



UPDATE Technical Bulletin

91 12 21 October 05, 2012 2031133

UPDATE – 91J7 RCD 510 (Premium 8) Radio Software (U.S. Only)

NOTE:

- Perform this UPDATE on all applicable vehicles within **New Vehicle INVENTORY**
- It is **MANDATORY** to perform UPDATES on all applicable vehicles in dealer inventory **PRIOR TO RETAIL SALE**.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:

Required DMS Wording/Programming Text (SAGA claim comments): UPDATE 91J7 – RCD 510 (Premium 8) Radio Software (INV_ONLY)

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

REVISION HISTORY

Revision	Date	Purpose
1	October 02, 2012	Original publication
2	October 05, 2012	Add battery voltage instructions, helpline information and Criteria 03.



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Condition

This update has been proactively released to address the following:

1. Bluetooth audio runs in mono mode
2. Bluetooth audio level too high/distorted

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91J7 code in ElsaWeb, Campaign/Action Information screen on the day of repair.
- Vehicle must be in New Vehicle INVENTORY.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory PRIOR TO SALE.

Technical Background

Bugs contained in Level 07 software for certain Premium 08 radios may cause Bluetooth audio quality complaints.

Production Solution

Introduction of Level 08 software to prevent certain Bluetooth audio quality complaints CW 42/12.

Service

NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an ElsaWeb printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline*

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Update Programming Procedure:



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 on the wrong unit is NOT COVERED under this action.



Note:

This UPDATE only applies to specific Model Year 2013 vehicles.

Software Level 0008 is NOT released for Model Year 2012 even though complaints may be similar.

- Connect battery charger to vehicle



Note:

Voltage must be maintained at minimum no load of 12.5V and must not exceed 14.5V

- Turn ignition on



Tip: Ensure transport mode has been disabled prior to beginning software update.

- ⇐ On the radio, hold "setup" button <arrow> for 3 to 5 seconds.
- "Radio service mode" will display <as shown>.



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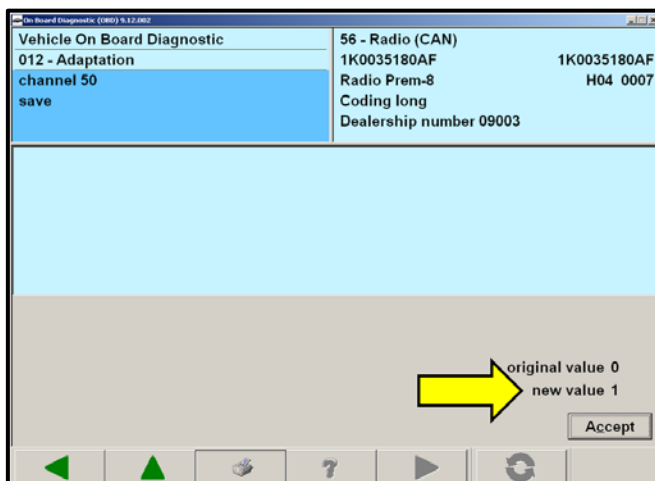
- On screen, press “Version Info” <arrow>.



- ◀ Verify current part number is **1K0-035-180-AF** <circle>.
- ◀ Verify current SW index is “0007” <arrow>.



Tip: If SW index is “0008”, no update required.



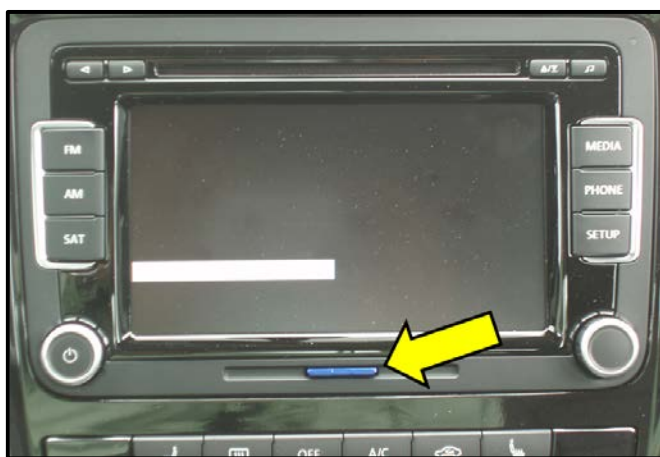
- Using VAS tester, enter Vehicle Self Diagnosis => 56-Radio => 012-Adaptation.
- Enter channel number “50” using keypad, then select “Q”.
- ◀ Change the value to “1”, then select “Save”.
- ◀ Verify “new value” equals “1” as shown <arrow>.
- ◀ Select “Accept”.

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Note:

If a message “The CD/SD Card contains no audio data” <as shown appears when SD card is inserted, repeat previous steps due to adaptation not correct.



Note:

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⇐ Insert the SD card# PREM8 RADIO SW08 into the SD card slot on the radio as shown <arrow>.



Tip: See “Additional Information” to obtain the software in cases where the SD card has been lost.

- Software update will begin on its own and display a progress bar across the screen while updating.

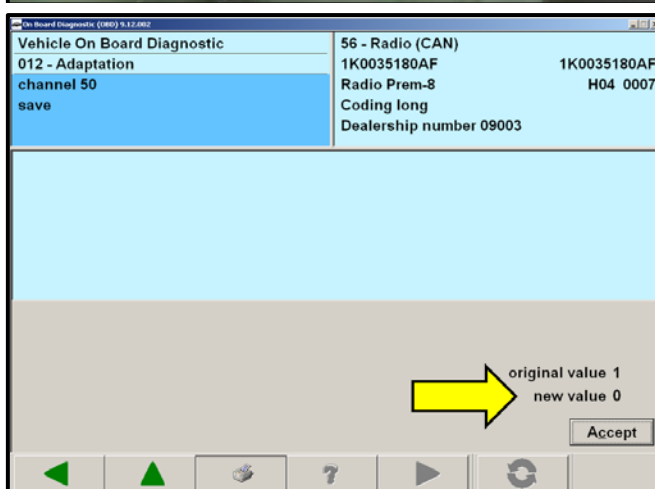


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⇐ When update is complete, "OK" <circle> will appear on screen.

- Remove SD card.



- Using VAS tester, enter Vehicle Self Diagnosis => 56-Radio => 012-Adaptation.
- Enter channel number "50" using keypad, then select "Q".
- ⇐ Change the value to "0", then select "Save".
- ⇐ Verify "new value" equals "0" as shown <arrow>.
- ⇐ Select "Accept".
- Clear any relevant DTCs.
- Remove VAS tester and battery charger from the vehicle.



- Cycle ignition key OFF, then back ON.
- Press and Hold the "Setup" button for 3 to 5 seconds.
- ⇐ Verify new "SW index" is "0008" as shown <arrow>.



Note:

For issues related to software update or radio failure, create a VTA ticket and contact the VW Technical Helpline prior to replacing any components.

WORK COMPLETE

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Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry.
Required Customer Notification	Not required – New Vehicle Inventory ONLY

SAGA Code 91J7 Claim Entry Procedure

Check ElsaWeb to confirm that this UPDATE code is open on the day of repair.

Service No.: 91J7

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01, 02 & 03

Check/UPDATE present. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check software. Update radio software to level 0008.

Repair operation: 9130 25 99 30 TU

There is NO reimbursement for wash or loaner vehicle!

If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status).

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.



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Required Parts and Tools

Tool Description	Tool No:
SD card with software	PREM8 RADIO SW08
VAS Diagnostic Tool	VAS-PC, 5051B, 5052A, 6150X (Base CD V19.01.00 and Brand DVD V19.18.00 or higher)

Additional Information

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 below.

If additional cards are required, a downloadable version of the software will also be available via ServiceNet. This software can be saved to an SD card, which can then be used in place of the cards supplied for this UPDATE. To locate the software: from the ServiceNet homepage select "Updates"=>"9XXX" =>"91J7 Update". Then, follow the steps below to prepare the SD card for the software download and save the software to the SD card.

1. Download and unzip software from ServiceNet
2. Make sure SD card is blank
3. Create folder in root called: SW_Update
4. Unzip the attached file and place the **manufacturing.bin** in the **SW_Update** folder
5. Remove SD card from the computer

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.