

Vehicle-specific serviceTransaction No.: **2034091**

PSS RNS315 Radio\Navigation unit "Re-boots" intermittently

Release date: Jun 18, 2013

Condition

RNS315 Radio/Navigation unit may turn off at random and re-start without any driver input (Re-boot).

Technical Background

Internal software error related to vehicle location.

Production Solution

Issue currently under investigation. Repair solution pending.

Replacement of the RNS315 Radio/Navigation unit WILL NOT resolve issue.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern

2. Create a PSS record in the PSS application via the hyperlink in vw hub.com (Figure 1).

FIGURE 1. Related Sites section on VW HUB.com landing page

Warranty

This TSB is informational only and not applicable to any Volkswagen warranty.

Required Parts and Tools

No special parts required.

No special tool required

Additional Information

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.

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