Vehicle-specific service

PSS RNS850 Displayed Radio Station

Condition

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

PSS RNS850 Displayed Radio Station

Customer may report that radio intermittently displays one station while audio is from a different station.

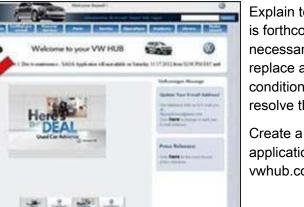
Technical Background

Issue caused by internal software error of radio module in Right Rear ¼ panel. Switching ignition OFF for extended period (i.e. overnight) may temporarily resolve concern. <u>DO NOT replace radio</u> as it WILL NOT resolve issue.

Production Solution

Software solution pending. Update expected late July 2013.

Service



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 as part replacement will not resolve the customer's concern.

Create a PSS record in the PSS application via the hyperlink in vwhub.com (Figure 1).

Figure 1

Warranty

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

Required Parts and Tools

No special parts required.

Transaction No.: 2033652/2 Release date: Apr 24, 2013 No special tools 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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