



www.erWin.vw.com

erWin is the
Electronic Repair and Workshop Information
service from Volkswagen AG for non-franchised
garages, vehicle pools and other companies
which repair and service Volkswagen cars
professionally.



Service Publications



Welcome to erWin

Start Page

erWin is the **Electronic Repair and Workshop Information** service from Volkswagen AG for non-franchised garages, vehicle pools and other companies which repair and service Volkswagen cars professionally.

erWin shows you at lightning speed everything you need to know about repairing and servicing a Volkswagen. The information is supplied online. Always up-to-date. Always at the latest state of the art.

erWin knows every minor difference between models. That's because **erWin** obtains all the repair manuals from Volkswagen AG as well as many other useful bits of information to improve your service.

erWin - the time and cost saver for your company!

Info

Logged in as: Guest
 Shopping basket: 0 Document basket: (s)

Before you can subscribe to a document, you must register.

Logging in

For registered users:

Email Address:

Password:

Login

Forgot your password?

Additional offers

- Volkswagen Service
- erWin CD
- Workshop & Tools

Interface: English | Documents: U.S. English | Currency: U.S. Dollar | © 2001 VOLKSWAGEN AG



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erWin Info-Tour

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erWin Info-Tour
Search
Shopping basket
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Step by step
FAQ
General Terms of Business
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Registration
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More

You know the situation: more and more new models are coming on the market, and they are getting more and more complex. New technologies. New electronics. New materials. New work methods. New lubricants. Even new petrol. Who can keep tabs on everything? The answer is simple: **erWin** - the Electronic Repair and Workshop Information system from Volkswagen is always up-to-date.

erWin has an order option

- all repair manuals from Volkswagen AG
- for more repair information on engine variants, running gear, gearboxes, electrical systems including current flow diagrams and brake systems etc.
- for additional information such as self-study programmes for organising training courses on your premises.

With **erWin** you save up to 25% compared with conventional information in paper form. And you save even more than that: you save time searching through and updating loose-leaf references, you avoid making mistakes and you spare yourself the annoyance. All that amounts to a lot of money saved. And on top of it all, the data in **erWin** is continuously updated on the Internet.

Do you want to know more about erWin? Then start the Info-Tour here.

Info

Logged in as: Guest
Shopping basket: 0 Document basket: (s)

Interface: English Documents: U.S. English Currency: U.S. Dollar © 2001 VOLKSWAGEN AG



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The screenshot shows a web browser window displaying the erWin website. The page is titled "Documents" and features a navigation menu on the left with links such as Home, erWin Info-Tour, Search, Shopping basket, Subscriptions, Step by step, FAQ, General Terms of Business, Data Protection, Registration, Login, Contact, and Impressum. The main content area is divided into sections: "Info-Tour", "Vehicle related documents", "Documents related to models", and "Further documents". Each section contains sub-sections with descriptive text. For example, "Workshop manuals" describe mechanical and electrical repair groups, while "Self-study programs" provide design descriptions for training. A right-hand sidebar shows user information: "Logged in as: Guest", "Shopping basket: 0", and "Document(s):". The footer includes language and currency selectors (English, U.S. English, U.S. Dollar) and the copyright notice "© 2001 VOLKSWAGEN AG".




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System requirements


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◀ ▶ Info-Tour

Hardware:

- Operating system Windows 95 or newer
- Intel Pentium processor (266 MHz minimum)
- 32 MB RAM
- 17-inch monitor (recommended)

Software:

- Current Webbrowser: [Microsoft Internet Explorer](#)
- Current PDF-Reader: [Adobe Acrobat Reader](#)
- [SealedMedia Plugin Version 2](#): Adobe Acrobat Reader will be installed automatically, as necessary, with the SealedMedia plugin.

Adobe Acrobat Reader version 5. This will be installed automatically, as necessary, with the SealedMedia plugin.

In order that you can read documents with erWin Online, it is important to use the plugin named above and Adobe Acrobat Reader. Without these programs, purchasing via erWin Online is not possible for security reasons.

Since large volumes of data are transmitted, we advise a high-speed access (e.g. ISDN, DSL, cable modem or similar). The actual speed for downloading data depends on your Internet access and the performance of your Internet provider.

Info

Logged in as: Guest

Shopping basket: 0 Document(s)

Interface: English
Documents: U.S. English
Currency: U.S. Dollar
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The screenshot shows a web browser window displaying the erWin website. The browser's address bar and toolbar are visible at the top. The website layout includes a Volkswagen logo in the top left, a main heading "I want to order erWin", and a "Back" button. A left sidebar contains a navigation menu with items like "Home", "erWin Info-Tour", "Search", "Shopping basket", "Subscriptions", "Step by step", "FAQ", "General Terms of Business", "Data Protection", "Registration", "Login", "Contact", and "Impressum". The main content area contains text about the benefits of erWin, including a "register" link and a "Service Info online" link. A right sidebar titled "Info" shows user status as "Guest", a shopping basket with 0 items, and a document basket with 0 items. It also contains a "step-by-step" link and a brief description of the service. The footer of the browser window shows settings for "Interface: English", "Documents: U.S. English", and "Currency: U.S. Dollar", along with the copyright notice "© 2001 VOLKSWAGEN AG".



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Step by Step

1 2 3 4 5 6 7 8 9 10

Setting up erWin Online

Before using erWin for the first time, please check that the following programs are installed on your computer. If not, these free programs can be downloaded from the Internet and installed on your PC.

Below you will find the necessary links and additional information:

- Microsoft® [Internet Explorer](#)
Note: In the Extras/Internet Options/Security/Adapt Stage . . . , activate the Cookies (two entries).
- [SealedMedia Plugin Version 2](#)
 Adobe Acrobat Reader will be installed automatically, as necessary, with the SealedMedia plugin.

In order that you can read documents with erWin Online, it is important to use the plugin named above and Adobe Acrobat Reader. Without these programs, purchasing via erWin Online is not possible for security reasons.

Info

Logged in as: Guest
 Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 1 of 10.

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Step by Step

1 2 3 4 5 6 7 8 9 10

Registering as user

On the erWin Start page, you will see the menu bar on the left. Click the mouse here on Registration and complete the following boxes:

- *E-mail*, your current e-mail address, e.g.: `bill.smith@provider.com`
Note: Make sure you write down your e-mail address correctly. We will send your password to your e-mail address.
- *First name*, e.g.: Bill
- *Your surname*, e.g.: Smith
- *Address(f)*, e.g. the name of the street where you live or work: 10 Station Road
- *Town*, the town where you live or work, e.g.: Cambridge
- *Postcode*, the postcode of the place where you live or work, e.g.: CB3 5TM
- *Country*, the country where you live or work, e.g.: U.K. for the United Kingdom

All the other boxes are optional and you can complete them later.
End your registration by clicking the mouse on the Register button.
A few minutes later you will receive your password for logging in to erWin Online by e-mail.

Info

Logged in as: Guest
Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 2 of 10.

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Step by Step

1 2 **3** 4 5 6 7 8 9 10

Logging in [Table of Contents](#)

On the erWin start page you will see the section for registration in the light blue box on the right.

Type in your e-mail address in the *e-mail box* (e.g.: `bill.smith@provider.com`).

Type the password you received by e-mail in the *password box*.

Click the mouse on the **Register** button.
 You then access the **registration page** immediately so that you can change the password sent by the system into a personalised password.

Note: Before you can obtain documents from erWin Online, you must first log in. You can see whether you are logged in by the light blue information column in the Status bar in the right screen border. It displays your e-mail address (e.g.: `bill.smith@provider.com`). If you have not logged in, it displays the following: **guest**. As guest you can test the functions of erWin Online. But you can't buy any documents.

Info

Logged in as: Guest
 Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 3 of 10.

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Step by Step

1 2 3 **4** 5 6 7 8 9 10

User data administration

When you log in to erWin Online for the first time, you access the [registration](#) section immediately so that you can change the password the system sent you into a personalised password ([data protection](#)).

Complete the following boxes and end the registration procedure by clicking the Change button. The system saves the new information immediately:

- *New password (*) optional*, enter your new personalised password
- *Confirmation (*) optional*, repeat the new password for safety

The other fields can be changed and extended as necessary.
The e-mail address should always be a currently valid address.

Info

Logged in as: Guest
Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 4 of 10.

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The screenshot shows a web browser window displaying the erWin website. The page is titled "Step by Step" and is part of a 10-step guide. The current step is 5, "Finding documents". The page includes a navigation menu on the left, a main content area with a list of search criteria, and an "Info" sidebar on the right. The footer contains language and currency selection options.

erWin

Step by Step

1 2 3 4 **5** 6 7 8 9 10

Finding documents

The document search function is under [Search](#) in the erWin Online menu bar. The search is hierarchical. You can restrict the search manually or automatically by using lists:

- *Make*, default is VW
- *Model*, select from list of models, e.g.: Golf
- *Year of manufacture*, select the year *I* range, e.g.: 1974–1983
- *Document type*, default is workshop manual

All the documents found are listed in the search results. You can then access the table of contents and the data in each document.

Info

Logged in as: Guest
Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 5 of 10.

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The screenshot shows a web browser window with the erWin logo in the top right. The main content area is titled "Step by Step" and features a progress bar with steps 1 through 10, where step 6 is highlighted. Below the progress bar, the section "Document information" explains that search results are displayed as a list of documents. It provides instructions on how to view a table of contents, click on document names (e.g., "Running Gear") for an overview, and view the price in the local currency. It also explains the shopping basket icon. A left sidebar contains navigation links such as Home, erWin Info-Tour, Search, Shopping basket, Subscriptions, Step by step, FAQ, General Terms of Business, Data Protection, Registration, Login, Contact, and Impressum. A right sidebar titled "Info" shows the user is logged in as a "Guest" and displays the shopping basket icon. The footer includes language and currency selectors (Interface: English, Documents: U.S. English, Currency: U.S. Dollar) and the copyright notice "© 2001 VOLKSWAGEN AG".



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Step by Step

1 2 3 4 5 6 **7** 8 9 10

The shopping basket

You can fill the shopping basket with documents from several different searches. You can even place documents of different languages in one basket. The status line in the information column on the right shows the number of documents in the basket:

Shopping basket 5 documents

The shopping basket lists all the main information about each document. If you want to remove a document from the basket, click the dust bin icon. Use the link [Pay](#) to access the Website for paying the documents you have selected.

Info

Logged in as: Guest
 Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 7 of 10.

Interface: English Documents: U.S. English Currency: U.S. Dollar © 2001 VOLKSWAGEN AG



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Step by Step

1 2 3 4 5 6 7 **8** 9 10

Paying for Documents

To pay for documents using your credit card, please complete the following boxes:

- *Name as on card*, state the exact name that is on your credit card
- *Card number*, type in the card number without any blanks or hyphens
- *Type*, select your credit card provider
- *Valid to*, select the month and the year when your card expires

If you have already sent us your personal data, they are entered automatically. The amount to pay is at the bottom of the page. If all the information is correct, click the mouse on the **Pay** button. If you want to change some of the boxes, click the mouse on the **Reset** button. *Note:* Your credit card data is then checked by your bank. It may take a while until the documents are released.

Info

Logged in as: Guest
Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 8 of 10.

Interface: English Documents: U.S. English Currency: U.S. Dollar © 2001 VOLKSWAGEN AG




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Step by Step

1 2 3 4 5 6 7 8 **9** 10

Reading documents

The first step in reading documents is to *download* them from the Internet. Click on the desired download icons  with the right mouse button and choose from the context menu "[Target | Link] save as...". A window opens indicating download progress.

When the download has been completed, you may be asked to provide a name under which to save the document. Select a folder and provide a file name. Add the file extension `.pdf`. When the document is saved, Acrobat Reader opens directly to display it.

You can now read the document or close Acrobat Reader to download the next released document over the Internet.

Note: You can search for the documents (which you saved with the file extension `.pdf`) directly using Windows Explorer and double-click the file name to open them in Acrobat-Reader.

Info

Logged in as: Guest
 Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in Step 9 of 10.

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Step by Step


1 2 3 4 5 6 7 8 9 **10**

Subscriptions

If you have logged in to erWin Online as user and you have already bought documents, you will find an additional command called *Subscriptions* on the left of the menu bar.

Click here with the mouse to access [Subscription Administration](#). This lists the documents and their titles to which you have subscribed for one year.

erWin Online automatically informs you by e-mail when an updated document becomes available and you can simply download it over the Internet.

- Click the mouse on the **NEW!** icon of the updated document - your license is renewed
- The **NEW!** icon is no longer displayed. Click on the desired download icons  with the right mouse button and choose from the context menu "[Target | Link] save as..." - the download commences.

Important note: If you have set up a temporary directory in your Web browser (Internet Explorer: View/Internet Options.../Temporary Internet Files) please cancel this before updating the documents.

Info

Logged in as: Guest
Shopping basket: 0 Document(s)

These pages explain how to use erWin step by step.

You are in the last step of the explanations.

Interface: English Documents: U.S. English Currency: U.S. Dollar © 2001 VOLKSWAGEN AG



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Subscriptions

Title	Validity	License
-K1- and -K3- Clutches, Pressing (Passat w/01N trans.)	329 Day(s)	
DTCs 00545 and 00638 Stored in DTC Memory (All w/Aq4 Trans.)	329 Day(s)	
Brake System On Board Diagnostic (OBD)	329 Day(s)	
NEW! Airbag Coding (All 1994>)	329 Day(s)	
NEW! Eurovan Heating & Air Conditioning from m.y.1997	329 Day(s)	

Info

Logged in as: **peter.stuyck**
 Shopping basket: 0 **Document** (s)

You are on the overview page of your purchased subscription.

Click the mouse on the **NEW!** icon of the updated document - your license is renewed. The **NEW!** icon is no longer displayed. To download documents, click with the right-hand mouse button on the respective download icon for the document required and select the menu item "Save (target) as ..." from the resulting pop-up menu.

Interface: English Documents: U.S. English Currency: U.S. Dollar © 2001 VOLKSWAGEN AG



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Contact Information

erWin Support- support@erwin-hotline.de

Volkswagen of America Service Publications-

Peter Stuyck peter.stuyck@vw.com (248) 754-4908



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