- 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.



S348\_129

# Introduction

## 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

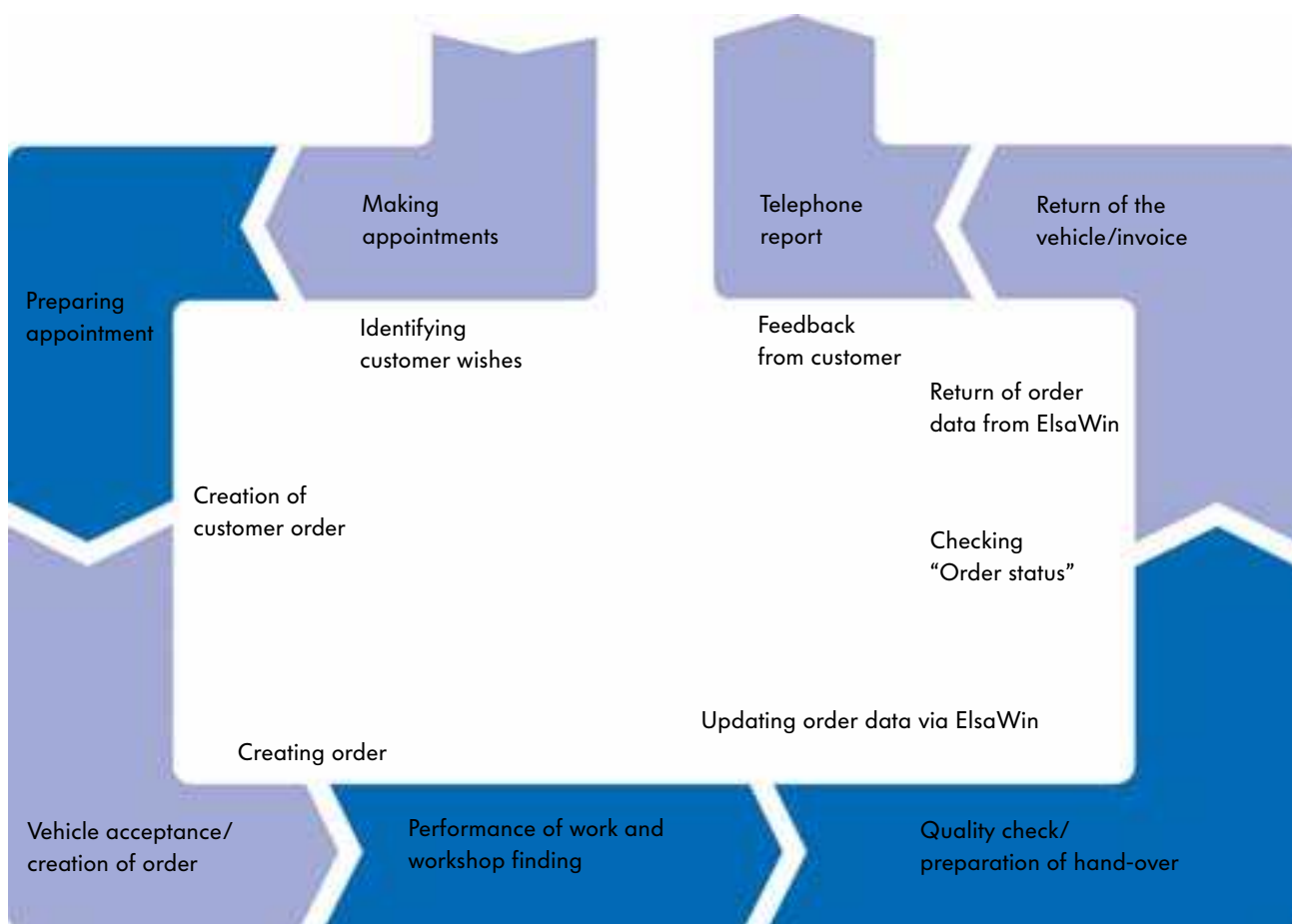
To create the repair and service process module efficiently, all relevant information for the workshop staff needs to be at the right place, at the right time. By linking VAUDIS or ElsaWin with the asanetwork in the workshop, complete data management can be guaranteed over the complete core service process.

## 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

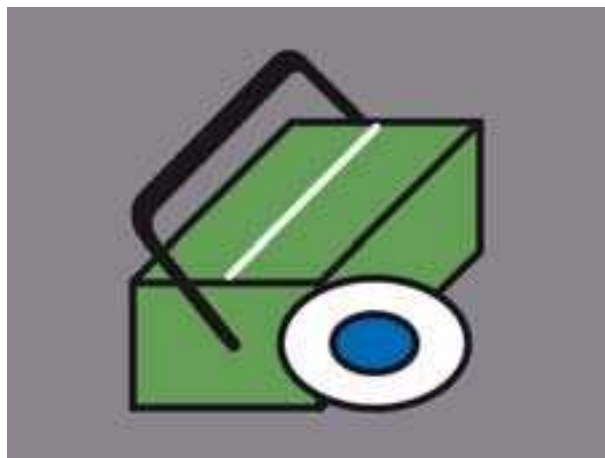


S348\_002

## 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

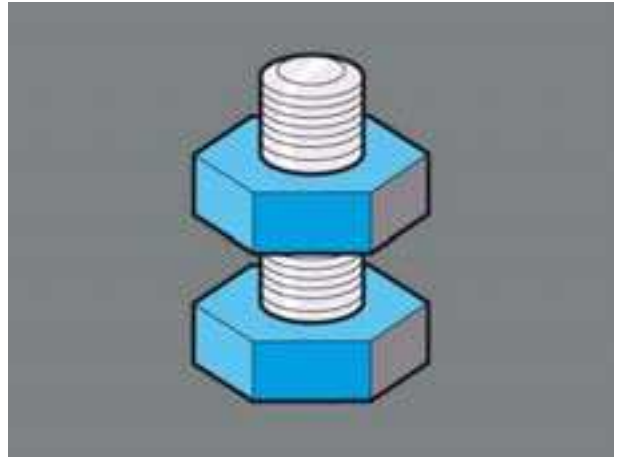
The “Technical Problem Solution” (TPS) reference medium contains solutions for known technical problems related to the vehicle identification number.



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.

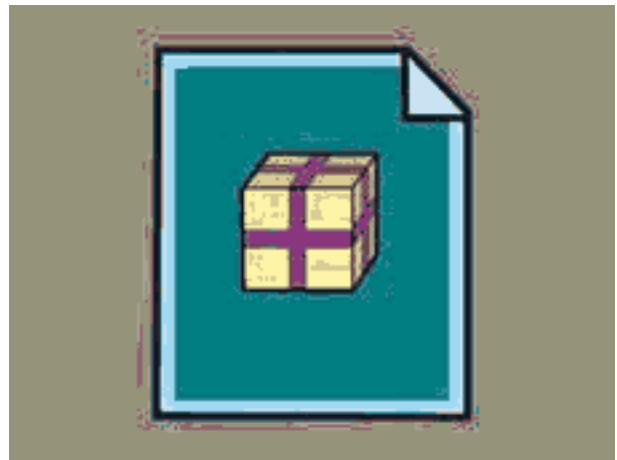
“PASS” (package offer service system) is a reference medium for providing complete time and operation packages for standard repairs and maintenance work.



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.

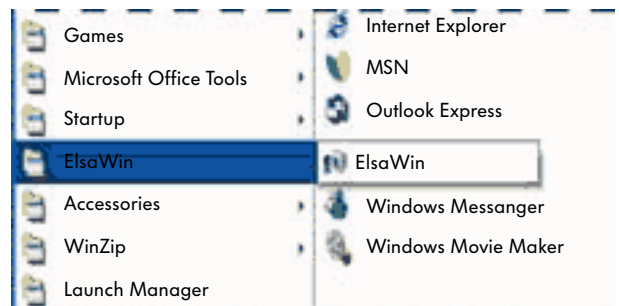
## Starting the application

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 on the 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

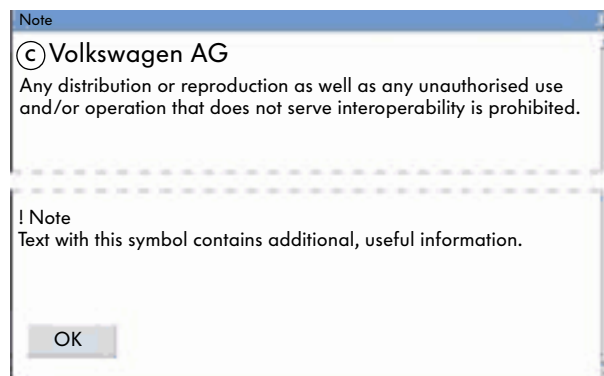
User name  
XXXXXXXXXX

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.

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

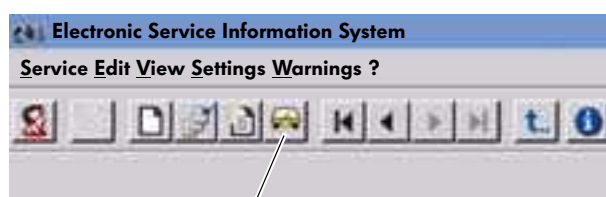
## Starting options

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

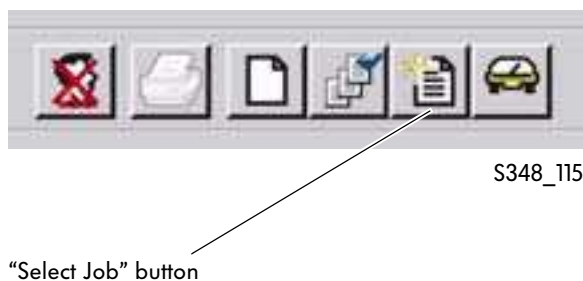
# Working with ElsaWin

## 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!



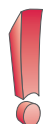
The vehicle data can then be transferred using the “Job Management” mask.

A screenshot of the Job Management window. It has a title bar "Job Management" and a "General" tab. Below the tab are input fields for "Job number:", "Distrib./Importer No.:" (with value 1234), and "Dealer number:" (with value 1234). Below these 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 buttons for "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.



Status line

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

It is explained in detail in Help.

Button

S348\_002

# Working with ElsaWin

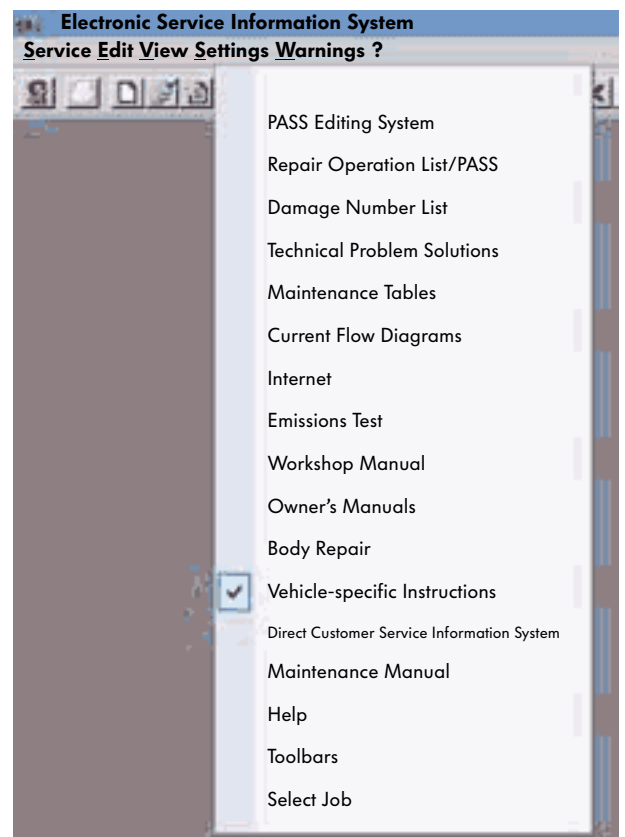
## Calling up a reference medium via the toolbar

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.

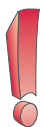


## Calling up the reference medium via the menu bar

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.

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.

### Show history

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

### 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

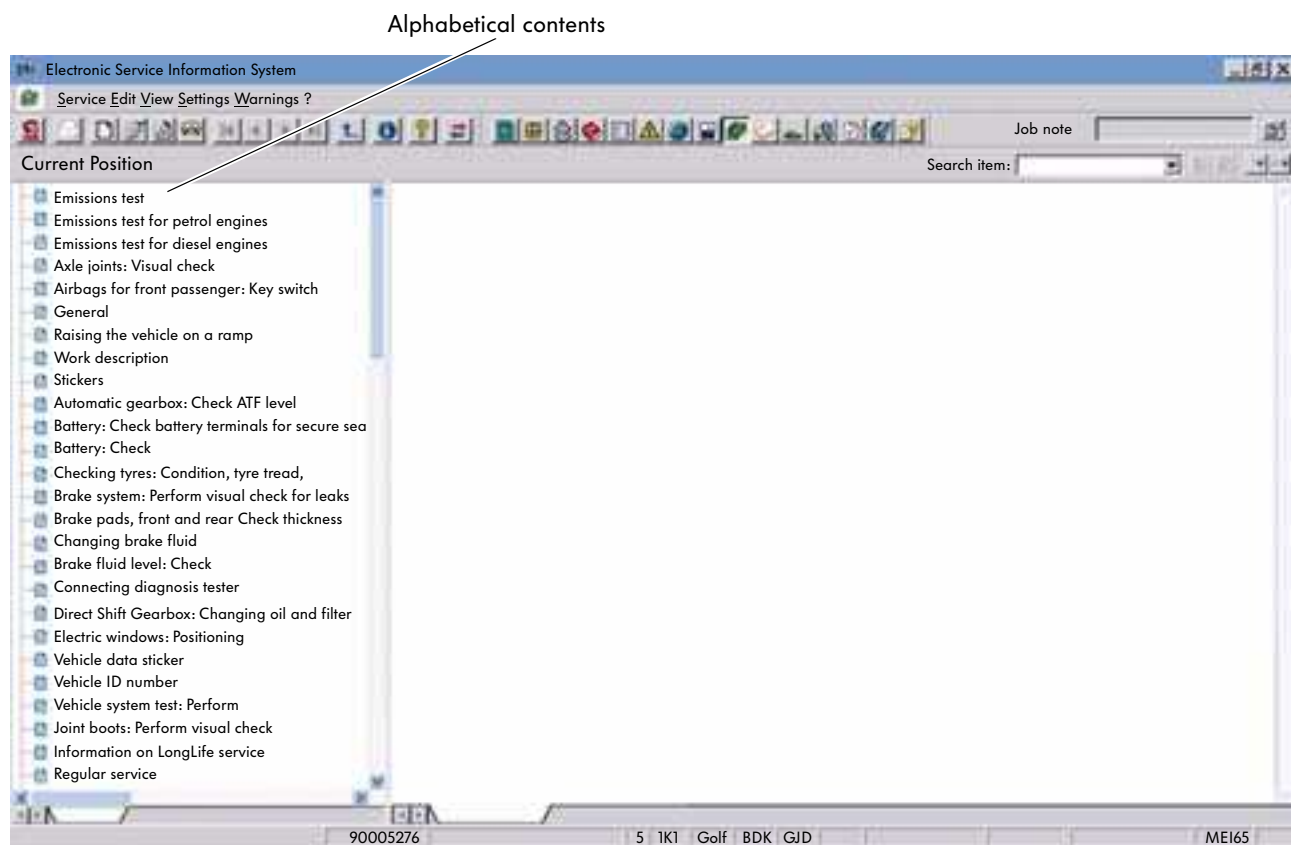
### Area of application

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

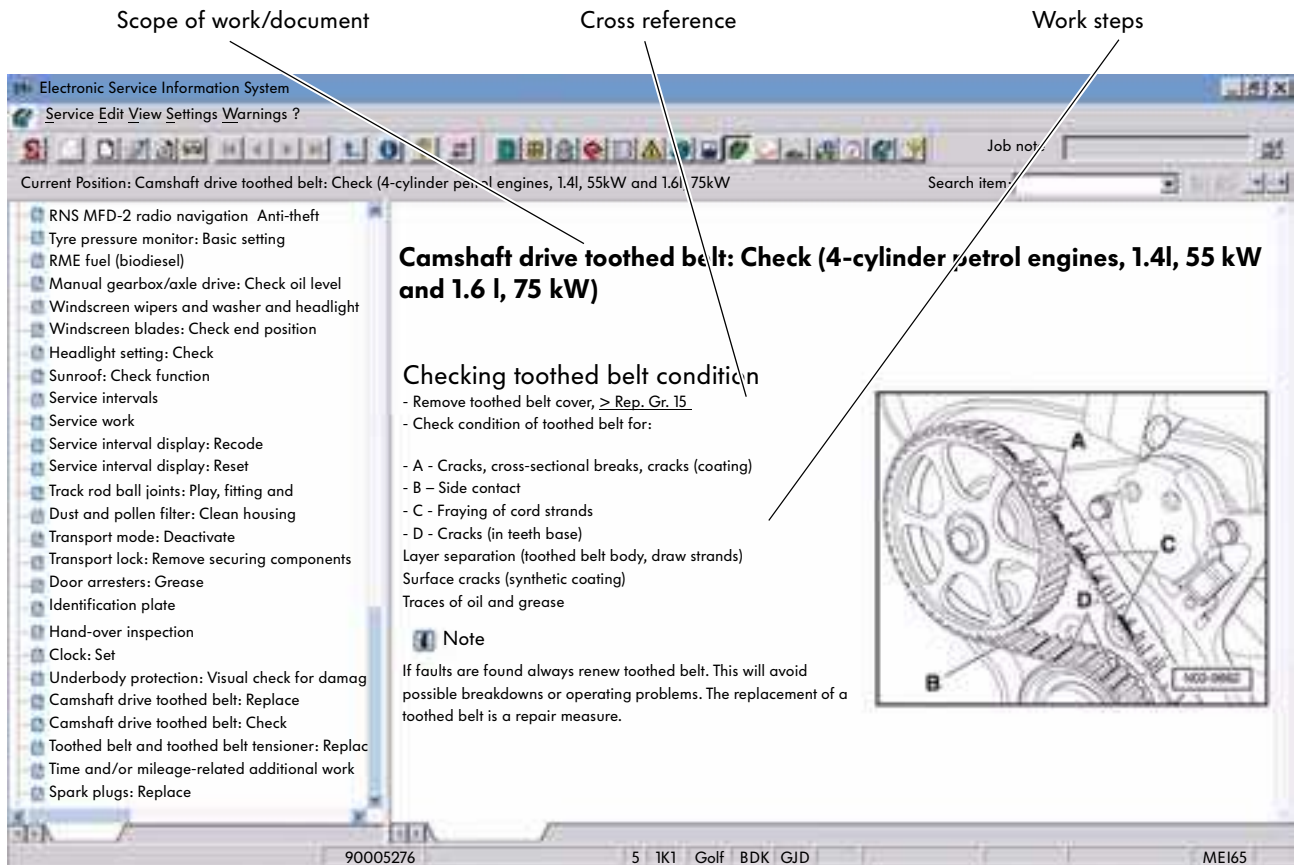
The contents are shown on the left-hand side of the screen.

#### 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.

# Working with ElsaWin Reference Media

## Direct Customer Service Information System

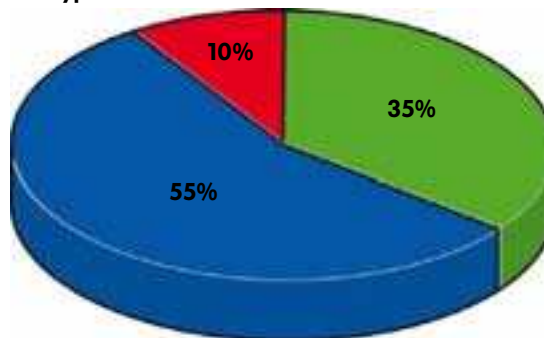
### Area of application

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).

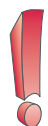
Proportion of orders according to order type



S348\_057

#### Legend

-  clearly separate orders
-  orders with disassembly work or visual checks
-  Customer complaints



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
<b>Order data</b>		
Order number: 20060712	Vehicle identification number: WAUZZZ8P34A052528	Importer/SC number: 123
Order date: 2006-07-12	Mileage: 25389	Dealership number: 99985
<b>* What is the customer's complaint?</b>		
<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 &gt; Noises &gt; Steering area &gt; cracking noise &gt; 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

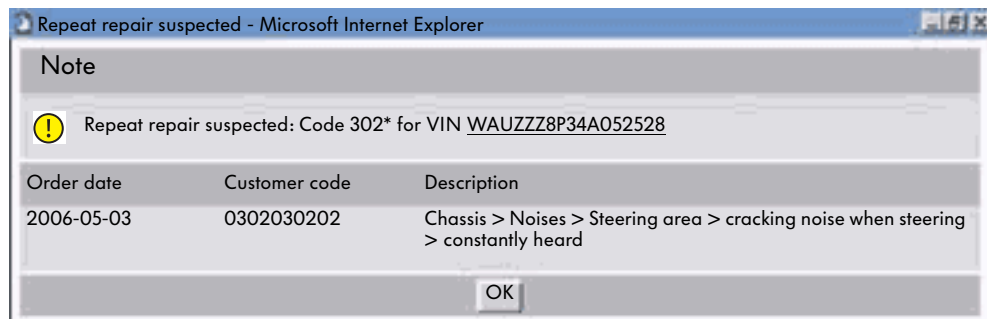
The customer coding contains the customer perception in several steps. Exact and precise customer coding allows an exact comparison with the technical problem solutions.

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	
04: Body/equipment	04: Paint/surface protection	03: Rear area		02: Creaking noise when moving steering wheel
05: Heating/ventilation Air conditioning	05: Corrosion	06: Pneumatic suspension area		03: Grinding noise when moving steering wheel
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

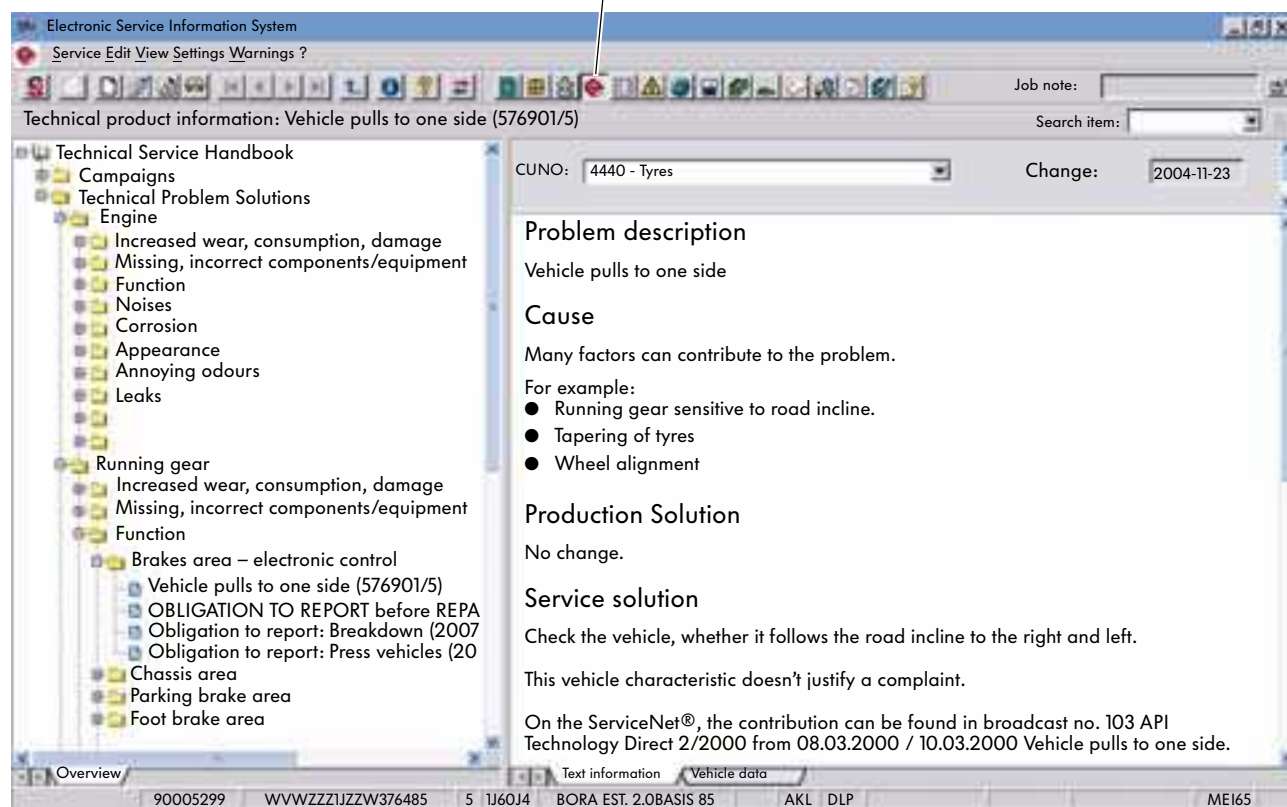
## Technical Problem Solutions

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

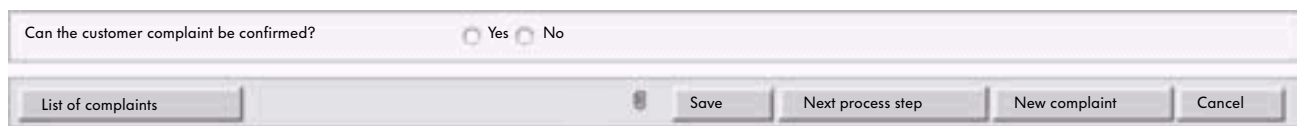


You will find further information on the “Technical Problem Solutions” resource from page 70.

# 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

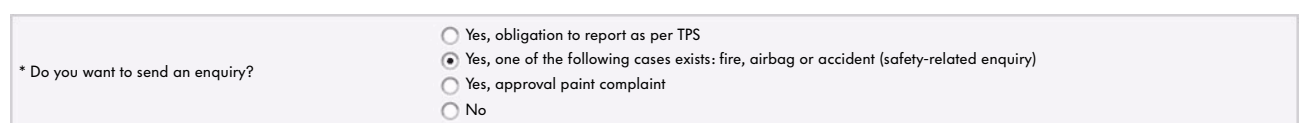
If, in the query of the technical problem solution for this vehicle and the selected customer code an obligation to report is displayed, an “Obligation to report as per TPS” should be chosen.

## 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

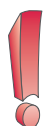
Clicking the “Safety-related Enquiry” tab opens the “Safety-related Enquiry” form.

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	
<b>Order data</b>					
Order number: 20060712		Vehicle identification number: WAUZZZ8P34A052528		Importer/SC number: 123	
Order date: 2006-07-12		Mileage: 25389		Dealership number: 99985	
<b>Customer complaint</b>					
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.

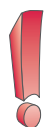
## Technical enquiry

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	
						<a href="#">New complaint</a>

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		Location: Anytown	
Is the vehicle currently available for remote diagnosis? Yes		Sales type: 8P1BA4		Name: Smith	
Have you followed the “Guided Fault Finding”? Yes		Sales type code: A3 1.6 R4 75 M5S		Assistant	
Is the exhaust emissions warning lamp on? No		Engine: BGU		Org ID: XXXXXXXXXX	
Does the vehicle correspond with the production version? Yes		Gearbox: FVH		VS: WS	
Reply time: 2006-07-18 13:37		Delivery date: 2004-02-11		Region: 0	
		Vehicle identification number: WAUZZZ8P34A052528		Telephone: 0987 12345	
		Mileage: 25389		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 &gt; Noises &gt; Steering area &gt; Steering general &gt; cracking noise"/>			<input type="text" value="Gearbox &gt; 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

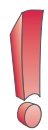
The DISS Monitor can be:

- 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 is a section titled "You can select the following application:" which lists "DISS Monitor". Below this, there is a section titled "You can access the following application via the Internet:". At the bottom of the page, 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 XXXXXXXXXX			
2116363	V	N		Steering heavy after engine start	WVWZZZ1KZ4P002879	1K1252	S	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Schmidt XXXXXXXXXX			
2116363	V	N	Engine > Engine area	Engine jolts	WAUZZZ8P64A083837	8P1BLC	T	<input type="checkbox"/>	<input type="checkbox"/>	AH Meier Schmidt XXXXXXXXXX			

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="checkbox"/>	<input type="text"/>	 	
1 1 to 1 of 1													

S348\_152

## “Order List” tab

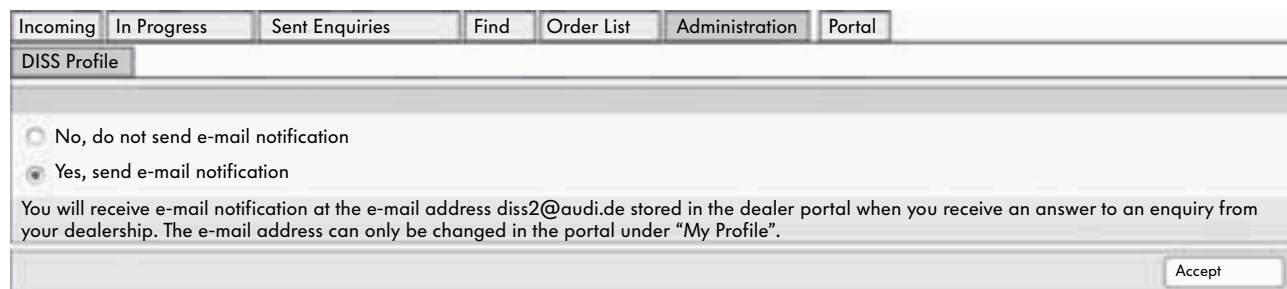
On the “Order List” tab, all orders from the service partner are listed. The status of the order, the number of complaints, enquiries for the order and the code “WB” are displayed. “WB” means “Risk of Repeat Visit”. DISS messages without enquires can be deleted from the DISS monitor.

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 checked="" 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.



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	Volkswagen	Sales Model	1K1G03	Designation	Golf 1.6 FSI Trend 85
Model year	2005	Code	K	Engine	BAG
Vehicle ID number:		CCM	1598	kW	85
WVW ZZZ 1K Z Z W 376 485		Type	FS	Designation	MPI Bosch Motr.
Engine no.	BAG	Gearbox	GJX	Type	A
Gearbox no.	GJX	Number	09GB	Designation	
Start Enquiry		Final drive		Type	
Vehicle type: Basic Data		Number		Designation	

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

Pop-up window

S348\_113/S348\_134

# Working with ElsaWin Reference Media

## Individual information

The following vehicle-specific information is then available:

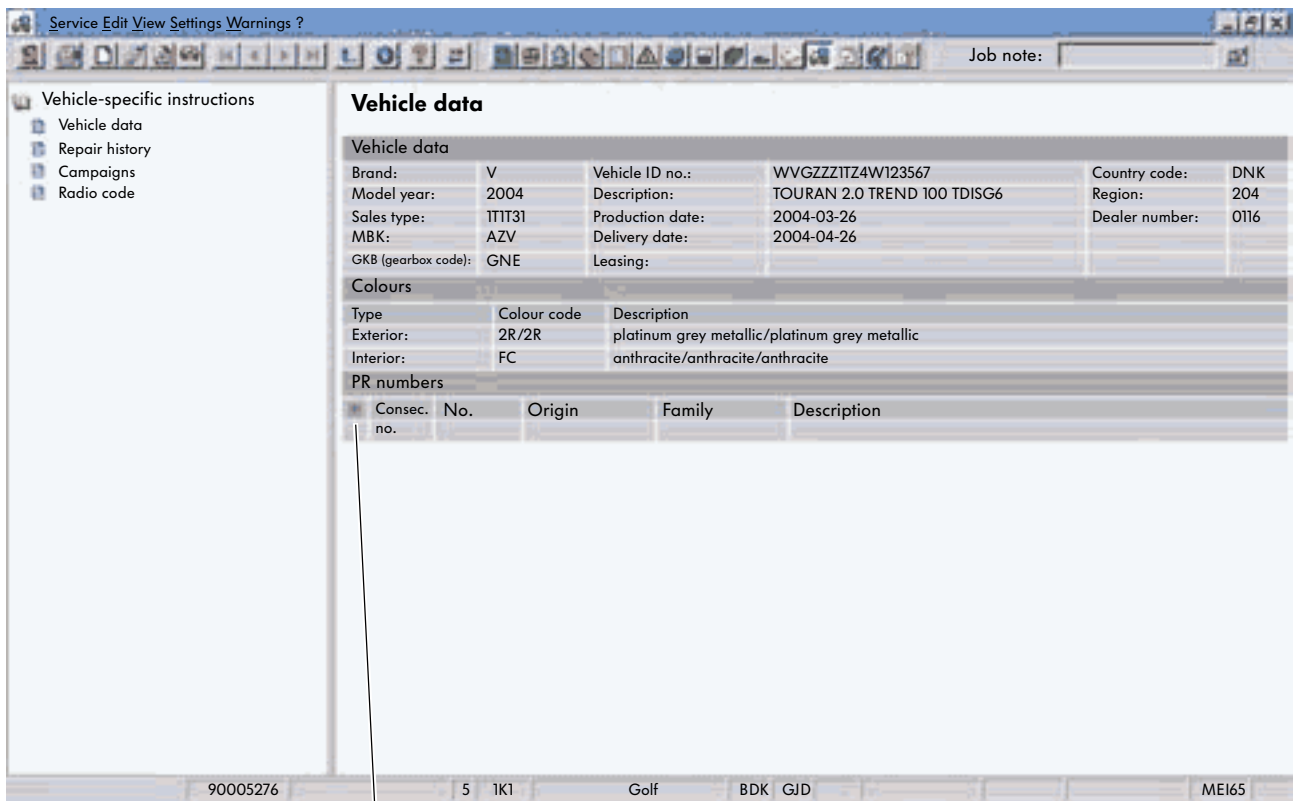
- Vehicle data
- Repair history
- Campaigns
- Notes
- Radio code

## 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.



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.: WVZZZ1T4W123567

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

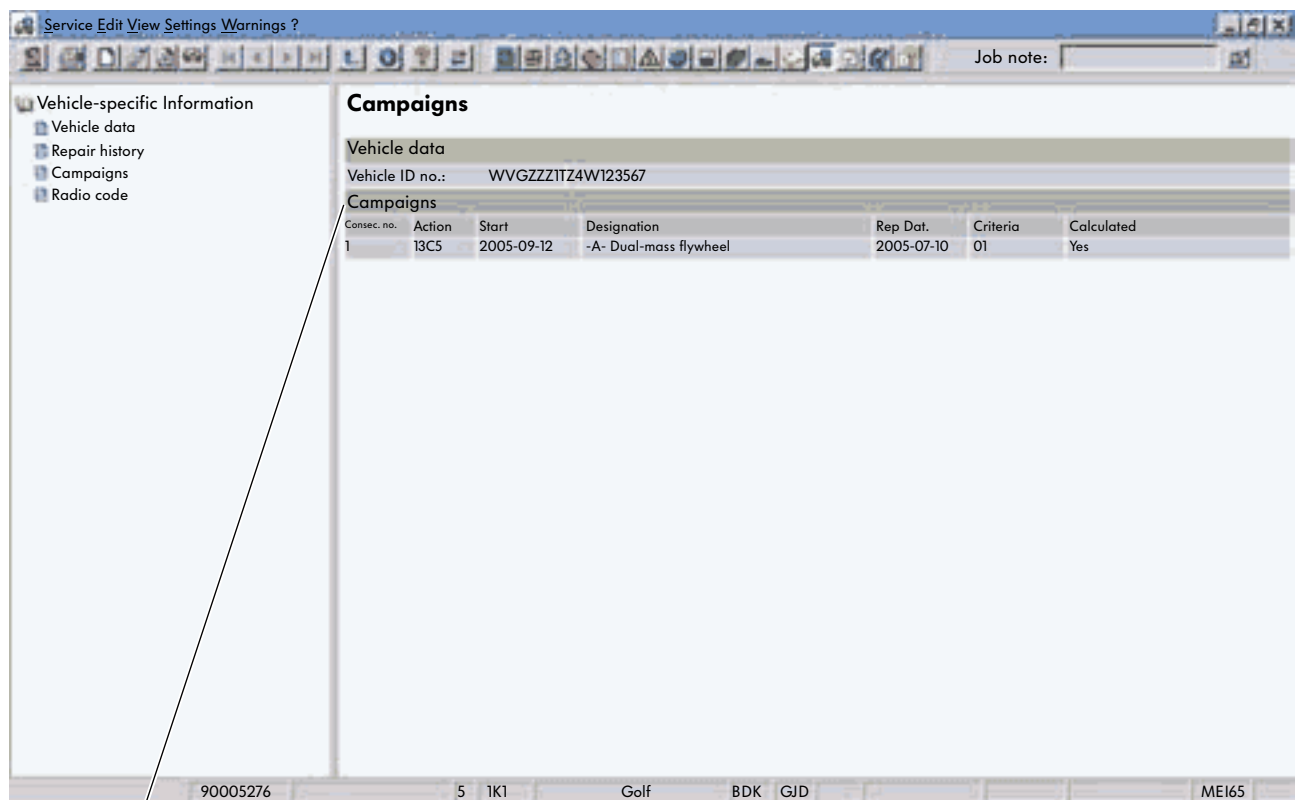
Plus sign

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, there is a sidebar with a tree view under 'Vehicle-specific Information' containing 'Vehicle data', 'Repair history', 'Field campaigns', and 'Radio code'. The main area is a large white space. Overlaid on this is a 'Login for radio code query' dialog box. It contains two input fields: 'ACC User ID:' with the text 'DEVWRAUPAVO' and 'Password:' with a masked password '\*\*\*\*\*'. Below these fields is a 'Login' button. At the top of the main window, there is a menu bar with 'Service', 'Edit', 'View', 'Settings', and 'Warnings?'. To the right of the menu bar is a 'Job note:' field. At the bottom of the window, there is a status bar with the following information: '90005276', '5', '1K1', 'Golf', 'BDK', 'GJD', and 'ME165'.

S348\_144

# Working with ElsaWin Reference Media

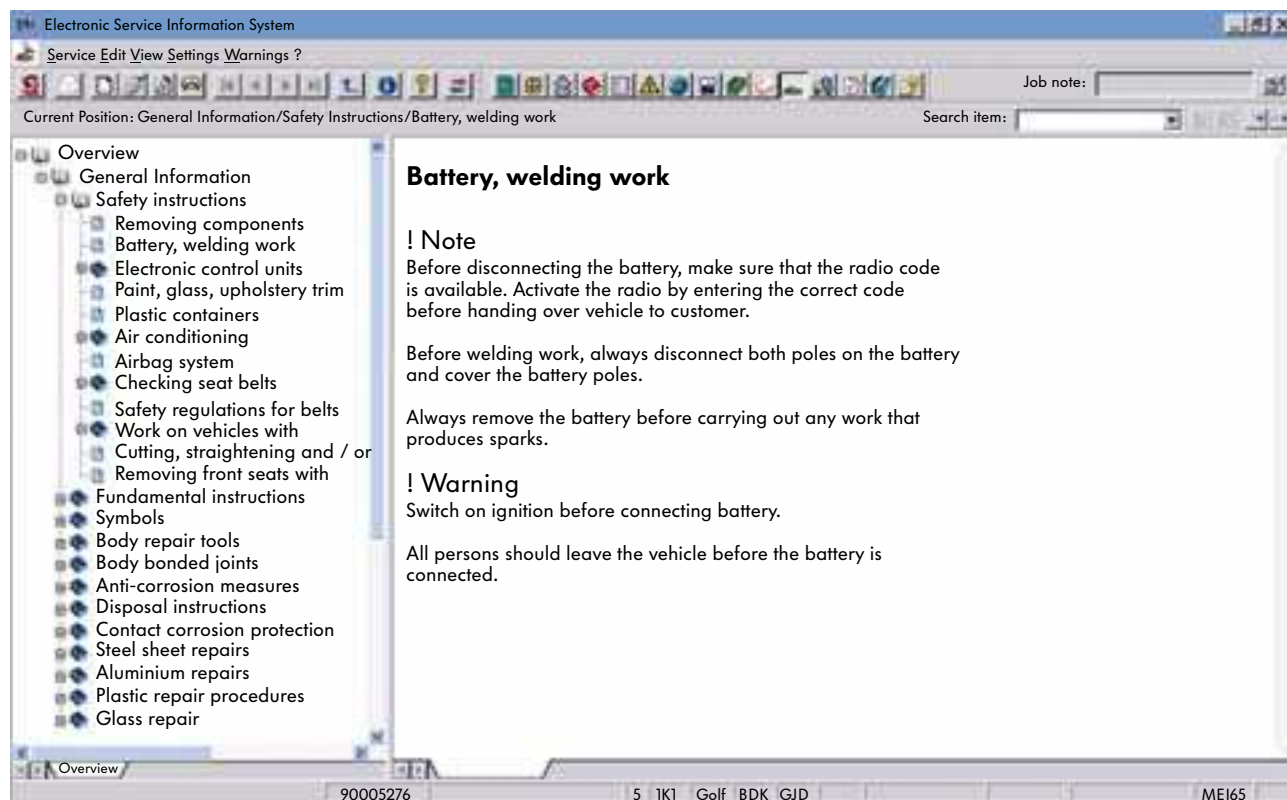
## Body repair

### Area of application

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

### Select scope of work

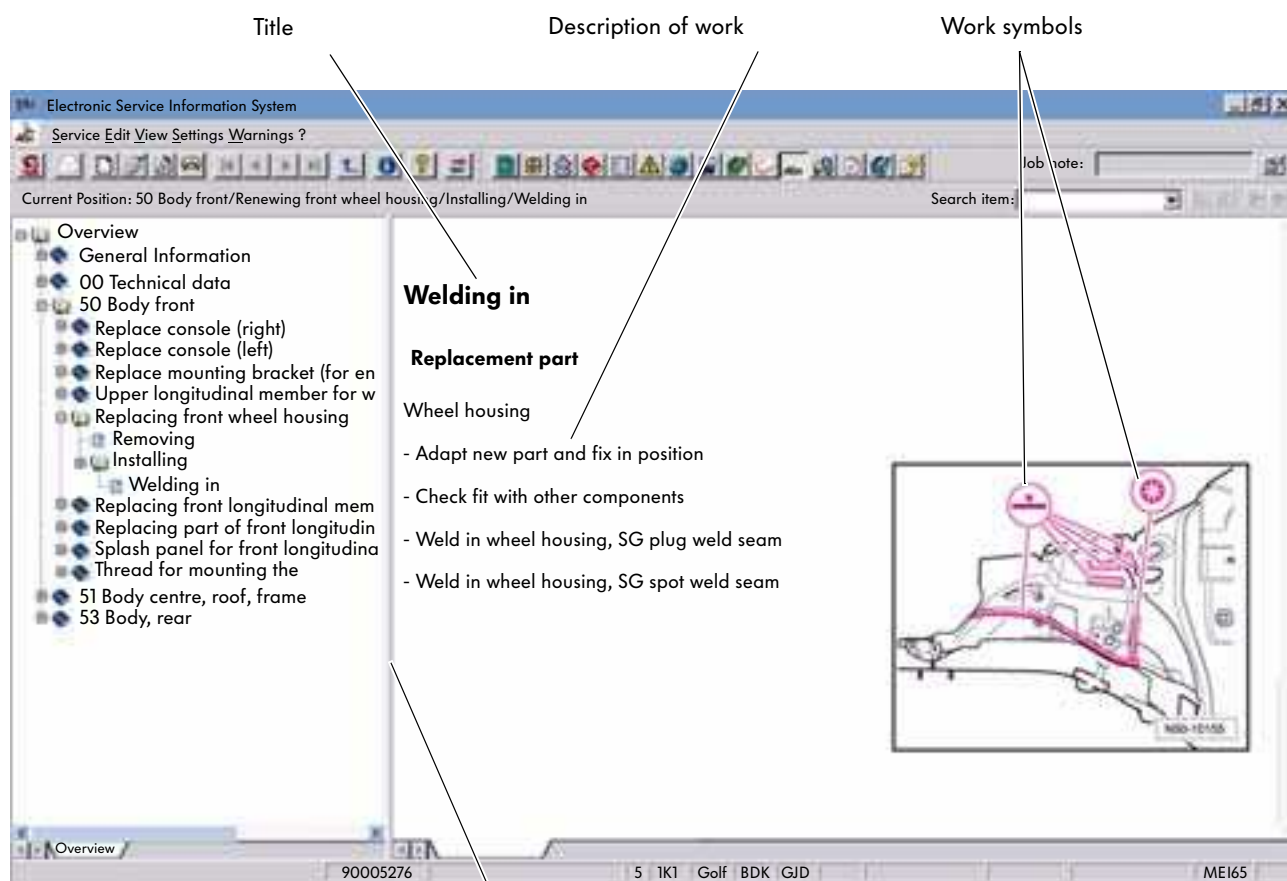
After identifying the vehicle and selecting the reference medium, the list is displayed. Clicking the plus sign in front of the documents displays the sub-topics.



S348\_053

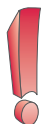
## Document

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.



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.

S348\_054



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' section. Below the welcome message, there 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.' Below this, 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 input fields, there is a link 'User administration for dealer systems' and another link '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.

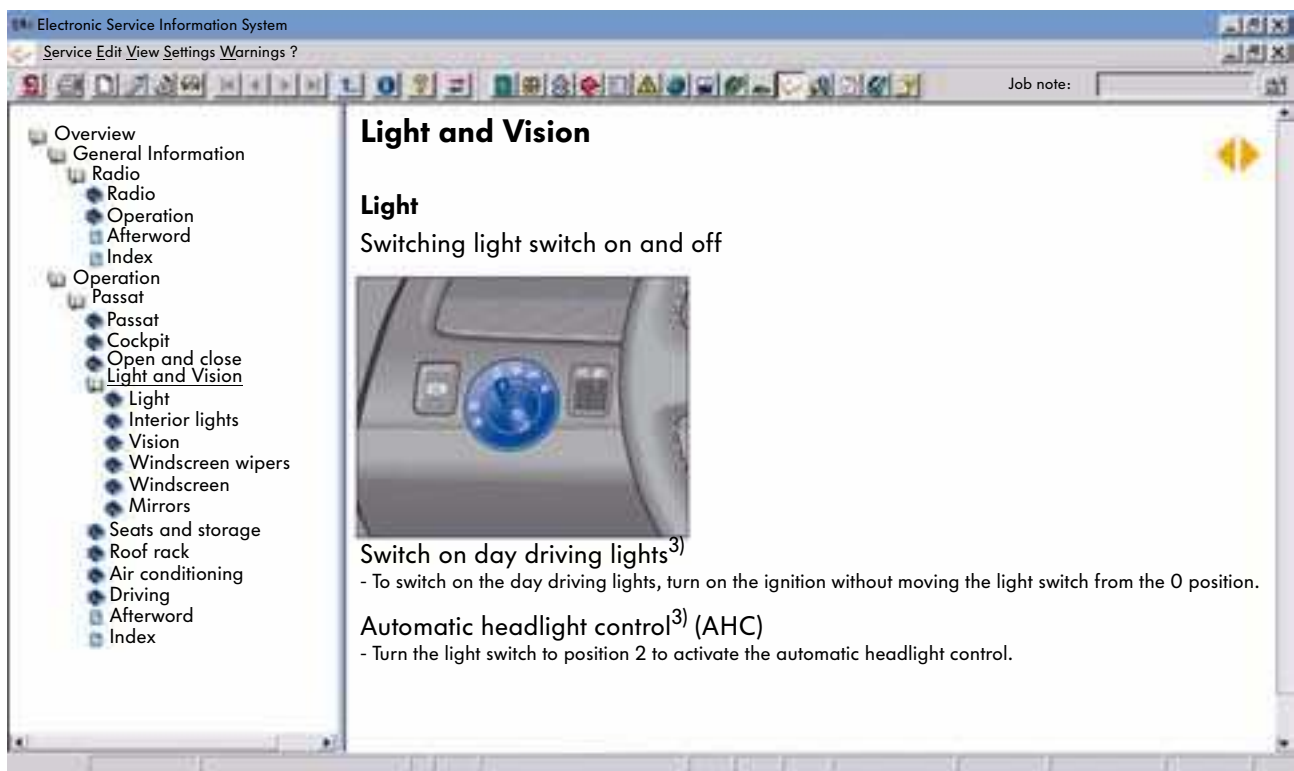
The screenshot shows the 'Vehicle type identification' dialog box. It has a title bar 'Vehicle type identification' and a close button. The dialog contains several input fields and buttons. The 'Brand' field is set to 'V' (Volkswagen) and the 'Designation' field is set to 'Passat'. The 'Sales Model' field is set to '3C2'. The 'Model year' field is set to '2006' and the 'Code' field is set to '6'. The 'Vehicle ID number' field is set to 'WVW ZZZ 3C Z Z W 376 485'. The 'Engine' field is set to 'BLP' and the 'Type' field is set to 'FS'. The 'CCM' field is set to '1598' and the 'kW' field is set to '85'. The 'Designation' field is set to 'MPI Hitachi'. The 'Gearbox' field is set to 'GPN' and the 'Type' field is set to 'M'. The 'Number' field is set to '00AJA'. The 'Final drive' field is set to 'M'. The 'Type' field is set to 'M'. The 'Number' field is set to '00AJA'. The 'Designation' field is set to 'MPI Hitachi'. The 'Start Enquiry' button is at the bottom left and the 'More >>' button is at the bottom right. There are also 'OK', 'Cancel', and 'Reset' buttons on the right side.

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

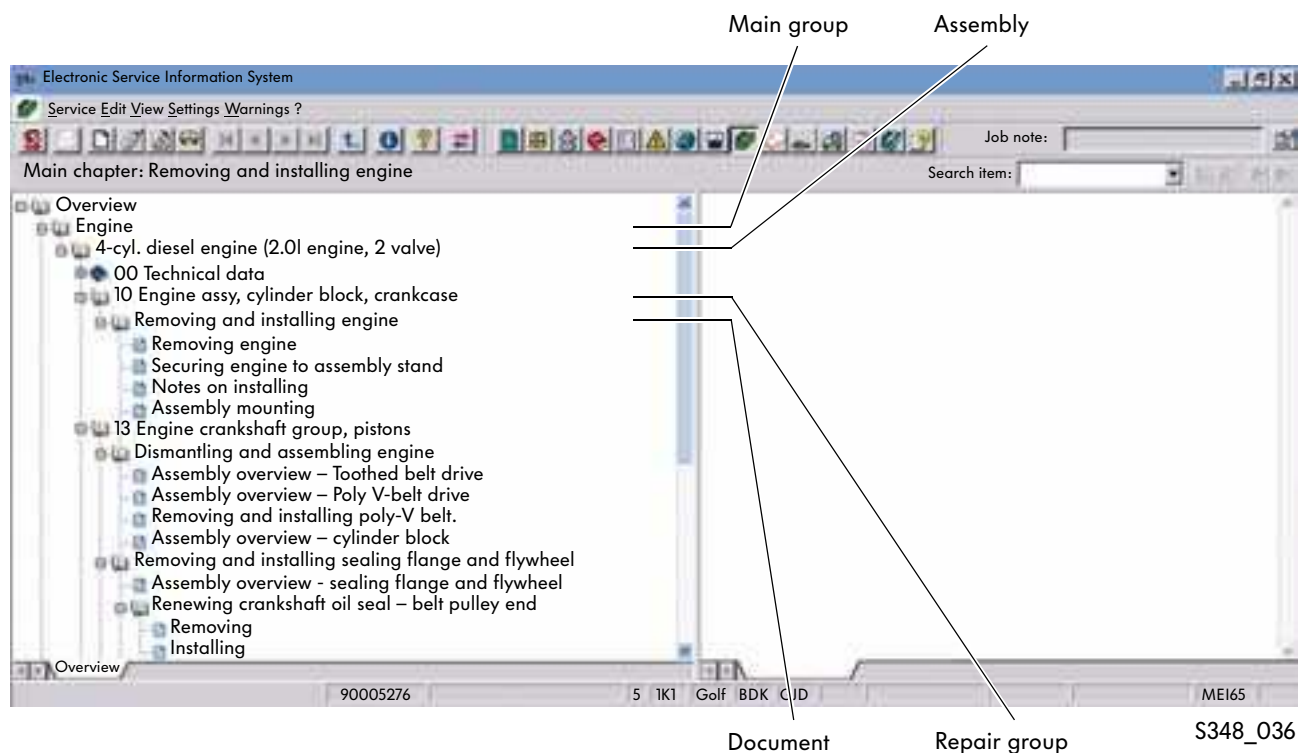
### Area of application

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:

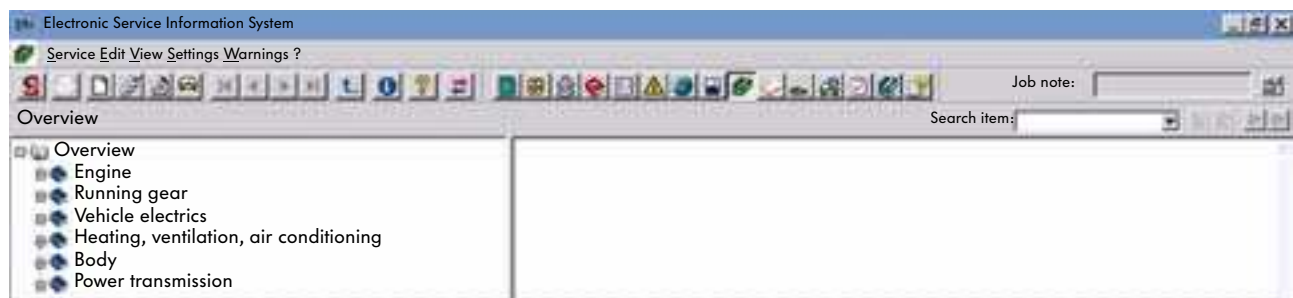
- Main group
- Assembly
- Repair group
- Document



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

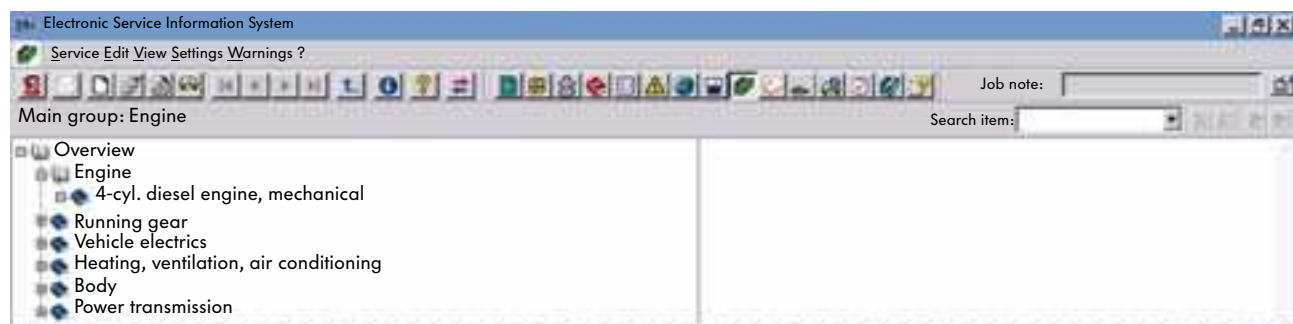
The organisation of the main groups corresponds with the generally used break-down of the vehicles into assemblies.



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.

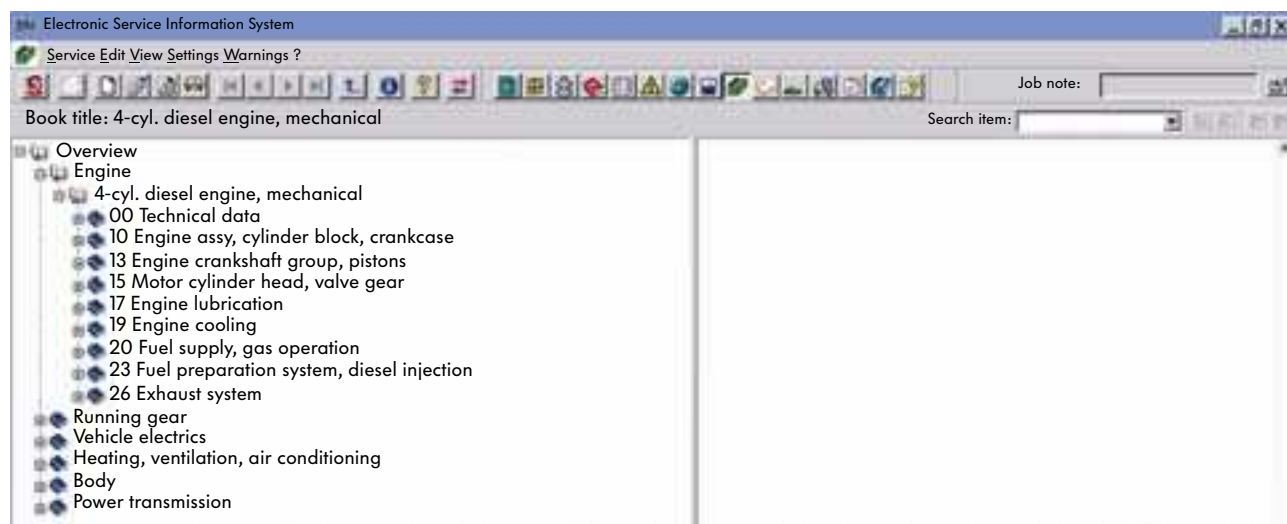


S348\_038

# Working with ElsaWin Reference Media

## Repair groups

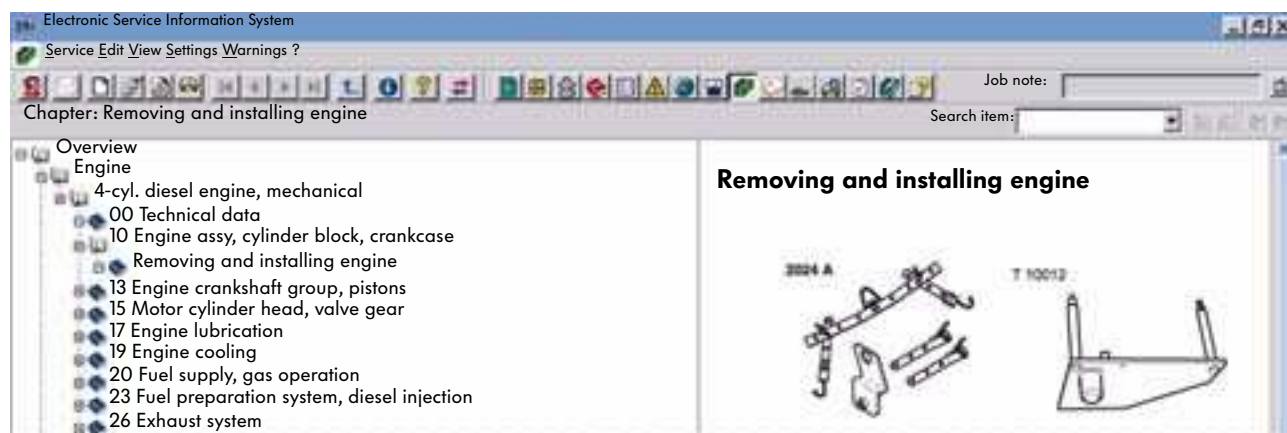
The numbers of the repair groups correspond with the printed repair guides used in the past.



S348\_039

## Document

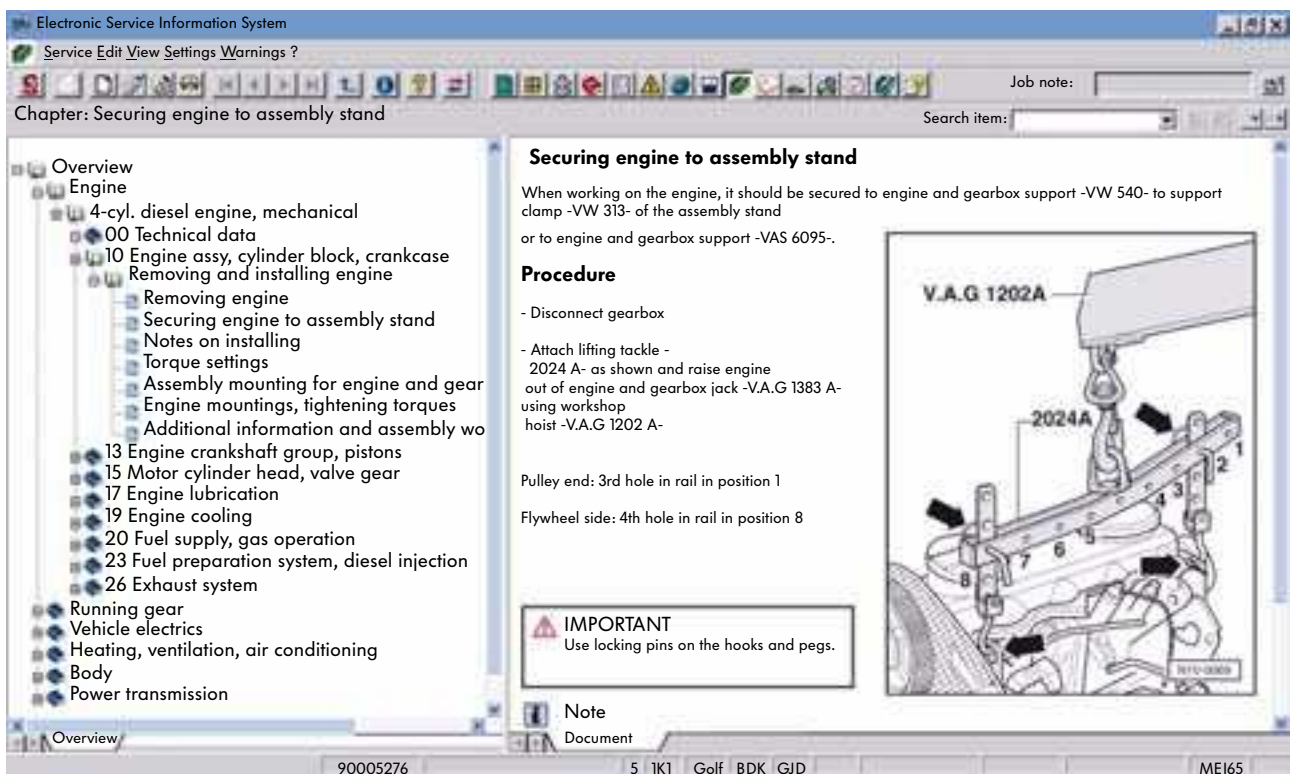
The document lists the special tools required and describes the work to be carried out with illustrations and text.



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

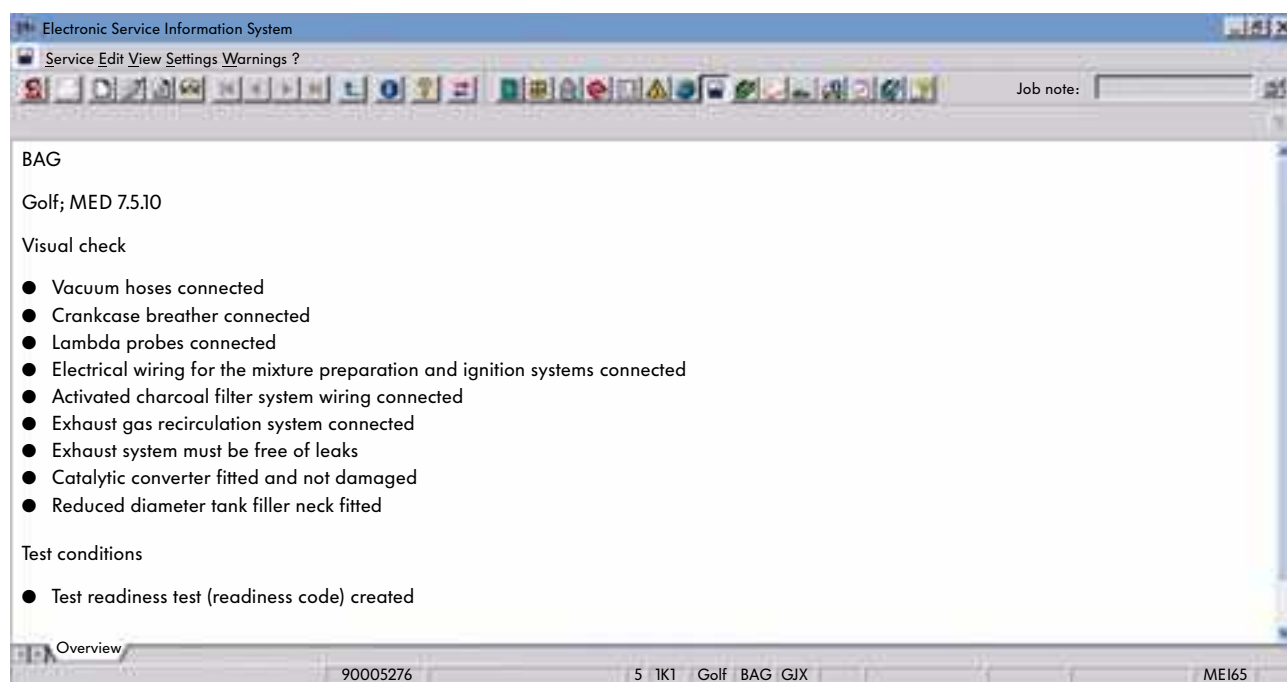
This reference medium contains the following information for carrying out an emissions test:

- 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

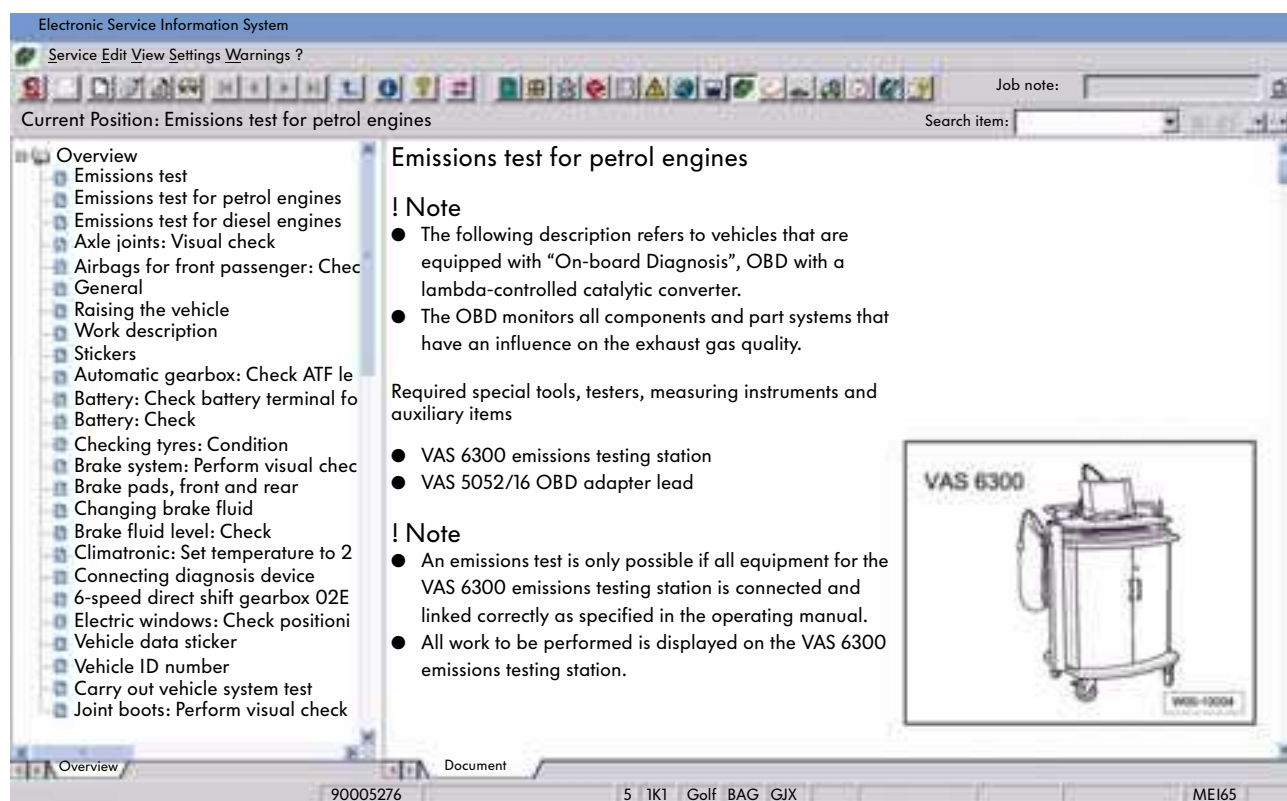


The “Emissions Test” reference medium is only useful in some countries outside Germany depending on the national legislation.

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

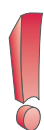
## Work procedure in “Strict Maintenance Operations”

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)

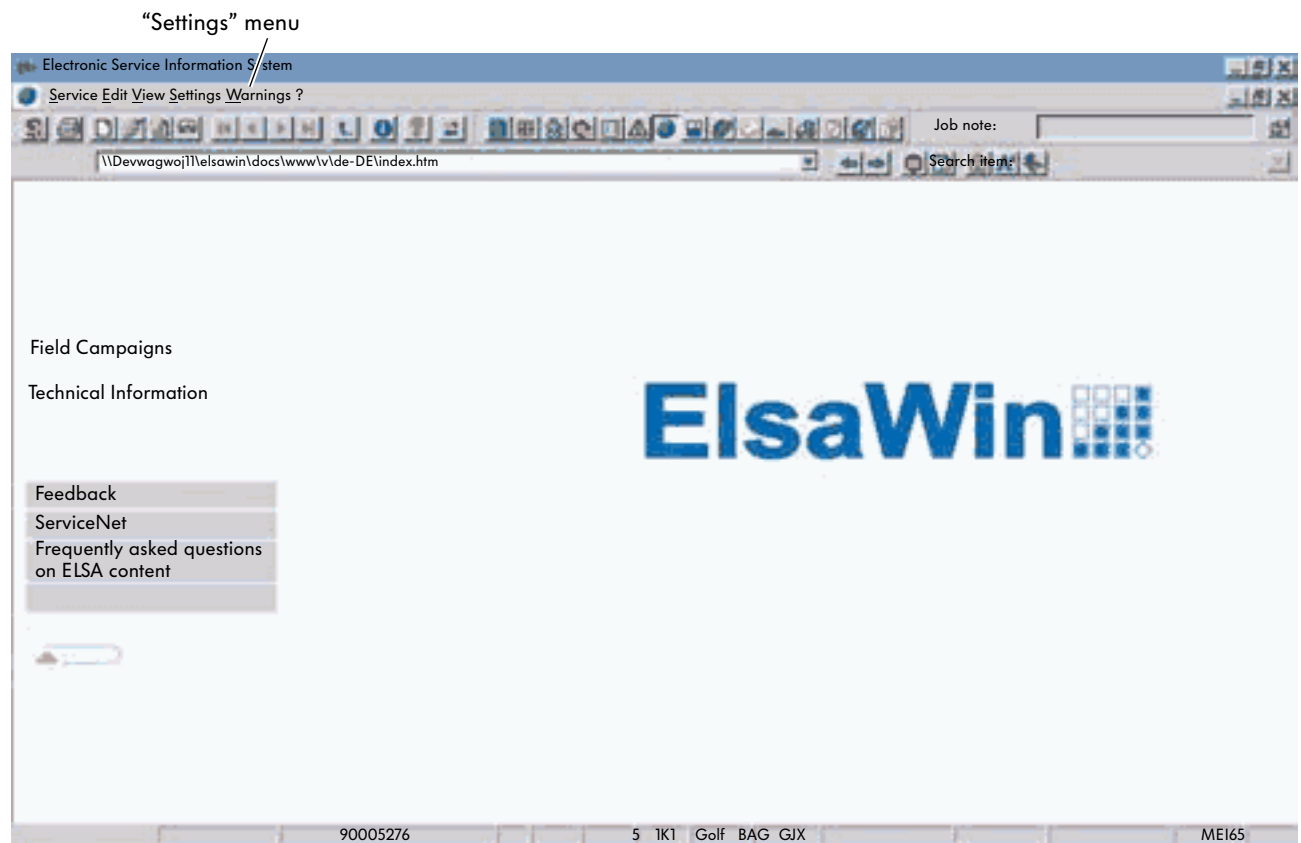
### Area of application

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

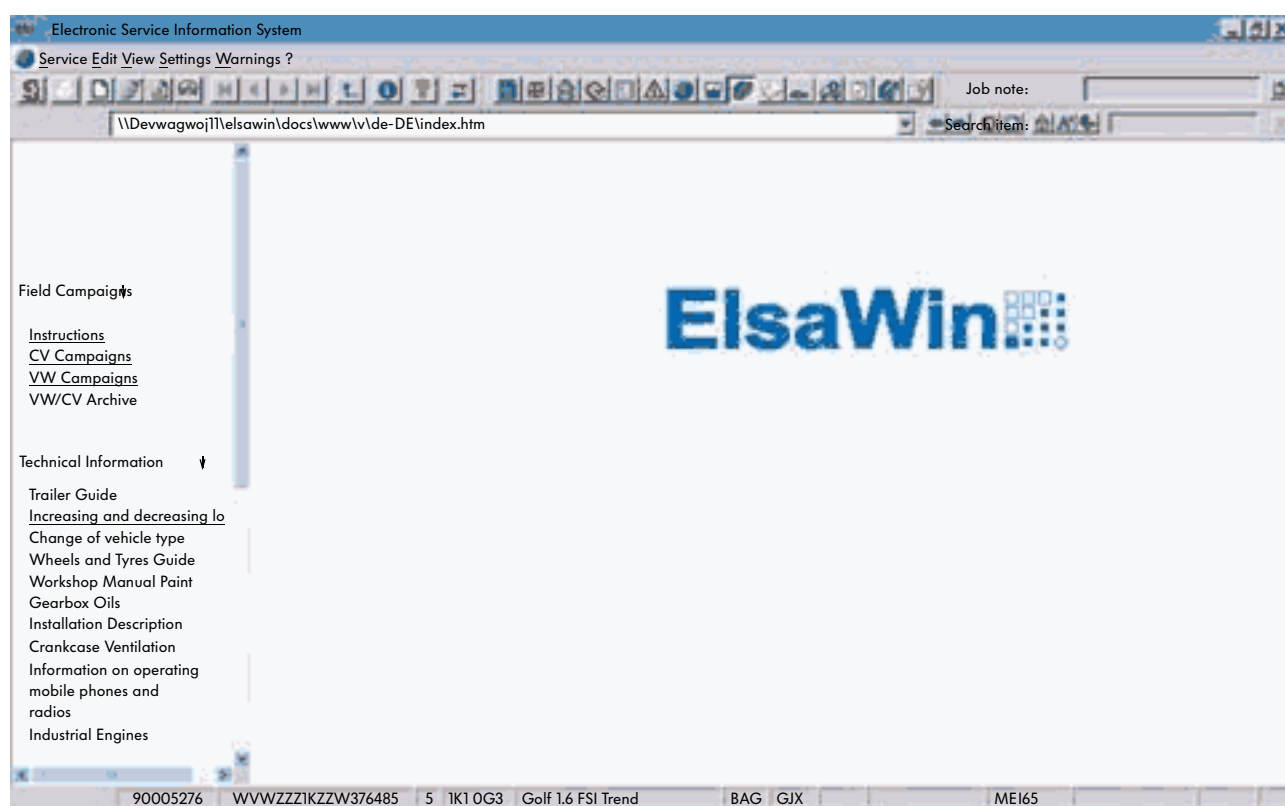
The brand needs to be specified before you select the information. After starting the “Internet” reference medium, you can select the corresponding county-specific version by selecting “Settings” and “Language” from the menu.



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.

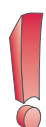


S348\_045



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

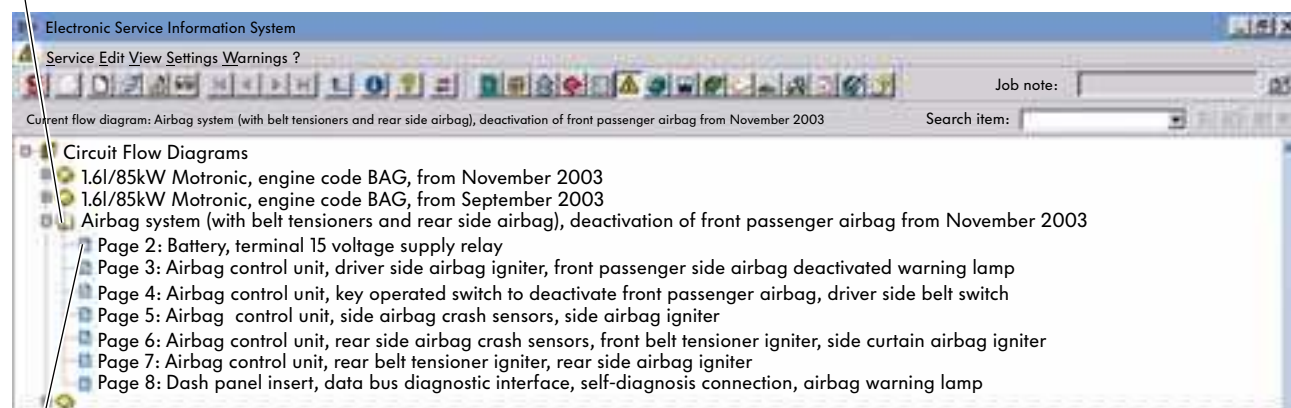
### Area of application

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

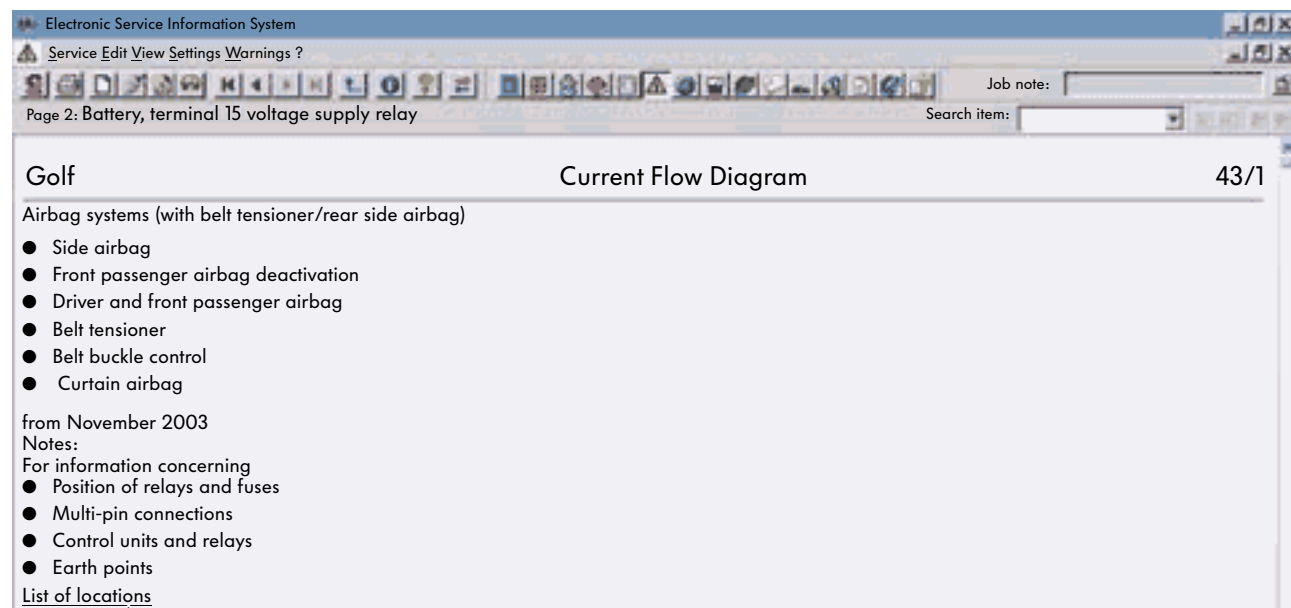


Sub-topics

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

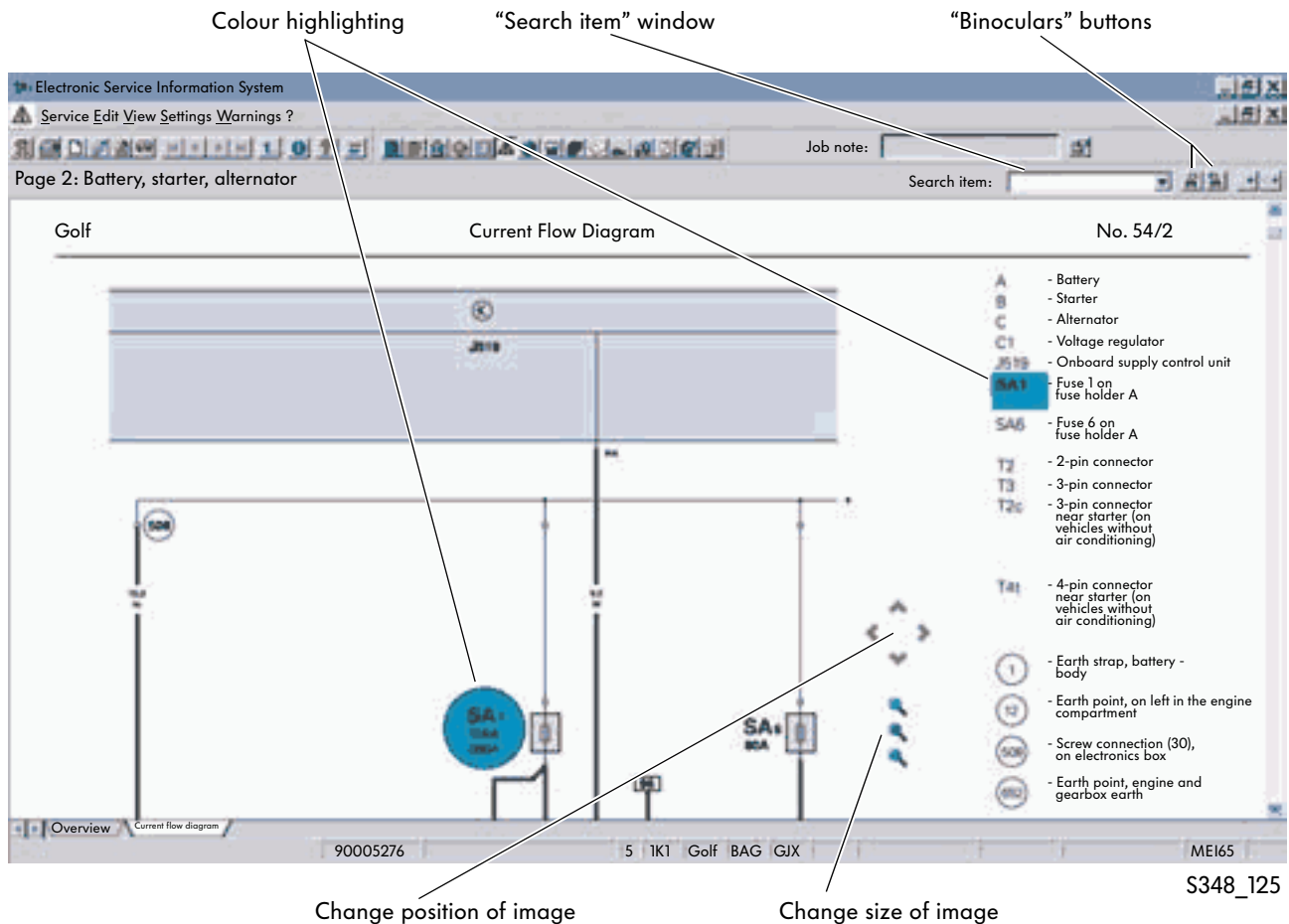
S348\_047

## 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

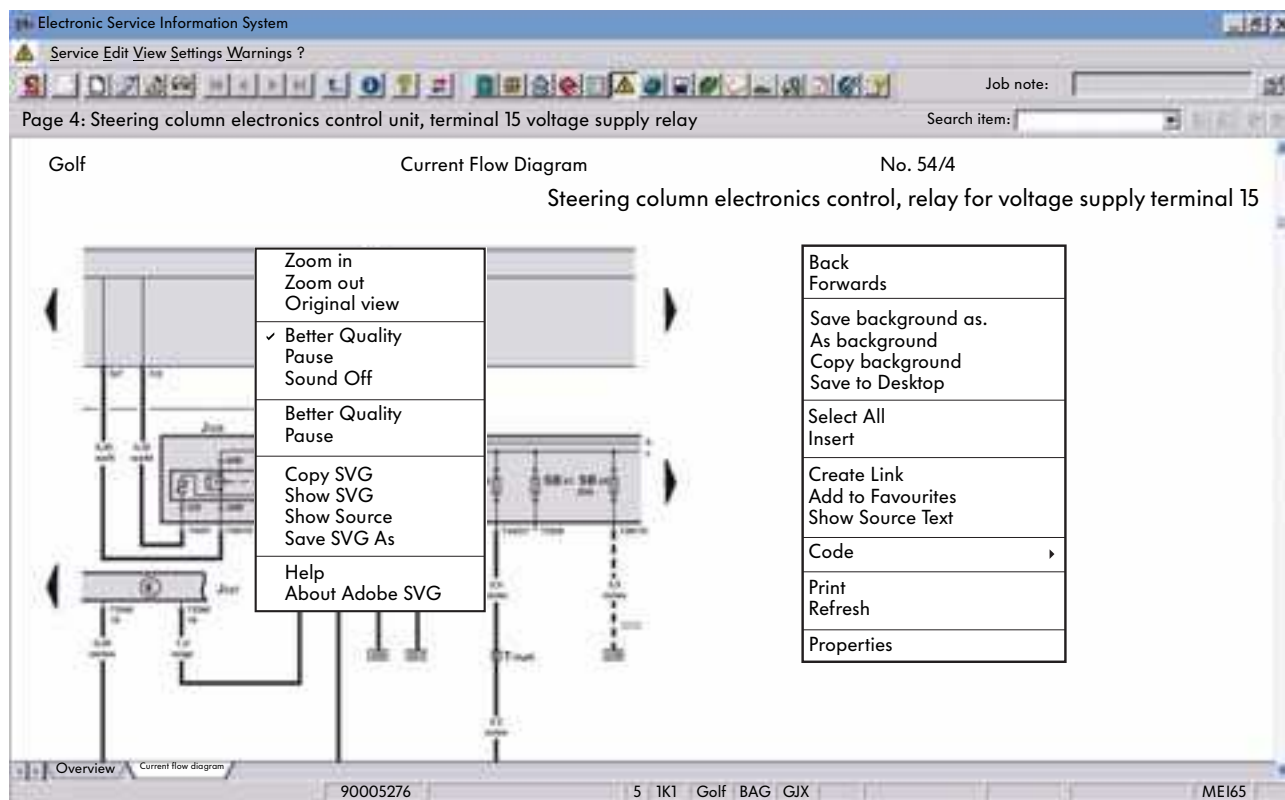
## Functions

### 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.



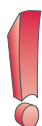
S348\_050/S348\_051/S348\_052

### 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

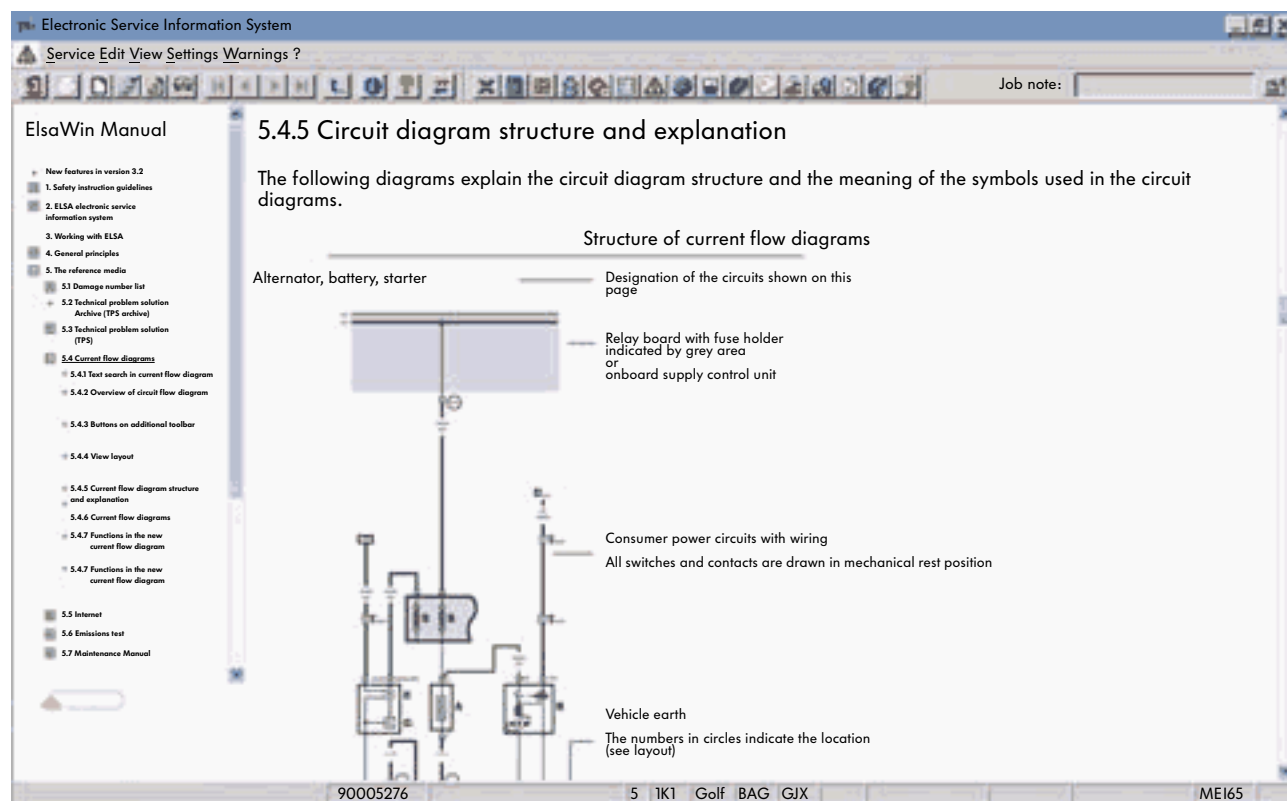
- Select All  
selects the screen content
- Create Link  
Links the current window to another program
- Print  
allows you to print individual pages or the whole document with the "Print" button



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

Querying repair history

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

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)". To the right of this menu is a "Visual check:" label followed by a checkbox. Below the menu is a large list of vehicle equipment options, each with a checkbox. The first column of this list is labeled "PR number". The options are:

- ☐ 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 titled "Forecast for next service" with fields for "Service:" and "On:". At the very bottom are three buttons: "Back", "Continue", and "Cancel".

Annotations in the image:

- A line points from the text "PR number" to the first column of the equipment list.
- A line points from the text "“Visual Check” check box" to the "Visual check:" checkbox.

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

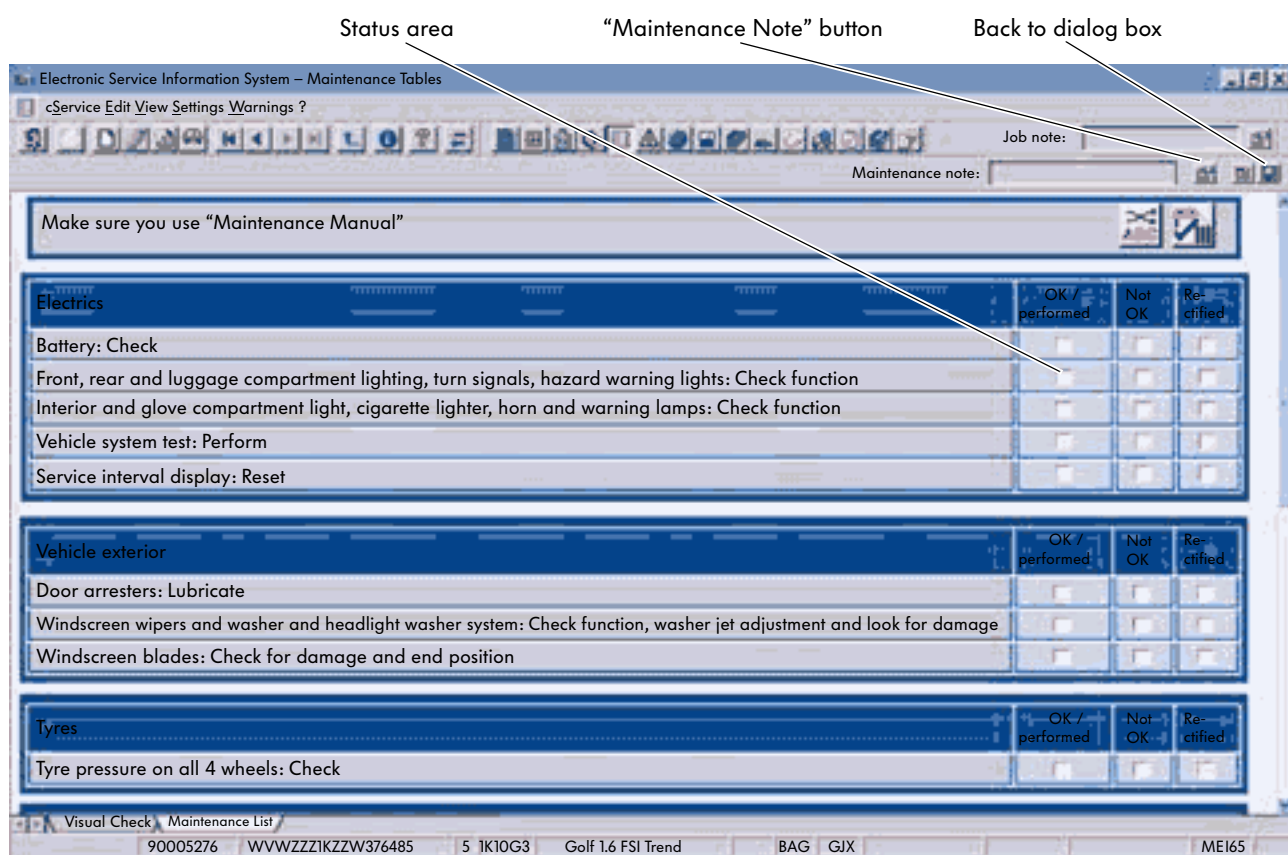
S348\_120

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.



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®.

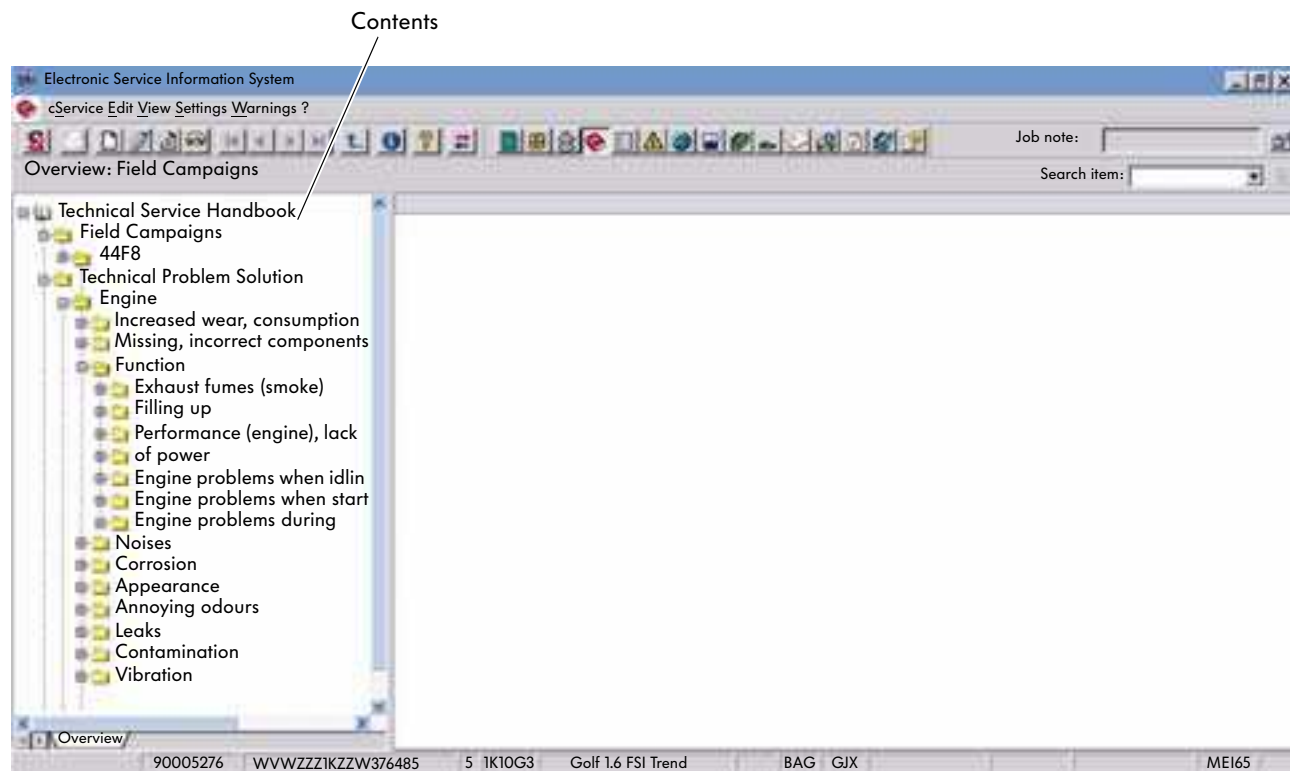
Furthermore current information from the area of service technology (e.g. for handling field campaigns and obligations to report) and information on current technical problem solutions is stored there.

### 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.



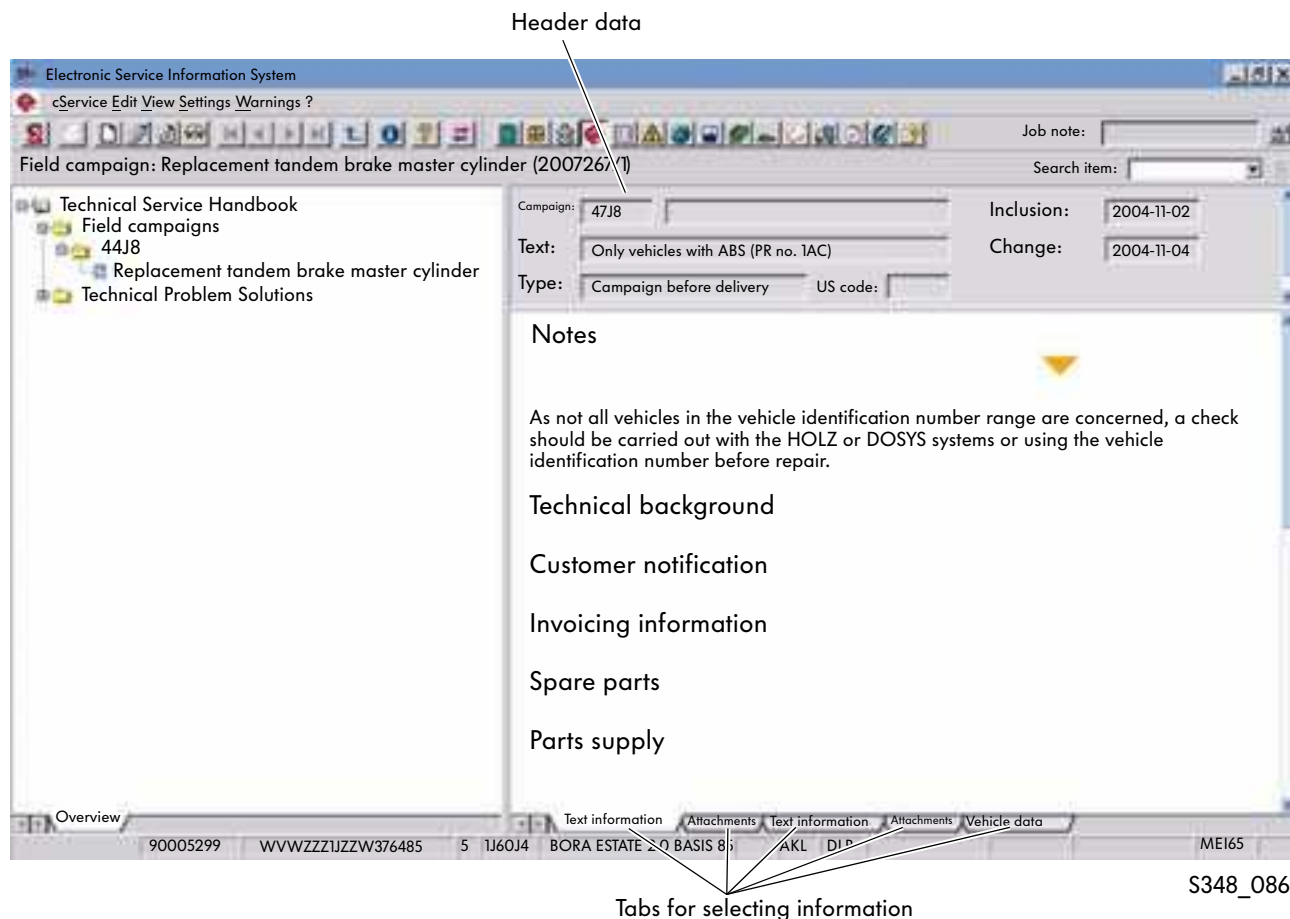
S348\_085

## 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

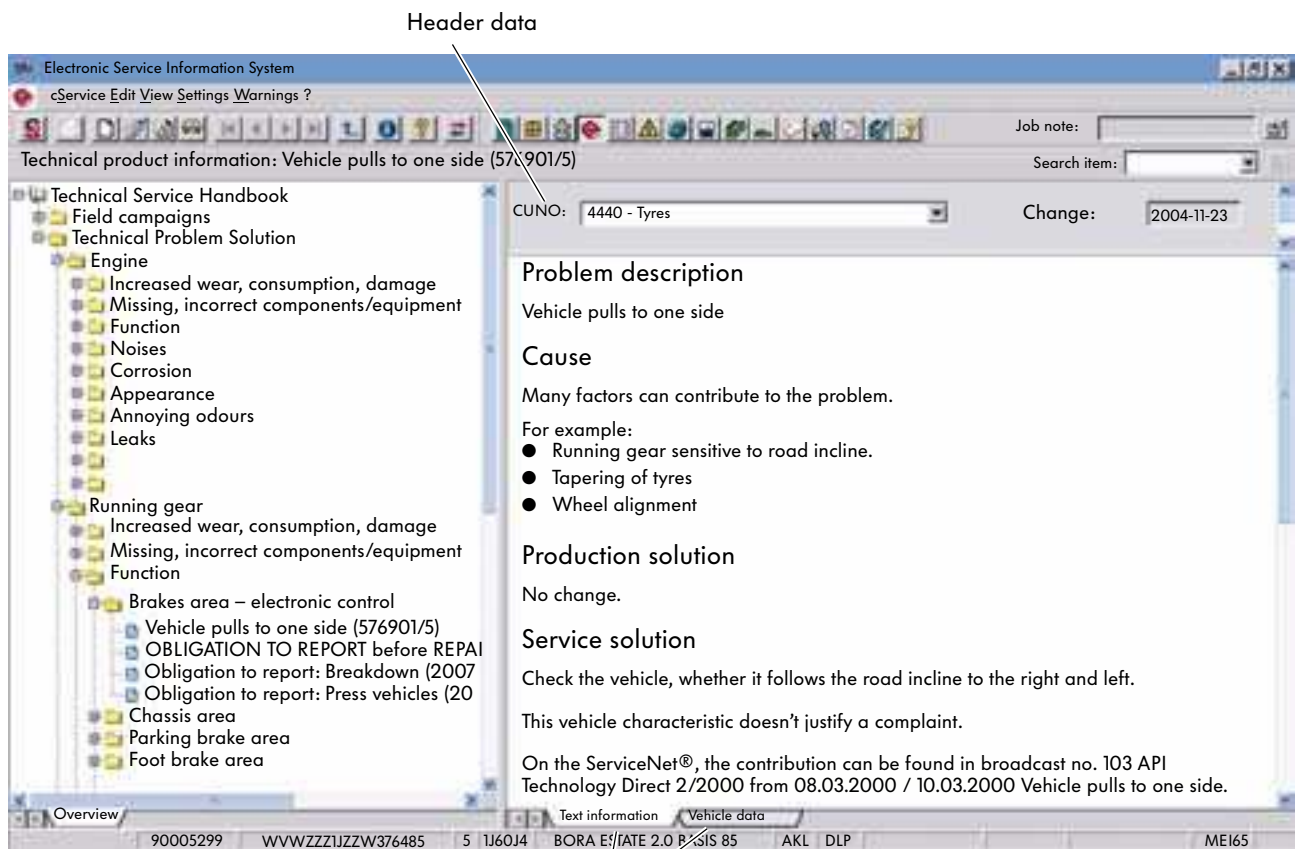
## Technical Problem Solution

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.

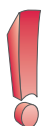
## Notes

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

Repair group: 10 Engine assy, cylinders, crankcase

Search item:

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.

Customer service numbers      Entry about purchased part      Note about encryption

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

Overview    Damage Types    Figure 1    Figure 2

Tabs      Item numbers      Component names

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

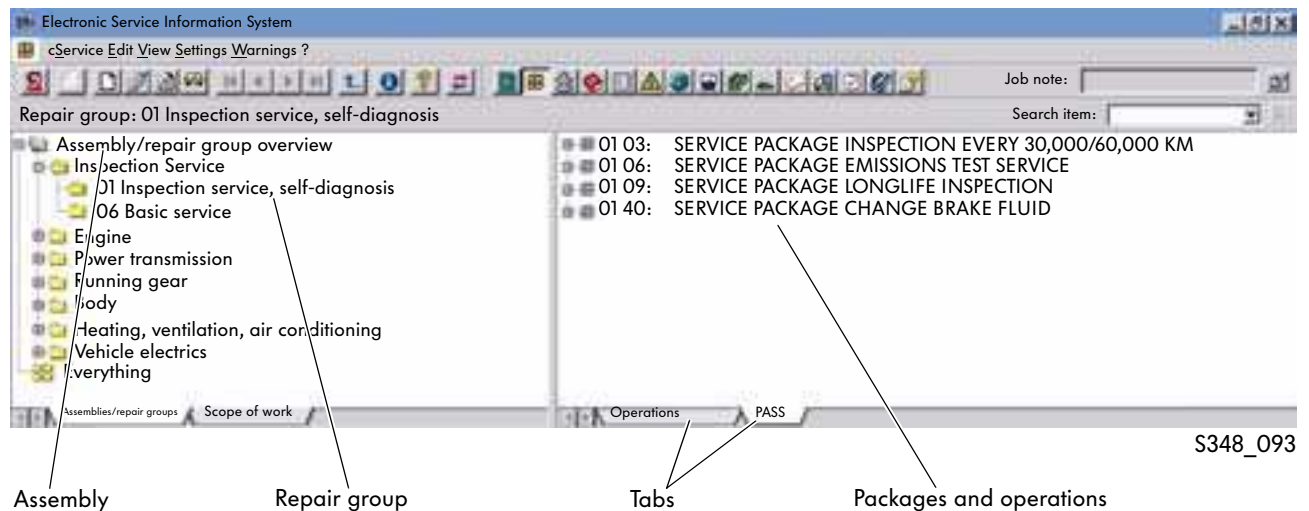
## Repair Operation List/PASS

### 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

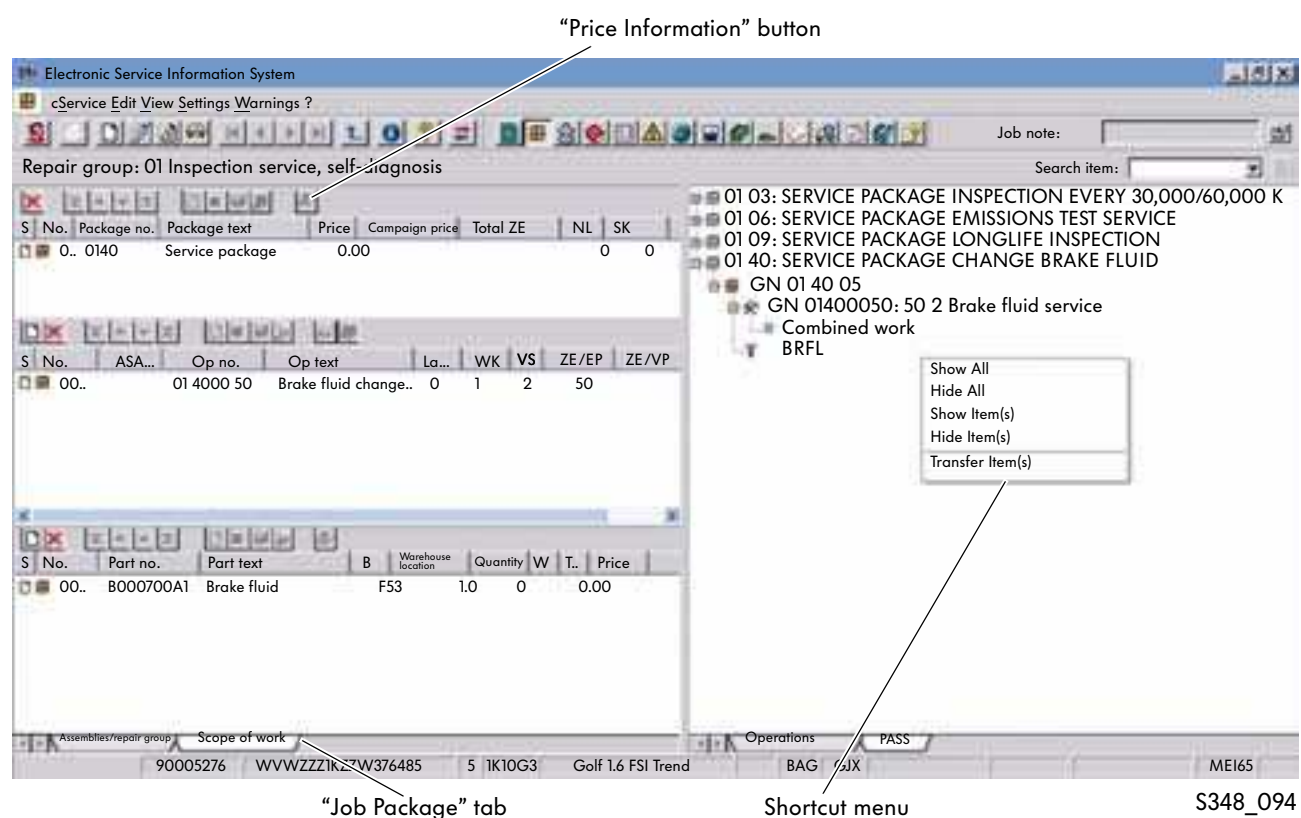
After selecting the reference medium, the assembly and repair group overview is opened according to the vehicle identification using the vehicle identification number and the enquiry.



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.

## Select package

Clicking the plus sign in front of the respective packages opens the sub-items in the selection. The package contents with the operations and the included parts are shown on the top level. The whole package can be selected with the mouse and transferred using the shortcut menu that you open with a right-click.



## Job Package

The “Job Package” window is opened by clicking the tab at the bottom left of the screen.

The upper section of the Job Package shows the packages, the centre the operations and the lower section the parts. Further packages can be added to the package data.

## Price information

To obtain price information, you need to select the package, set-up a connection to the DMS and ETKA and start the process by clicking the “Price Information” button.

# Working with ElsaWin Reference Media

## PASS Editing System

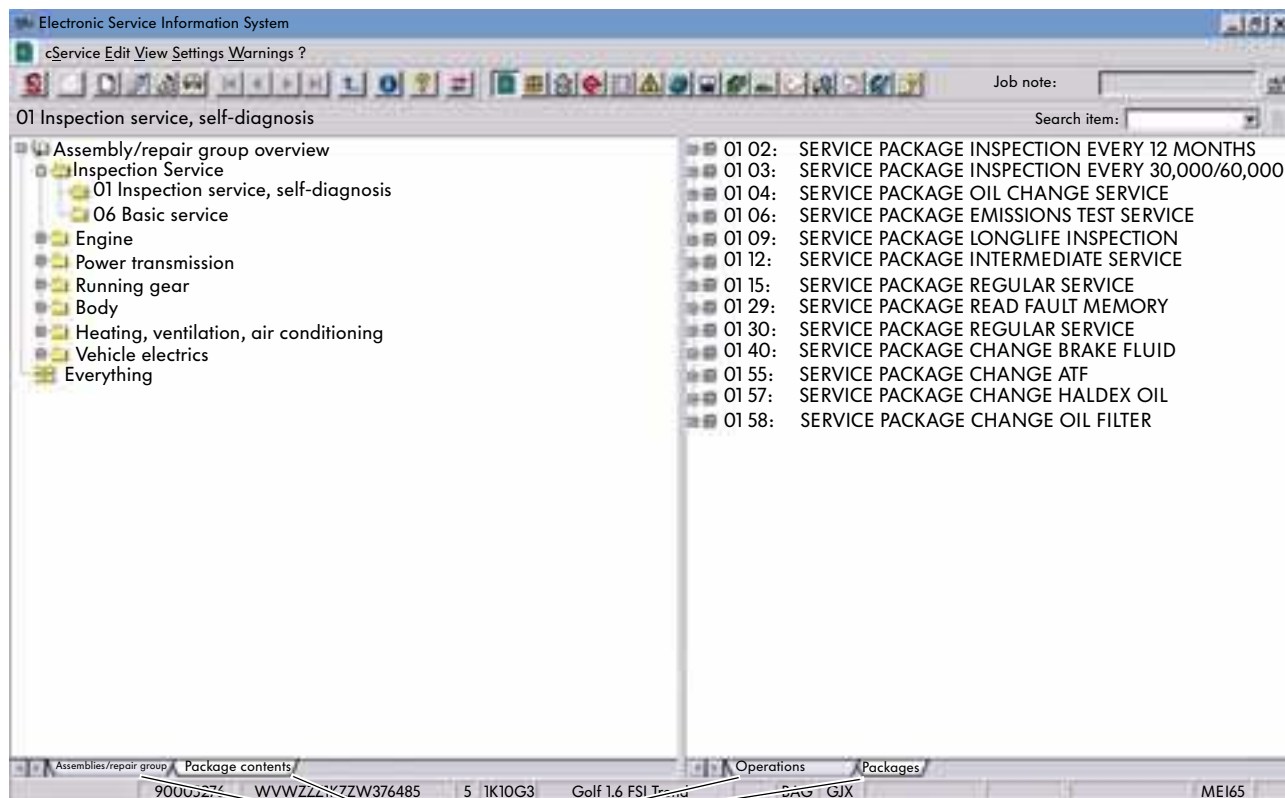
### Area of application

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

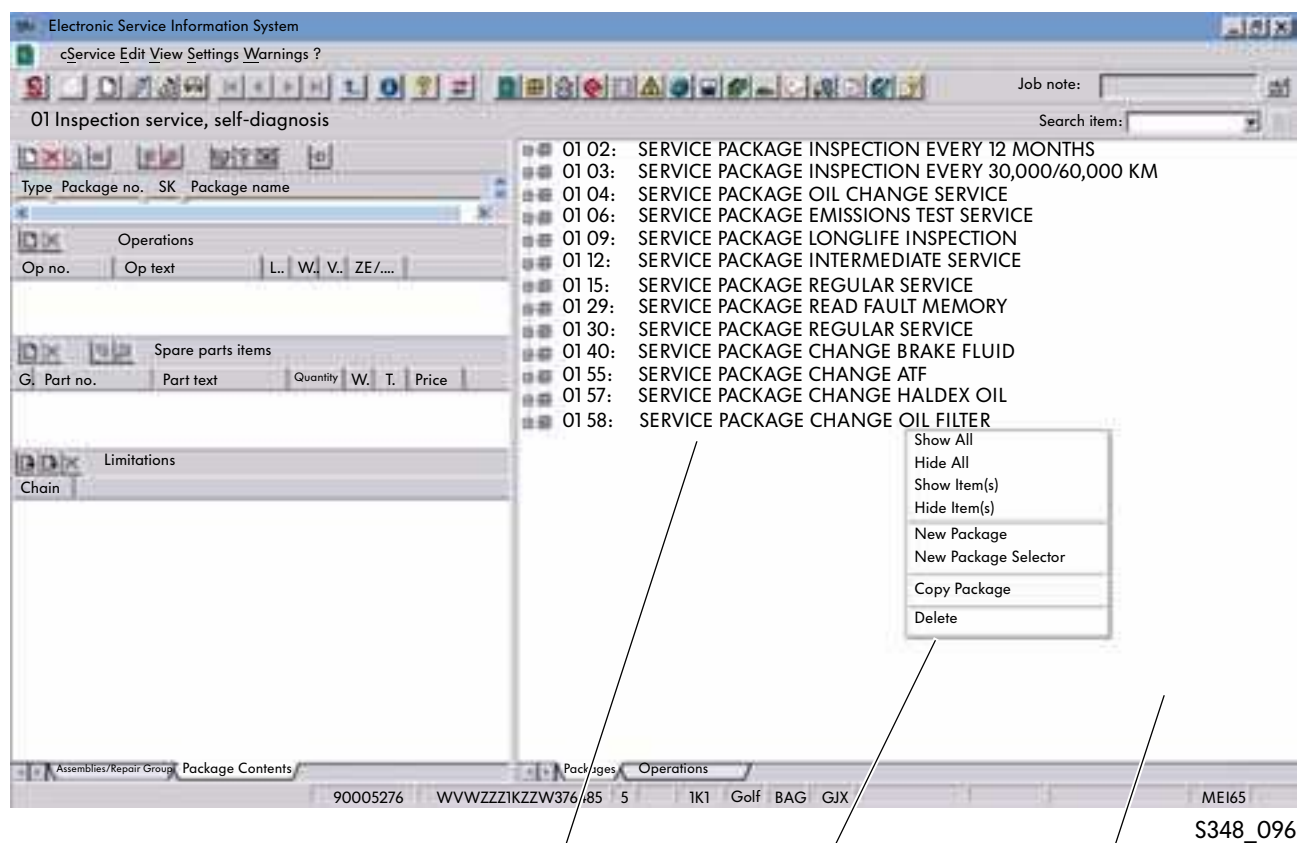


Tabs

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

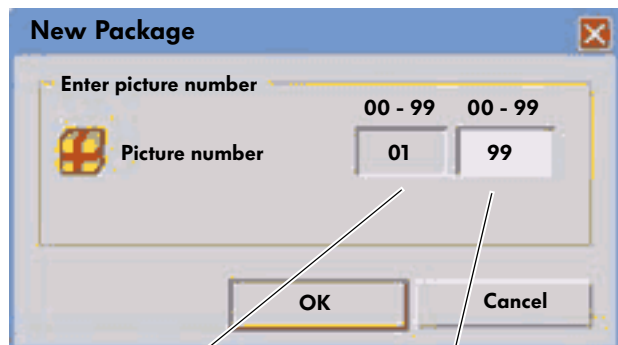
Background

# Working with ElsaWin Reference Media

## Input window

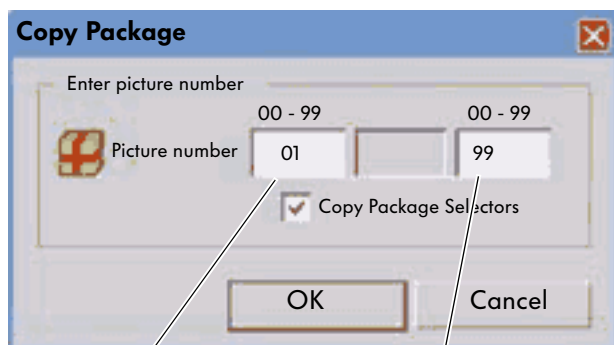
The following dialogs appear depending on whether you decide to create a new package or copy an existing one:

### New Package Copy Package



The "New Package" dialog box has a title bar with a close button. Inside, it says "Enter picture number" and "Picture number". There are two input boxes, each with a range "00 - 99" above it. The first box contains "01" and the second contains "99". Below the input boxes are "OK" and "Cancel" buttons. A small icon of a car is on the left.

First sort number  
Second sort number  
S348\_097

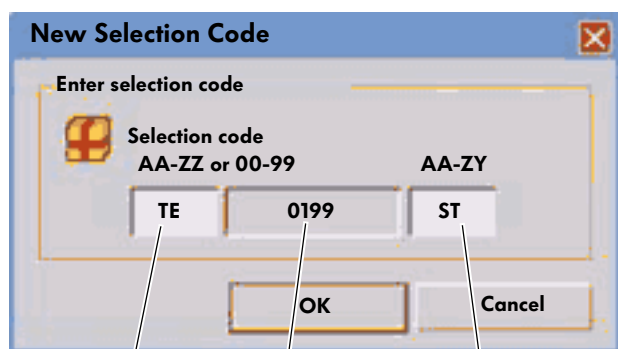


The "Copy Package" dialog box has a title bar with a close button. Inside, it says "Enter picture number" and "Picture number". There are two input boxes, each with a range "00 - 99" above it. The first box contains "01" and the second contains "99". Below the input boxes are "OK" and "Cancel" buttons. A checkbox labeled "Copy Package Selectors" is checked. A small icon of a car is on the left.

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. Inside, it says "Enter selection code" and "Selection code AA-ZZ or 00-99". There are three input boxes. The first box contains "TE", the second contains "0199", and the third contains "ST". Below the input boxes are "OK" and "Cancel" buttons. A small icon of a car is on the left.

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.

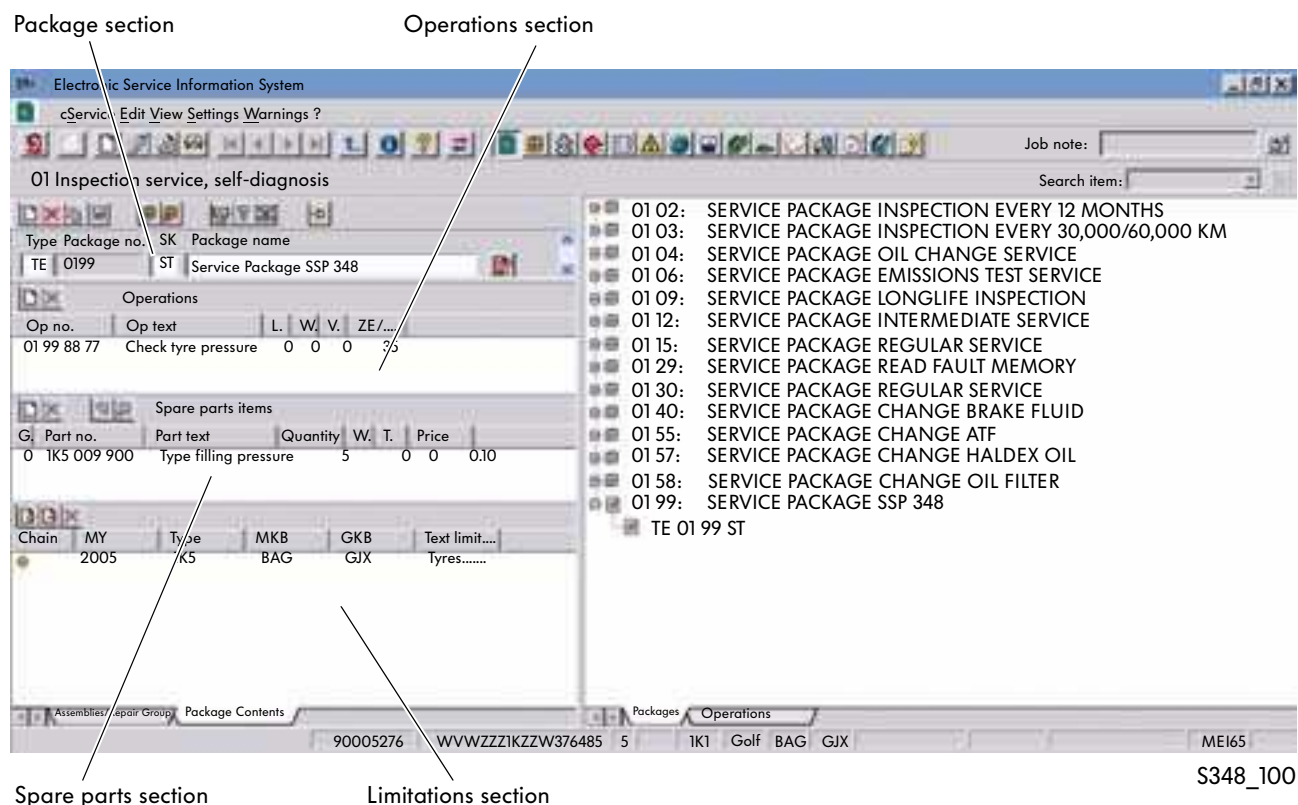
## Overview of package creation

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

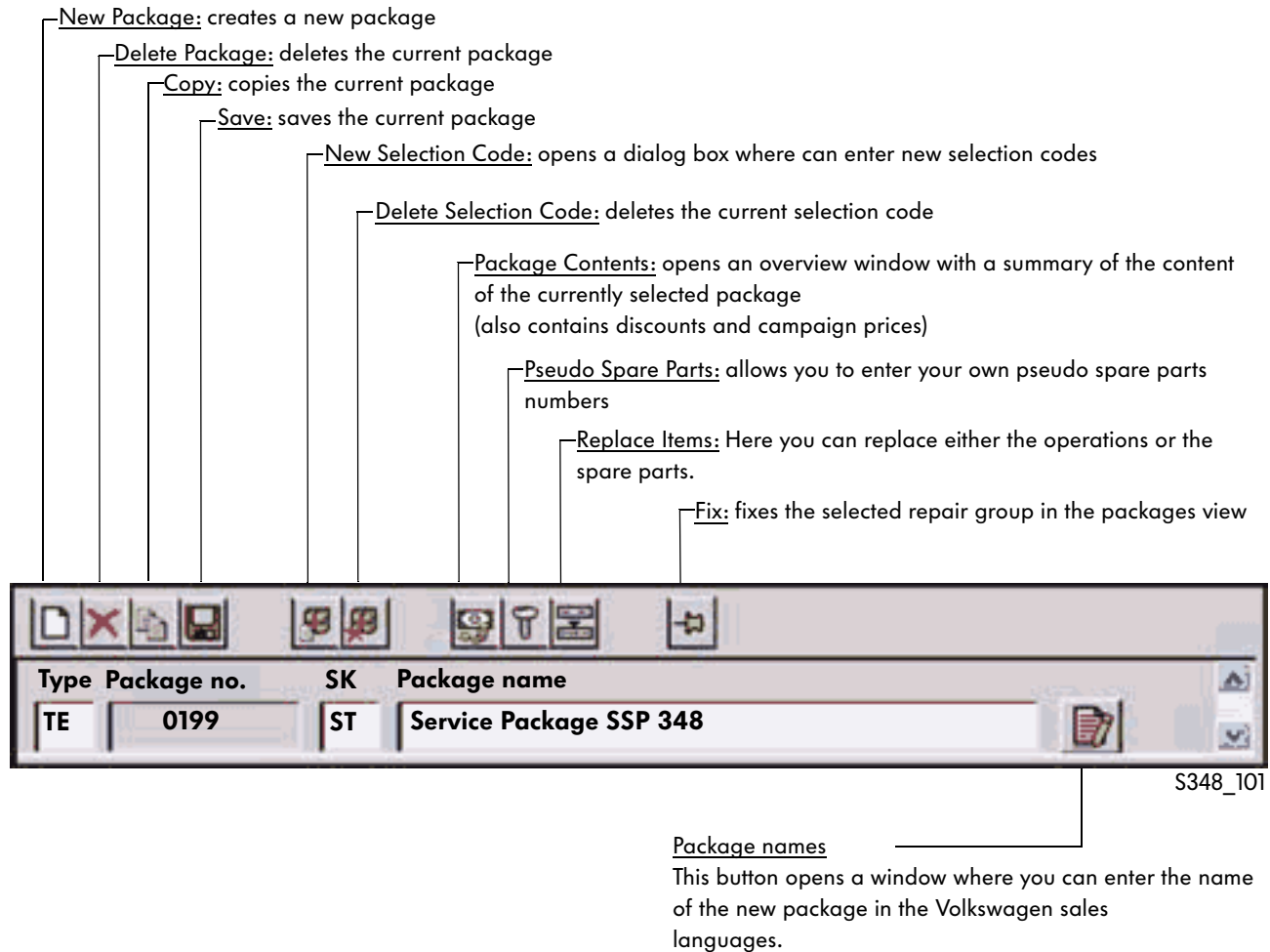


# Working with ElsaWin Reference Media

## Package section

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

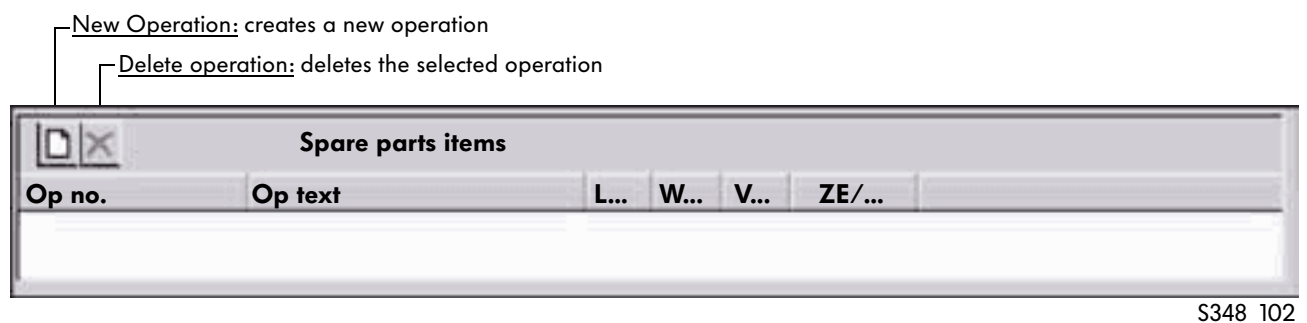
### Buttons:



## 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.

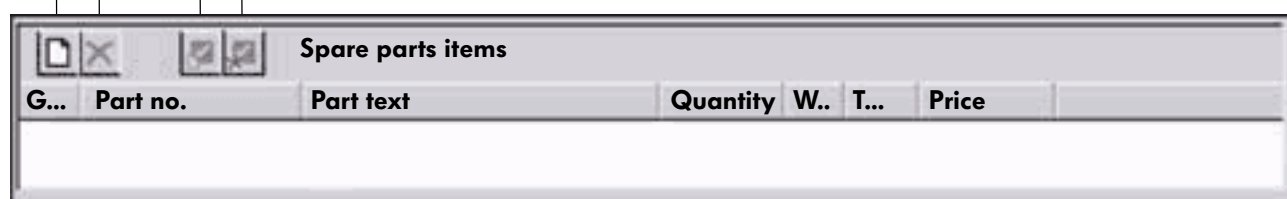
### Buttons:

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:

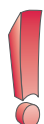
New Chain Inclusive

New Chain Exclusive

Delete New Chain: deletes the selected chain



S348\_104



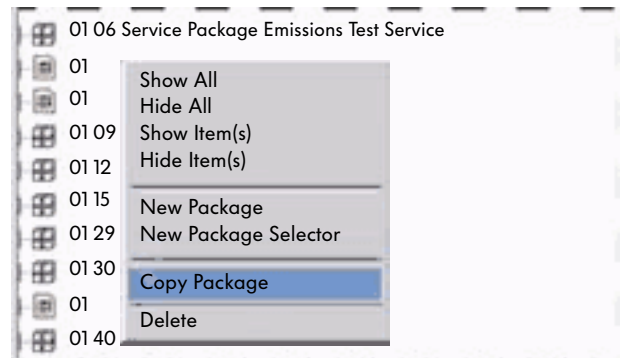
You will find further option descriptions for creating new packages in the ElsaWin Help.

# Working with ElsaWin Reference Media

## Copy option

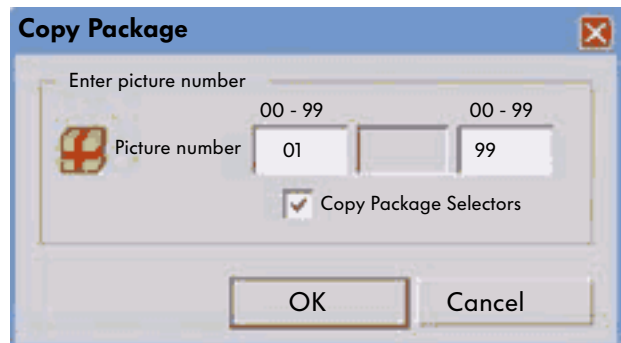
The copy option for packages has been changed in the following ways in ElsaWin version 3.3.

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



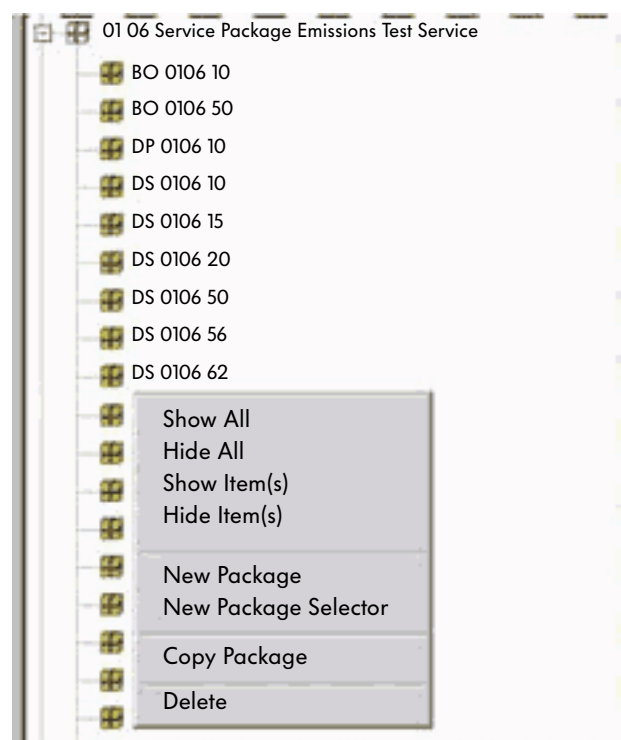
S348\_139/S348\_140

- 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.



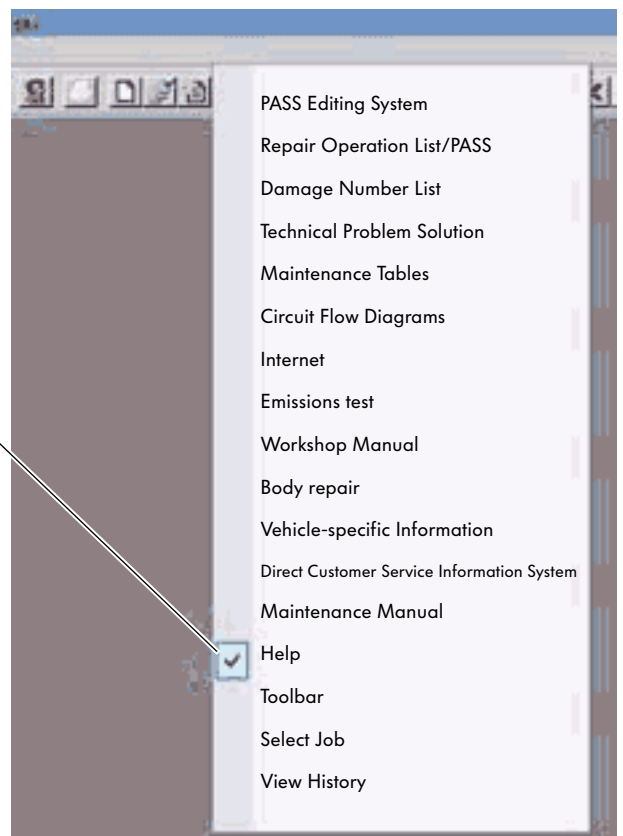
“Help” button

“Help” buttons



S348\_022

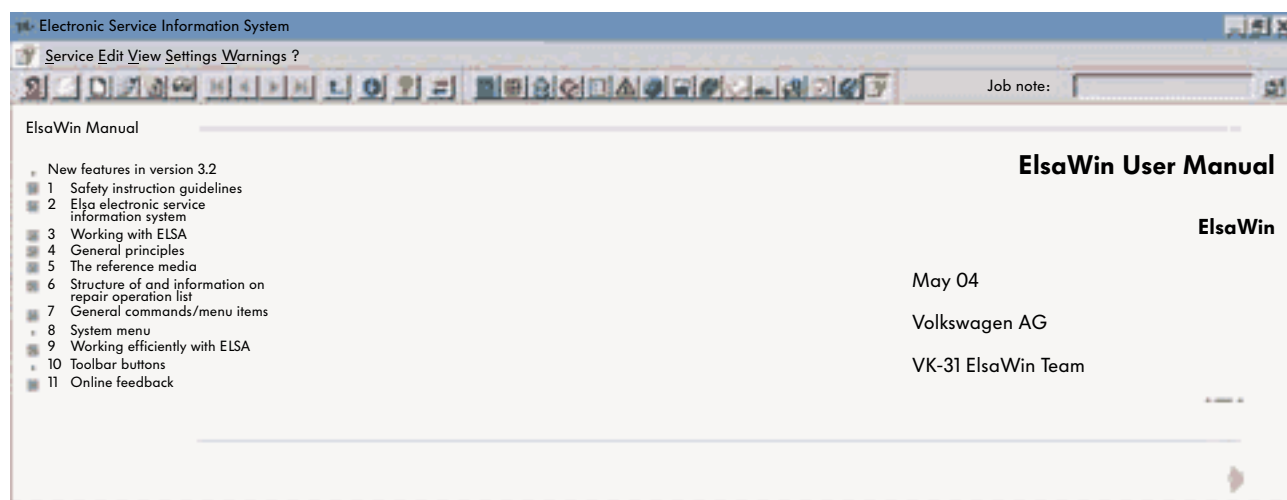
“Help” menu



S348\_145

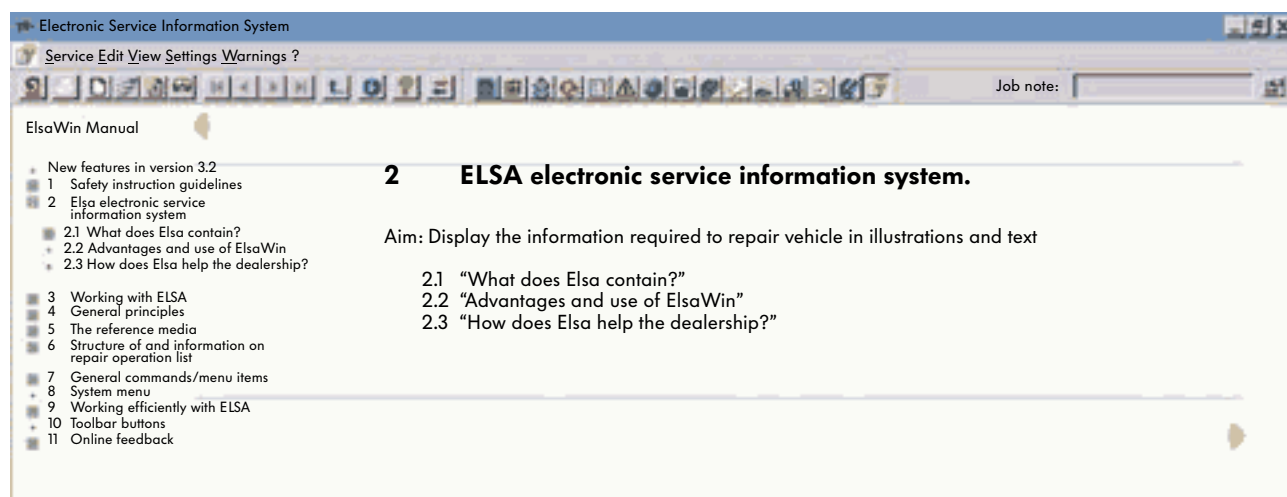
## Selecting Help topic

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:

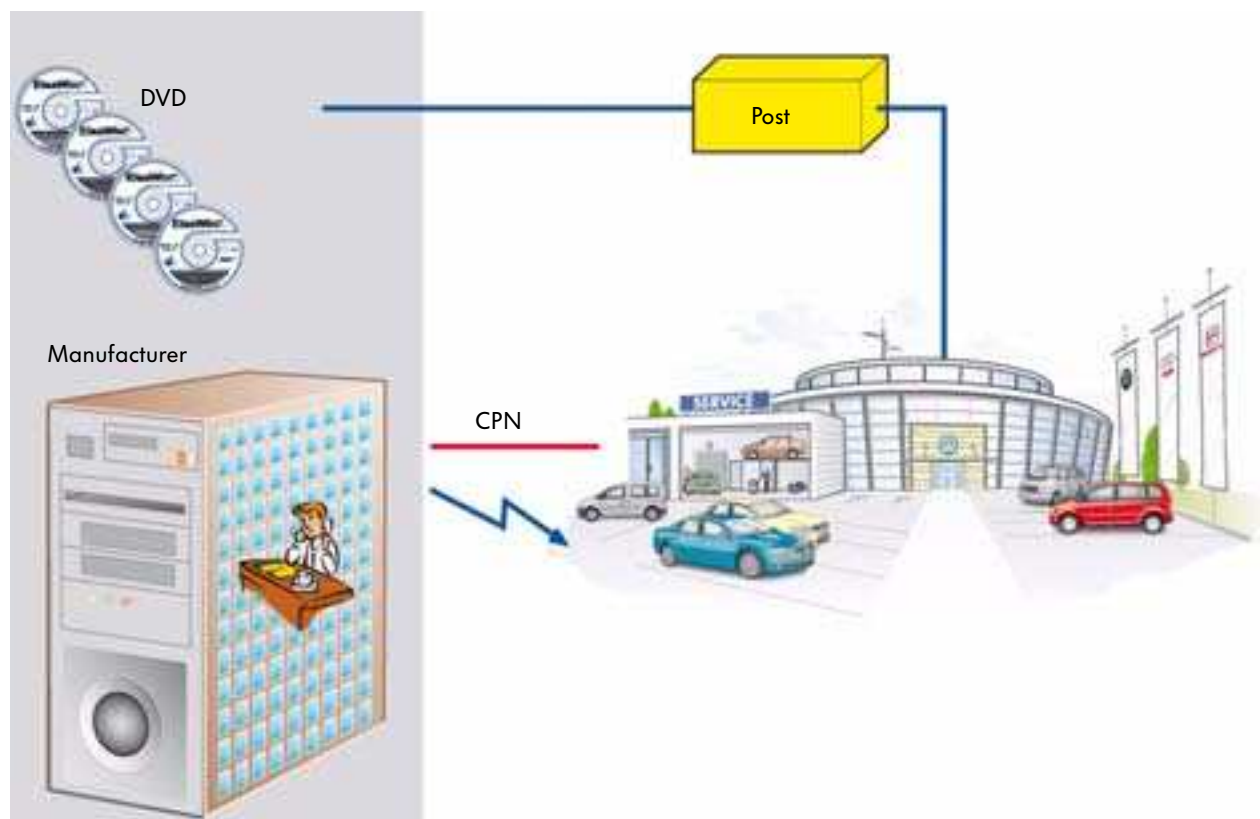
- DVDs (complete version matching version level of manufacturer) or
- online data updates.

### 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

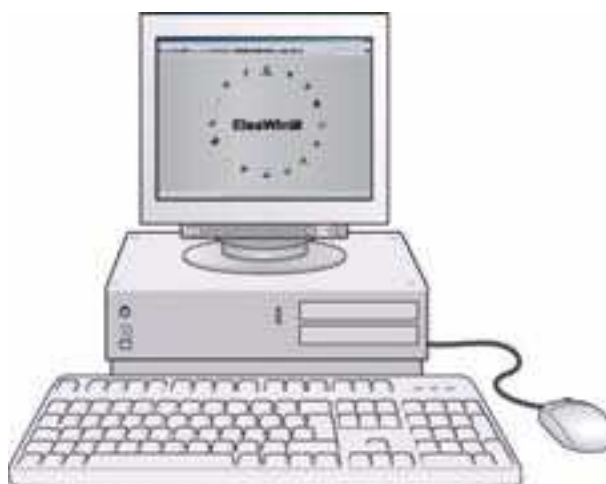
## Hardware requirements

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”



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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





