



Das Auto.

# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011-2013	All	All	All	All

## Condition

**91 13 22** September 25, 2013 **2031434** Supersedes TB V911301 dated January 8, 2013 to update software level.

### RNS 850 Radio Software Update

Customer may report one of the following concerns:

- HD Radio does not play back in stereo (plays in mono)
- Intermittent erratic display problems
- Displayed radio station does not match the station being played

## Technical Background

Continual improvements to RNS 850 software provides solutions to issues experienced in the field.

## Production Solution

Improved software.



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## Service

### Software update procedure

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to vehicle's battery if not done so already.
- Install the update DVD with the markings facing upwards into the internal drive of the J974 located in the passenger glove compartment, then wait a minimum of 2 minutes to allow the system to completely start up and the update menu becomes available.
- Push and hold the **SETUP** and **PHONE** buttons simultaneously for 5 seconds (See Figure 1).

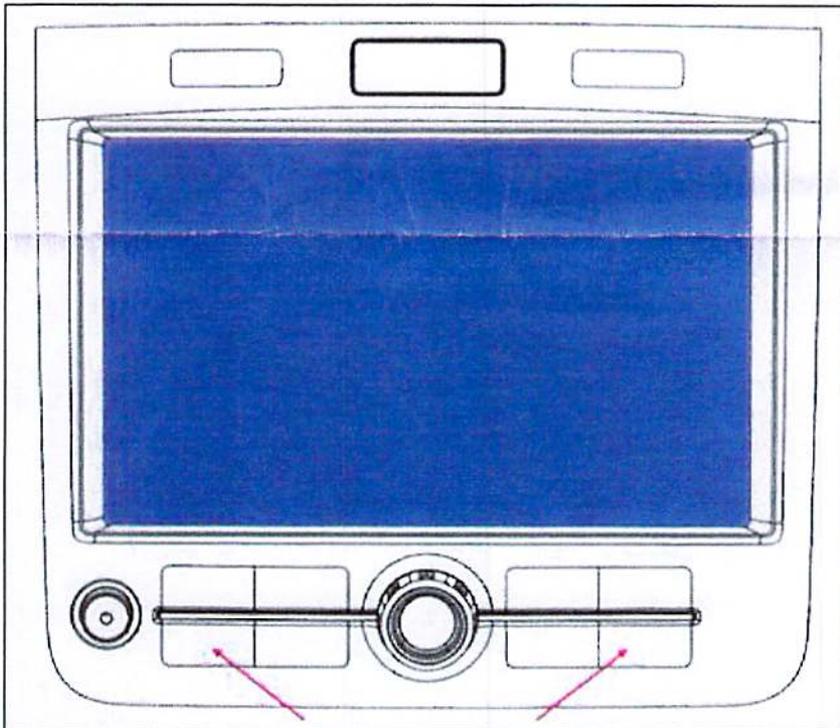


Figure 1

 **Tip:** Push the “**SETUP**” button moments before the “**PHONE**” button if unit will not enter “**Engineering**” mode.

- After 5 seconds, the Engineering Menu display should be visible (See figure 2). Select “**Update**”.

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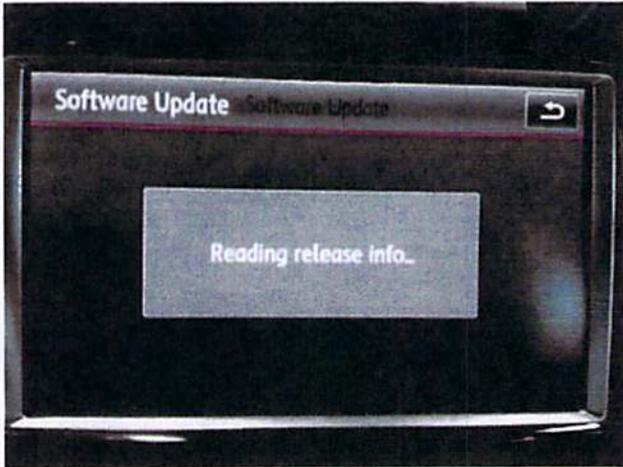
- After ~5 seconds the Engineering menu will be displayed.
- Confirm software level is below "0711".
- Press the "Update" button.



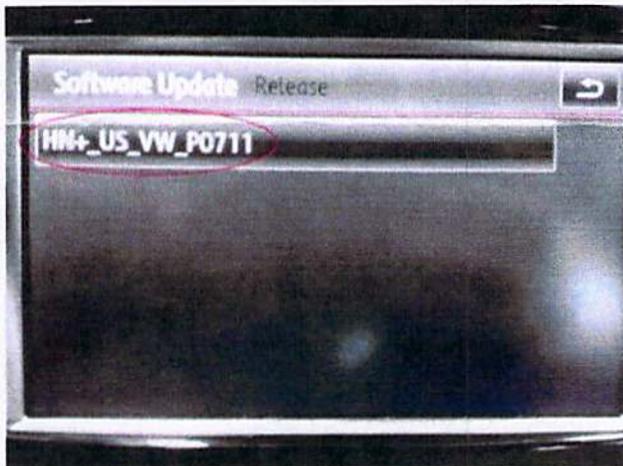
- Press "CD/DVD".

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- This screen will appear momentarily.



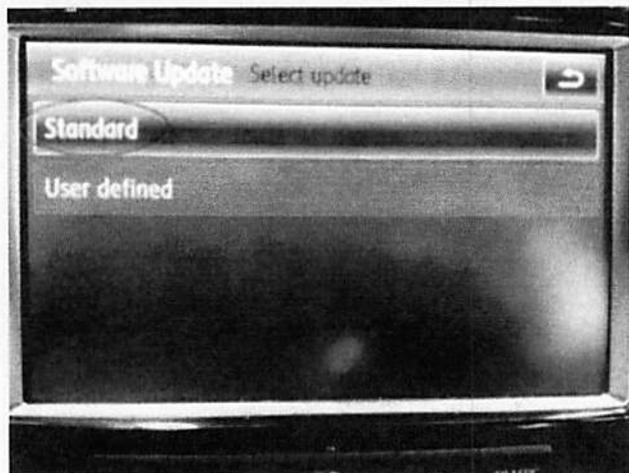
- Press "HN+\_US\_VW\_P0711."



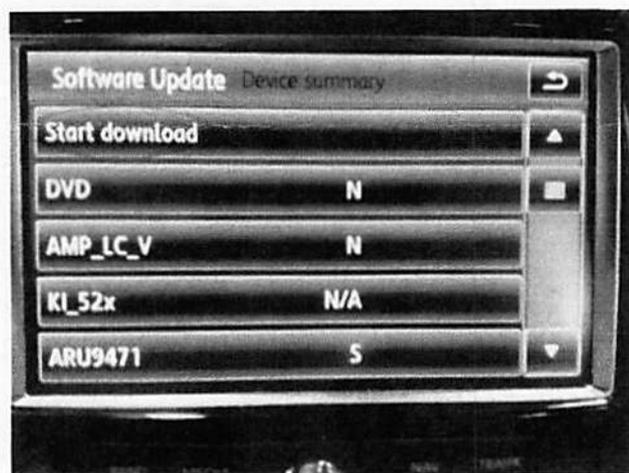
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- Press "Standard".



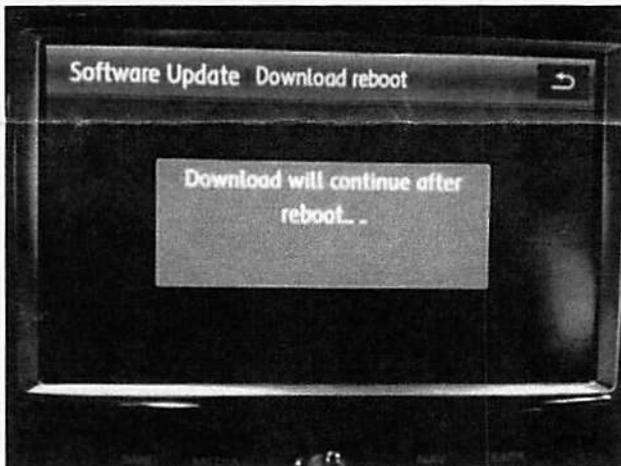
- Press "Start download".

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- Press "Start".



- This screen will appear and the system will shut down.

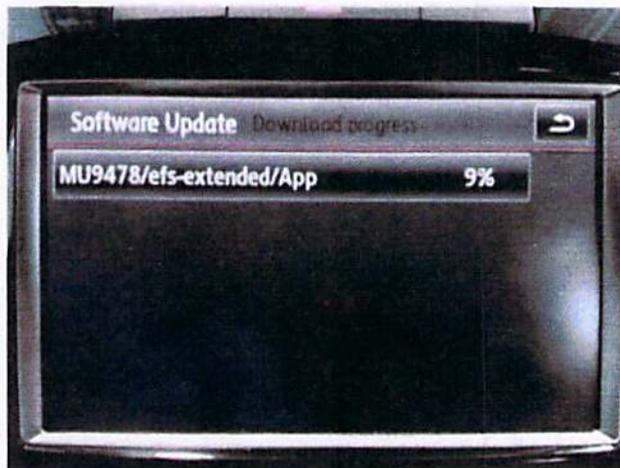


- Radio will turn itself back on. No user input is required.

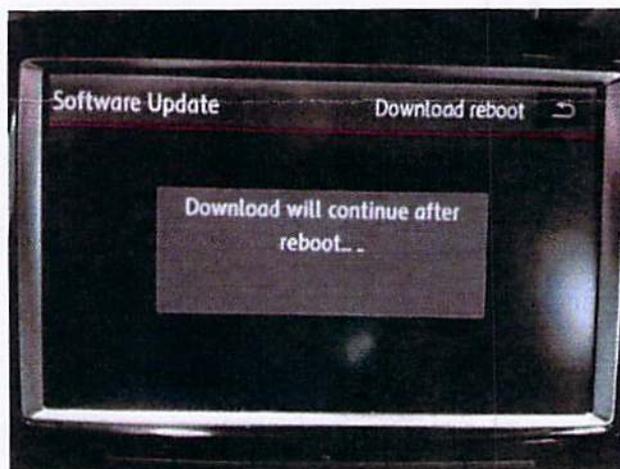


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- As update progresses several screens like this will appear.
- Each will update to 100% then continue to next.



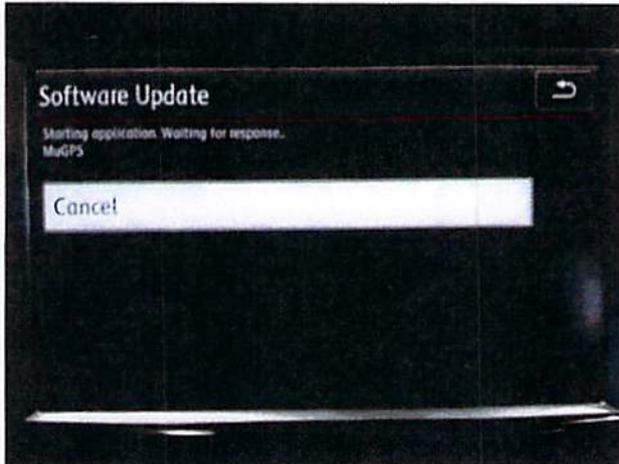
After individual updates are downloaded the unit will re-boot 4 times.

**Note: No user input is required.  
DO NOT press the return button.  
Allow unit to proceed uninterrupted**



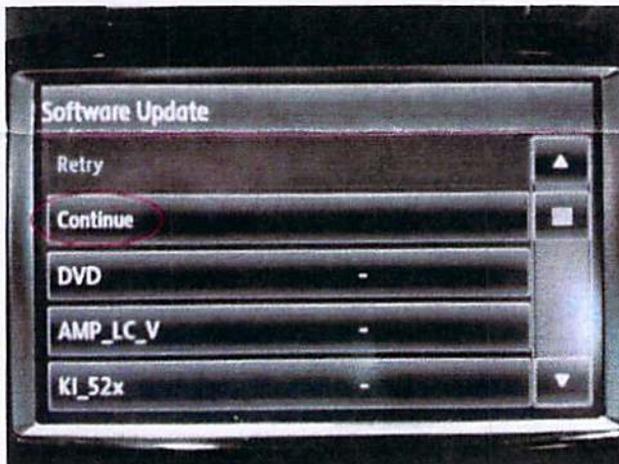
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After downloads are complete this screen will appear. No user input is required.

**Note: DO NOT press the return button or Cancel. Allow unit to proceed uninterrupted**



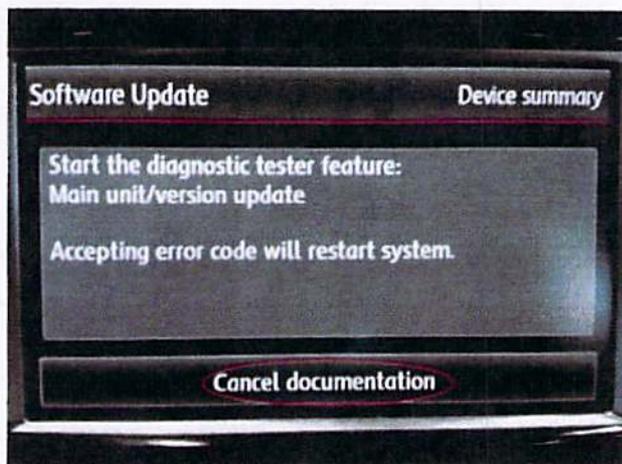
- Once the software update has completed press "Continue".



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- Once screen appears the update is complete.
- Press "Cancel documentation".
- Remove DVD.

It is possible that one or more DTCs may now be present in the 5F – Information Electronics Module. These DTCs must be cleared using the following procedure.

## Erasing DTCs:



Tip:

VAS Tester must have an internet connection to complete the procedure.



Note:

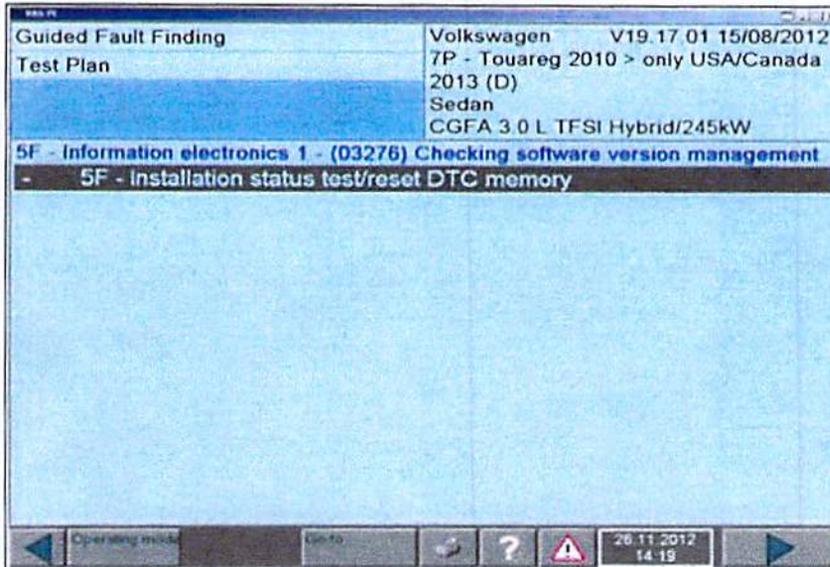
Prior to launching VAS-PC application and starting this procedure, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150, 5051B or 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

- Access Test Plan 5F – Installation status test/reset DTC memory will be shown:

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- Follow the test plan. When instructed, enter in Unit Code **3380**.

 **Tip:**

Erroneous DTCs will be cleared in the system upon completion of the test plan.

During update any paired Bluetooth devices may be deleted. It may be necessary to re-pair device(s) after update is complete.