IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please contact Warranty.**

Customer Satisfaction Campaign

Code: 91i9

Subject: **2012 Model Year Volkswagen Vehicles with RNS 510 Radio w/Navigation System Radio Software Update**

REVISION

UNITED STATES ONLY

June 28, 2012

Revision Summary
Information for ordering additional CDs has changed.

Problem Description
Customer satisfaction issues with software level 2625 in the RNS 510 radio w/ navigation system.

Corrective Action
Install new system software to address customer satisfaction issues and add new features and functions.

> **IMPORTANT!**
> *The new system software improves voice control accuracy, but restricts voice control function to the telephone only.*
>
> *Original voice control for functions like the radio, CD, etc, can be reinstated through coding; however if this is done there will be no improvement to voice control accuracy for any function.*
>
> *Please ensure that you have explained this to your customer BEFORE performing this action.*

VIN Ranges & Production Dates
NOTE:
- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair 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 campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

2012 Passat
1VW___A3_CC00025 - 1VW___A3_CC035941
Production date: January 25, 2011 – December 16, 2011

2012 Tiguan
WVG___AX_CW000017 - WVG___AX_CW545895
Production date: June 24, 2011 – November 28, 2011

2012 EOS
WVW___AH_CV005043 - WVW___AH_CV015486
Production date: May 26, 2011 – November 22, 2011

2012 CC
WVW___AN_CE511646 - WVW___AN_CE552626
Production date: May 23, 2011 – December 12, 2011

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles
Electronic allocation lists will be posted under My Dealership Reports on the VW Hub on or about April 10, 2012. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation
- The software update for this action is done via CD. Two (2) CDs (part number RNS510FLSH3690) have been shipped to dealers along with technical bulletin #2027965.

- Additionally, an allocation of replacement RNS 510 radio manuals will be sent to dealers prior to customer notification.

After your initial allocation of radio manuals is depleted, they may be ordered at no cost via the Compliance Label Ordering Portal at www.vwhub.com.

When placing your order for additional RNS 510 radio manual, please ensure you are ordering the following part number: **122.5N6.N51.23**

Replacement CDs can be ordered from the Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com.

Owner Notification Mailing
On or about April 10, 2012 the customer mailing will take place. Sample copies of the owner letters are enclosed.

Campaign Expiration Date
This action expires on April 30, 2014. Vehicles repaired under this action must have the work completed on or before April 30, 2014 to be eligible for payment. **Work performed after April 30, 2014 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customer repairs for this action.

Campaign Completion Labeling Guidelines
Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb**. Claims will only be paid for vehicles that show this campaign open in ElsaWeb <u>on the day of the repair</u>. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.:   **91i9**
Damage Code: **0099**

Parts Manufacturer

Removed part: Use vendor code **WWO**

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 or criteria 02

> Check RNS 510 software, updated software present, no further work required
>
> **Repair operation: 0183 00 99**   **10 T.U.**
>
>   **-OR-**
>
> Update RNS 510 software and install new RNS 510 radio manual
>
> **Repair operation: 9112 25 99**   **90 T.U.**

Note: Do not claim radio manual on the SAGA claim. They were allocated to dealers free of charge. Additional manuals are available free of charge via the Compliance Label Ordering Portal.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-4734). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

Subject: Customer Satisfaction Campaign 91i9/V9
Radio Software Update
2012 Model Year Volkswagen Vehicles with RNS 510 Radio w/ Navigation

Dear Volkswagen Owner:

As part of Volkswagen's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to let you know about a free-of-charge software update that is available for the RNS 510 radio in your vehicle.

What are the benefits of this software update?
The new system software addresses some customer satisfaction issues, and adds new features and functions, such as:

- Addition of SiriusXM Travel Link® capability (please contact SiriusXM for subscription information. Adding TravelLink® to your satellite radio subscription can only be done *after* the three-month free satellite radio trial period has ended)
- Addition of channel art to the radio display
- Optimized touch screen performance
- Provides improved voice control accuracy for telephone function (if desired)

> ***IMPORTANT!***
> *The new system software improves voice control accuracy, but restricts voice control function to the telephone only. Original voice control functions like the radio, CD, etc can be reinstated through coding; however if this is done there will be no improvement to voice control accuracy for any function. Please let your dealer know if you would like the original or improved voice control feature (as described above) when you bring your vehicle in for this service.*

What We Would Like You to Do
Please contact your authorized Volkswagen dealer to schedule a service appointment at your convenience. This work will take less than two hours and, as mentioned above, will be performed for you free of charge. Please keep in mind that, due to your dealer's daily workshop schedule, the time required to perform this service may vary slightly.

Customer Satisfaction Campaign Expiration Date
This action will be available until April 30, 2014. After this date, dealers will not be able to perform this work for you free of charge.

Lease Vehicles
If you are the lessor and registered owner of the vehicle identified in this action, please forward this information via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?
If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us
If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
*Attn: Customer CARE Center (**91i9/V9**)*
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

If there are questions regarding the work procedure, contact Warranty

Required Parts:

Quantity	Part Number	Part Description
1	122.5N6.N51.23	RNS 510 radio manual
1	CAMP 010 000	Campaign Completion Label

Required Tools:

- VAS 6150 Laptop Diagnostic Unit, VAS 5051B, or VAS 5052/A

- INC-940 – Battery Charger or equivalent

- RNS510FLSH3690 – Navigation Flash CD

Tip: This flash CD was previously shipped to support Technical Bulletin 2027965.
Additional copies of the Update - Programming CD may be ordered from Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com.

Work Procedure:

Section A – Identify Criteria and Check for Open Status

⇐ Enter the VIN in ElsaWeb and proceed to the "Campaign/Action" screen

i Tip: On the date of repair, print this screen and keep a copy with the repair order

⇐ Ensure that the Status is "Open" <arrow 2>

- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated
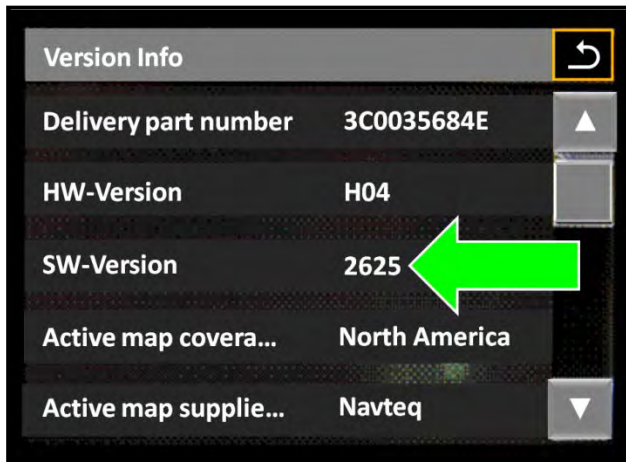
(!) Note: Work procedure is the same for criteria 01 and 02 vehicles

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section B – Check RNS 510 Software

(!) Note: If UPDATE 91i2 is open, please perform the software update portion of that action prior to continuing with the 91i9 procedure.
It is critical that software 2902 is contained in the telephone Bluetooth module (AW77) prior to beginning the update for the RNS510 radio.

- Perform all other "Open" Updates or Campaigns prior to beginning this procedure

- Switch RNS 510 unit ON

- Press and hold the Setup key for 10 seconds

- Press Version Info

⇐ Check SW-Version <arrow>

  o If SW-Version <arrow> is 3690 or higher, no update is necessary,

  continue to Section H

  o If SW-Version <arrow> is 2625 or 3680,

  continue to Section C

> ℹ Tip: If SW-Version <arrow> is 3680, continue to update software to 3690 however the coding steps (Sections D-F) and a new radio manual (Section G) are not necessary.

Section C – Update RNS 510 Software

> ⚠ Note: The new system software improves voice control accuracy, but restricts voice control function to the telephone only.
>
> Original voice control function can be reinstated through coding; however if this is done there will be no improvement to voice control accuracy.
>
> Please ensure that you have explained this to your customer BEFORE performing this action.

> ℹ Tip: For faster operation of the RNS 510, deactivate the touch tone sound. This setting can be found by pressing the "SETUP" button, then selecting Display → Touch Screen Tone.

- Connect Midtronics InCharge 940 (INC 940) tester/charger to battery

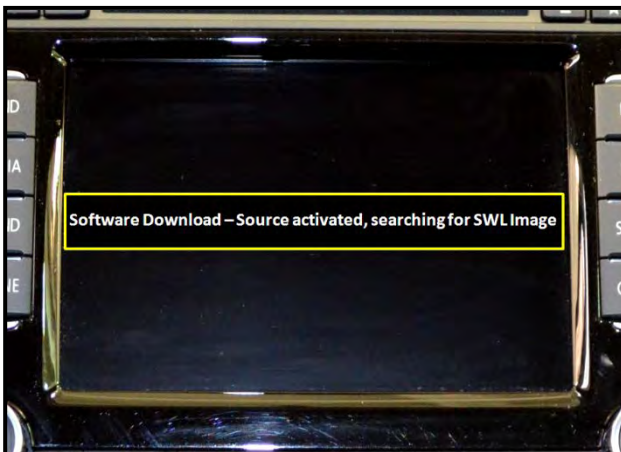**Tip:** It is considered normal for the screen to go blank several times during the update programming process.

Tip: If an error due to "Amp clamp State" appears, remove the key. If vehicle is equipped with Kessy, move key(s) away from vehicle.

Tip: Even though this update does not erase the radio settings, it is recommended to save customer radio settings/presets prior to updating radio software.

- Remove any disc(s) from the radio

- Remove key from the ignition and move key(s) away from vehicle if equipped with KESSY

- Turn radio on

Tip: This update operates without 15 power, therefore keys must be removed from the ignition and moved away from vehicle if equipped with KESSY

⇐ Insert programming CD part number (RNS510FLSH3690) into the radio and observe that the display screen reads "Software Download – Source activated, searching for SWL Image" <as shown>

Tip: If a CD error is displayed and remains more than 5 seconds, remove the CD and reinstall.
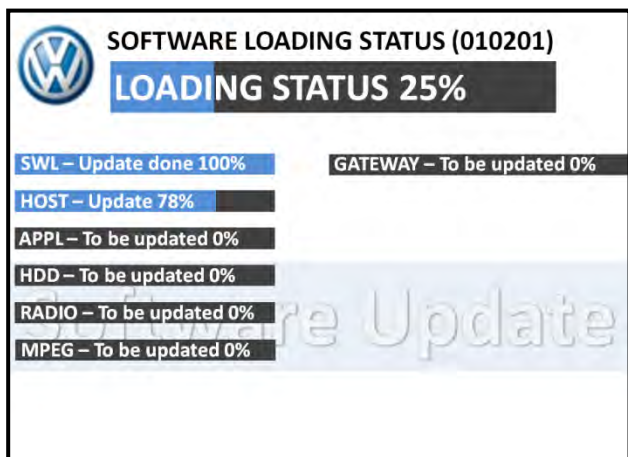
⇐ Read information, then touch "OK" to begin the update

ℹ️ Tip: Information stored on the hard drive and the presets should NOT be lost during this update.
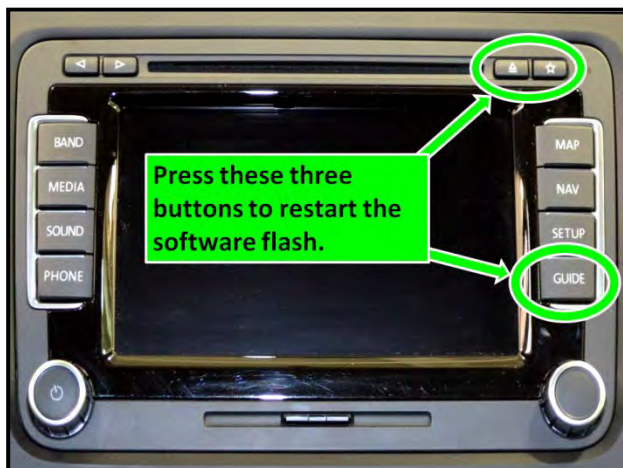
⇐ Read information, then touch "OK" to proceed with the update

ℹ️ Tip: The "Software Loading Status" screen <pictured left> will display the update progress. Disregard the timer on the lower right side of the navigation screen.

⚠️ Note: DO NOT cancel the update until complete. DO NOT start the engine.

Press these three buttons to restart the software flash.

Tip: If extended delays (e.g. +10 minutes) occur, press Eject+Star+Guide buttons <circles> at the same time to restart the software update.

SOFTWARE LOADING SUCCESS (010401)

SWL SUCCESS

Software Update

Your system has been successfully updated! Please remove the CD to automatically restart the system in full application mode.

⇐ Allow software update to continue until "SWL SUCCESS" appears, then follow on-screen instructions

- Remove the CD and press the power button

Tip: The system will automatically restart and the screen may flicker or go blank for several minutes.

- **Continue to Section D**

Section D – RNS 510 Coding

Note: The new system software improves voice control accuracy, but restricts voice control function to the telephone only.

Original voice control function can be reinstated through coding; however if this is done there will be no improvement to voice control accuracy.
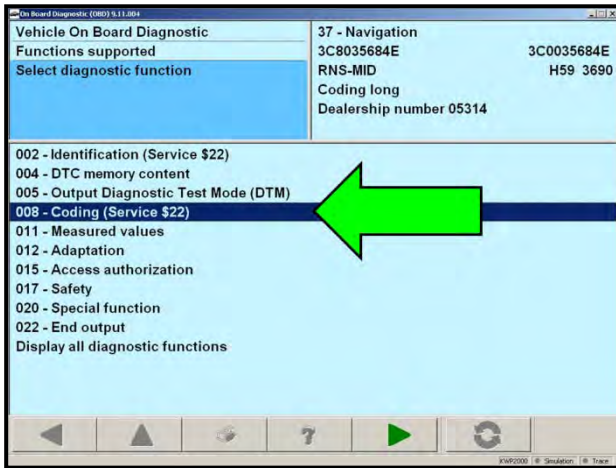
Please ensure that you have explained this to your customer BEFORE performing this action.

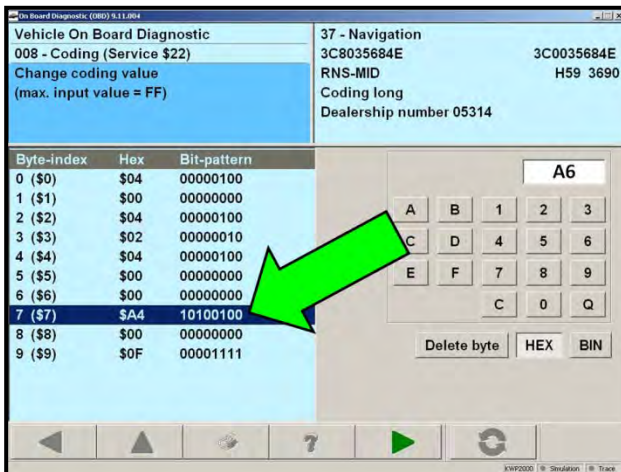- Check for customer authorization to remove full voice control prior to coding:

- o If customer declines removal of full voice control, no coding is necessary,
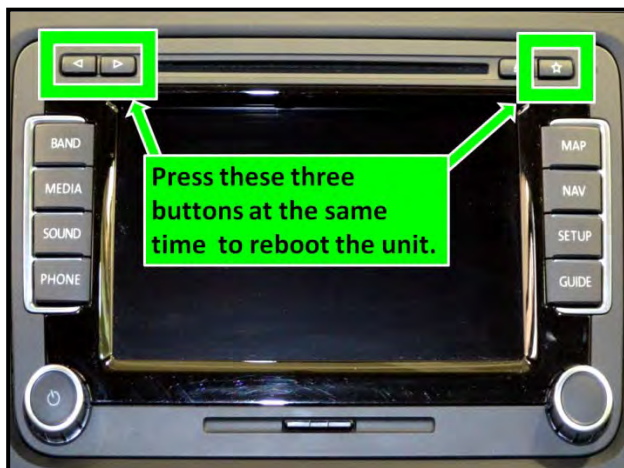
continue to Section G

- o If customer accepts removal of full voice control, **continue coding procedure**

- Connect VAS tester to vehicle and turn the key ON

- Select: Vehicle Self Diagnosis

- Select: On Board Diagnostic (OBD)

- Select: 37 – Navigation

⇐ Select: 008 – Coding (Service $22) <arrow>

- Select: Master

⇐ Highlight byte 7 <arrow>

- Enter the new coding as listed below based on the current coding from byte 7:
  - o $84 => Enter "86"
  - o $94 => Enter "96"
  - o $A4 => Enter "A6"

- Select "Q", then forward arrow

- Select "OK" to confirm coding

- Return to Vehicle Self Diagnosis home screen

- **Continue to Section E**

Press these three buttons at the same time to reboot the unit.

Section E – Reset RNS 510

- Switch ON the RNS 510

⇐ Press and release both of the track change buttons (upper left) along with the star key (upper right)
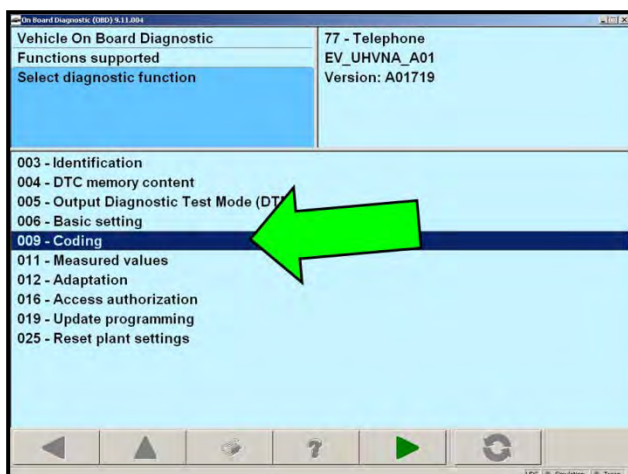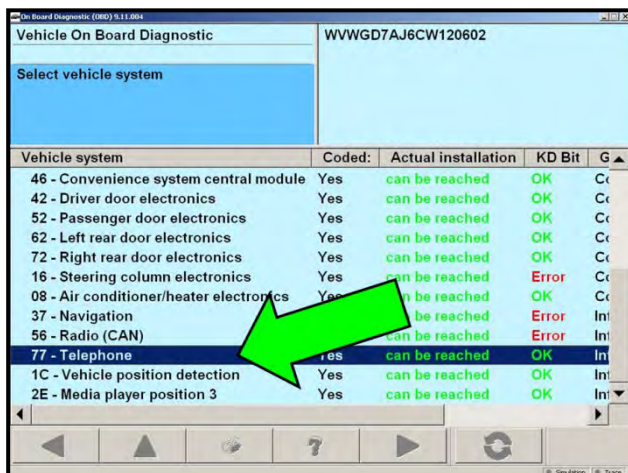

ℹ️ Tip: This reboot is required for coding changes to take effect. The unit will take a few minutes to reboot once the three buttons <rectangles> are pressed/released.
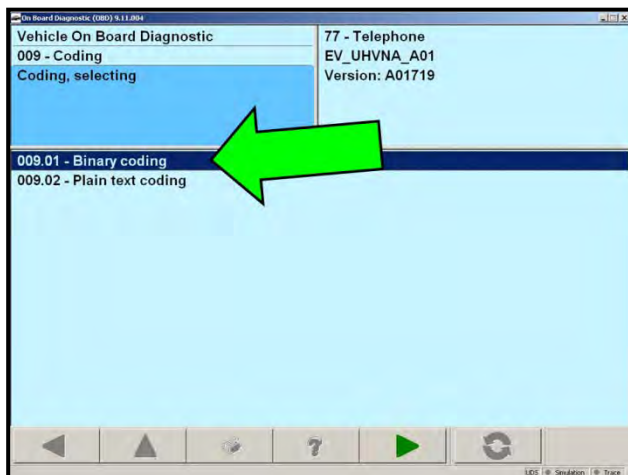

- **Continue to Section F**

Section F – Coding External UHV (Bluetooth®) Module

- Select: Vehicle Self Diagnosis

- Select: On Board Diagnostic (OBD)

⇐ Select: 77 – Telephone <arrow>

⇐ Select: 009 – Coding <arrow>
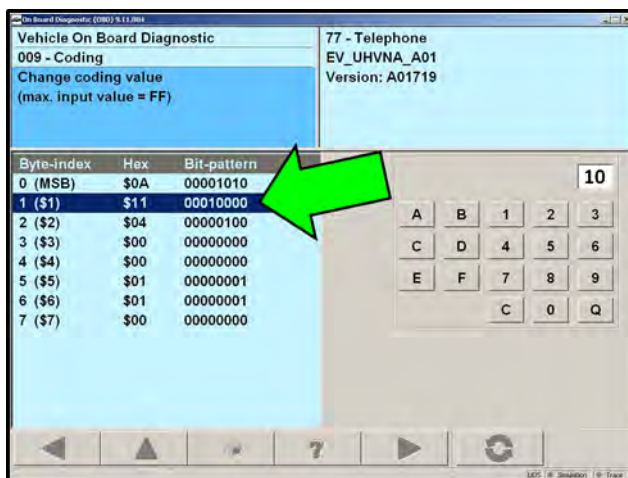

- Select: Master

⇐ Select: 009.01 Binary coding
  <arrow>

- Select the Forward arrow as a check digit is not required

⇐ Highlight byte 1 <arrow>

- Enter the value "10" and press "Q"

- Select forward arrow to confirm coding

- Exit Vehicle Self Diagnosis

- Cycle the key for the coding changes to be completed

⇐ Verify the repair by turning the radio on and selecting the "Star" button <arrow>
  o A message that "Route Guidance not Active" should appear if changes were accepted

- Select the "Push-to-talk" button on the steering wheel or overhead assembly

  o Voice recognition for telephone should activate if changes were accepted

- Repeat any necessary steps if changes were not accepted

> 🛈 Tip: Phone pairing settings should not have been deleted, however please assist customer with pairing their telephone if necessary. See Appendix A for pairing phone. This information can be provided to the customer as a courtesy.

- Remove VAS device and battery charger from vehicle

- **Continue to Section G**

Section G – Install New RNS 510 Radio Manual(s)

- If customer accepted removal of full voice recognition (coding changes), remove original RNS 510 Radio Manual and discard

- If customer declined removal of full voice recognition changes, leave original RNS 510 Radio Manual(s) in vehicle

- Install new RNS 510 Radio Manual as follows:

  Part number 122.5N6.N51.23

- **Continue to Section H**

Section H – Campaign Completion Label

Install Campaign Completion Label

Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000

- Open hood

⇐ Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

> **Tip:** Ensure Campaign Completion label does not cover any existing label(s)

- Close hood

ALL WORK IS COMPLETE

Appendix A – Quick Tips for Phone Pairing

Quick Guide instructions for pairing your phone with your vehicle

If you need assistance with phone pairing, please consult your VW Service Advisor. Otherwise, follow the steps below:

1. Make sure the vehicle is stationary.
2. Make sure the cell phone has Bluetooth enabled.
3. Turn on the ignition. The Bluetooth feature goes into "discovery" mode for three minutes.

> ⚠ **Note:**
> **If you are trying to start the pairing process after the Bluetooth feature has finished its "discovery" mode: press the Bluetooth button on the center console over your head to make the vehicle visible to your phone (car must be stationary).**

4. From the Bluetooth menu on your phone, search for new devices.
5. Your cell phone should offer a list of devices for you to choose from. Select the device "VW Phone"
6. Enter the password "0000" into the phone. The phone should be connected to the Bluetooth system.
7. If prompted to allow vehicle access to the phone book on your phone, you may allow this access at this time.
8. If prompted by the phone to set as a trusted device, select "yes". This will enable the phone to automatically reconnect when Bluetooth on your phone is enabled and when vehicle is in operation.