



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2012-2013	All	All	All	All

Condition

91 13 01 January 8, 2013 2031434

RNS 850 Radio Software Update

Customer may report one of the following concerns:

- HD Radio does not play back in stereo (plays in mono).
- Intermittent erratic display problems.

Technical Background

Continual improvements to RNS 850 software provides solutions to issues experienced in the field.

Production Solution

Improved software.

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Service

Software update procedure

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to vehicle's battery if not done so already.
- Install the update CD with the markings facing upwards into the internal drive of the RNS 850 located in the passenger glove compartment, then wait a minimum of 2 minutes to allow the system to completely start up and the update menu becomes available.
- Push and hold the **SETUP** and **PHONE** buttons simultaneously for 5 seconds (See Figure 1).

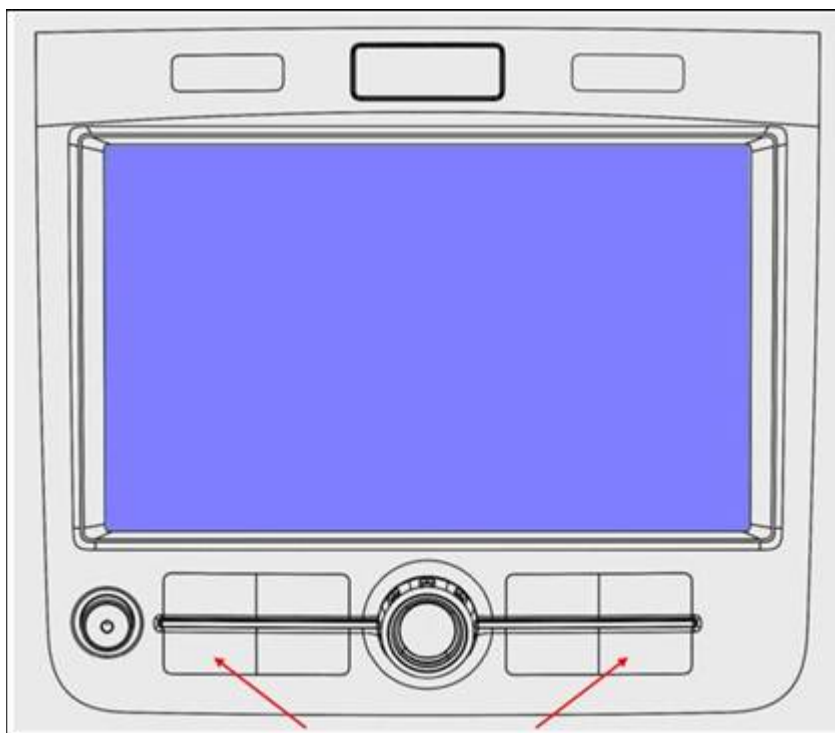


Figure 1

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- After 5 seconds, the Engineering Menu display should be visible (See figure 2). Select **“Update”**.



Figure 2

- Select **“CD/DVD”** (See Figure 3).



Figure 3

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- Select “**Start**” (See Figure 4).

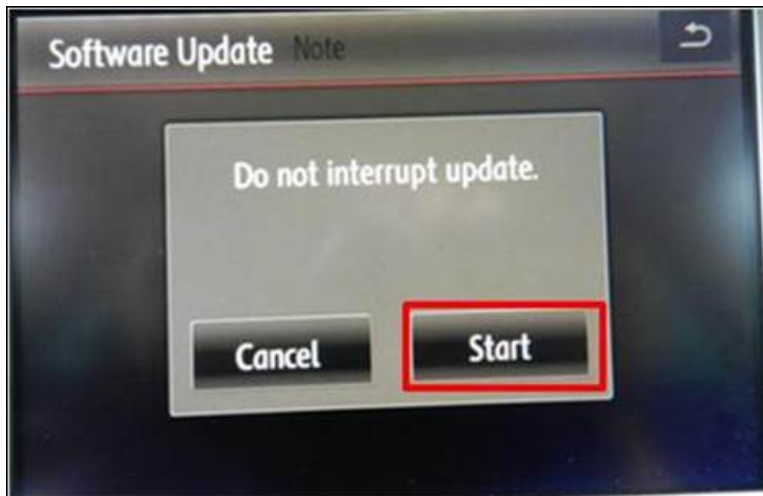


Figure 4

- Select Software Update Release “**HN+_US_VW_P0142_2**” (See Figure 5).



Figure 5

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- Once the software update has completed, select “**Continue**” (See figure 6.). Allow the software update process to complete without interruption.

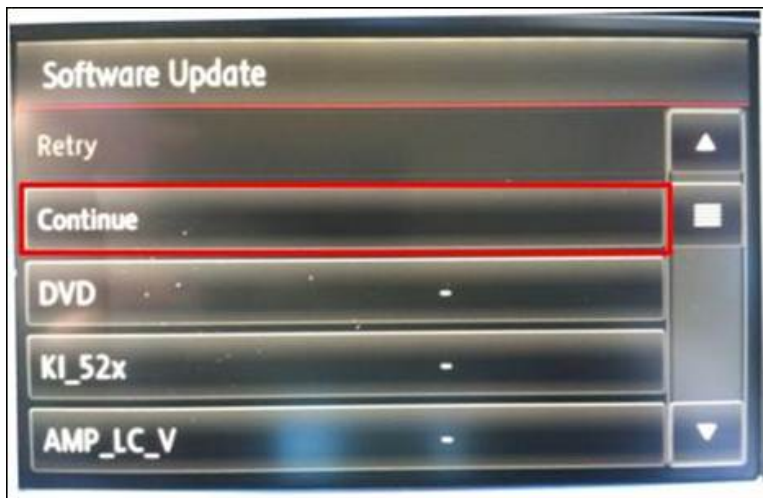


Figure 6

- Once the screen appears as in Figure 7, the update of the RNS 850 radio is complete. However, it is possible that one or more DTCs may now be present in the 5F – Information Electronics Module. These DTCs must be cleared using the following procedure.



Figure 7

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Erasing DTCs:



VAS Tester must have an internet connection to complete the procedure.



Prior to launching VAS-PC application and starting this procedure, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150, 5051B or 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

- Access Test Plan 5F – Installation status test/reset DTC memory will be shown:

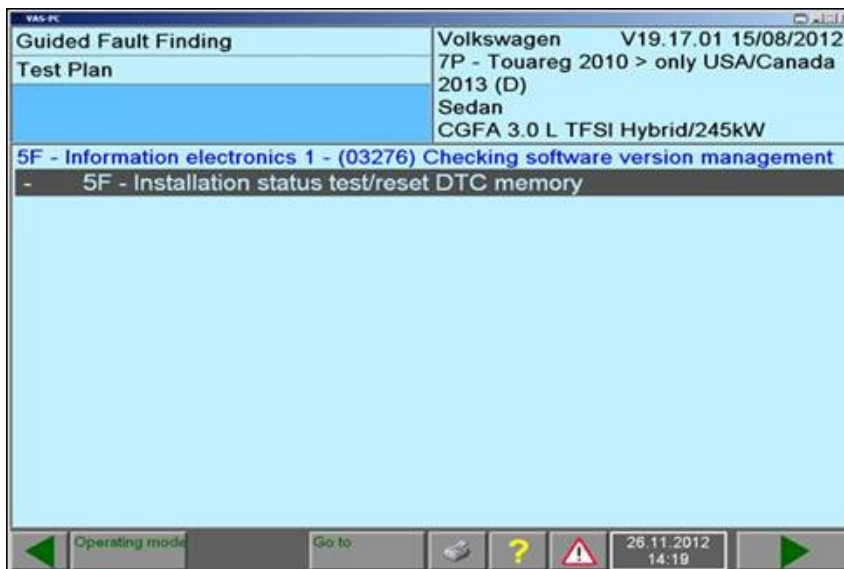


Figure 8

- Follow the test plan. When instructed, enter in Unit Code **3380**.



Erroneous DTCs will be cleared in the system upon completion of the test plan.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Touareg	2012 - 2013	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
9112	0039	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Touareg				JTB
Labor Operation ³⁾ : Update Software			91122599 = 30 TU		
Causal Part: Select labor operation			91122599		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 20 TU max.				YES
Road Test	01210002 = 10 TU 01210004 = 10 TU				NO
Technical Diagnosis	01320000 = 00 TU				NO
Claim Comment: Input "As per Technical Bulletin 2031434" in comment section of Warranty Claim.					
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policy Procedures Manual.					

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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
VAS Diagnostic Tool	VAS-PC, 5051B, 5052A, 6150X (Base CD V19.01.00 and Brand DVD V19.18.00 or higher)
DVD, Radio Update Programming	K00.5001.49.21



Tip:

Additional copies of the DVD may be ordered from Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com.

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.