



VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: September 2012

To: Dealer Principal, Service Manager, Parts Manager and Warranty Administrator, CPO Manager

Subject: Update Technical Bulletin Announcement

Code: UPDATE 91J7 - RCD 510 (Premium 8) Radio Software (NVLW) – UNITED STATES ONLY

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

UPDATE 91J7

RCD 510 (Premium 8) Radio Software (NVLW) – USA Only

As part of our ongoing commitment to dealer and customer satisfaction, we are releasing an Update for the vehicles listed below. This Update is applicable to the United States market only.

Please ensure that every affected vehicle is updated before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers. Additionally, please reinforce the correct description of this action with dealership personnel – this action is a vehicle update, NOT a recall.

- What vehicles are affected?

Model(s)	Year	Engine Code	Trans. Code	From	To
Jetta	2013	All	All	3VW__AJ_DM200048	3VW__AJ_DM628276
Beetle	2013	All	All	3VW__AT_DM600204	3VW__AT_DM624771
Golf/GTI	2013	All	All	WVW__AJ_DW000070	WVW__AJ_DW079678
Eos	2013	All	All	WVW__AH_DV000051	WVW__AH_DV002194
Passat	2013	All	All	1VW__A3_DC000087	1VW__A3_DC038899
CC	2013	All	All	WVW__AN_DE511312	WVW__AN_DE528570
Tiguan	2013	All	All	WVG__AX_DW000108	WVG__AX_DW530275

- Number of Affected Vehicles:** approximately 48,000
- Problem Description:** Bugs contained in Level 07 software for certain RCD 510 (Premium 8) radios may cause Bluetooth audio quality complaints.

- **Repair Solution:** Introduction of Level 08 software to prevent certain Bluetooth audio quality complaints.

IMPORTANT!

Two (2) SD cards pre-loaded with the software required to perform this Update were shipped to the attention of the Service Manager at your dealership.

Ensure that the SD card is removed from the vehicle once this Update has been completed. **Do not** leave the SD card in the vehicle.

Replacement SD cards are not available for ordering. Dealers needing replacements or additional SD cards for this Update can make their own by following the instructions found in the Update technical bulletin.



Note:

Software level 0008 can **ONLY** be used on non-hybrid cars that are starting at Software level 0007. Using this Software Level 0008 on the wrong unit **WILL CAUSE IRREVERSIBLE DAMAGE** and result in a necessary radio replacement. Installing this Software Level 0008 in the wrong unit is **NOT COVERED** under this action.

- **What We Would Like You to Do:** Dealer stock vehicles **must not be delivered** to customers until the Update is completed. To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the VIM system.
- **Parts Allocation:** Because this is a software update, no parts are needed for this action.
- **Update Code Visibility** will be turned on in ElsaWeb on or about October 2, 2012.

If you have additional questions about this or any other action, please contact Warranty for assistance.

Volkswagen Service & Quality