



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011-2012	All	All	All	All

Condition

91 13 02 January 11, 2013 2031926

Software Enhancements for Radio Model RHR

Technical Background

This bulletin involves upgrading the software on the RHR Radio.



Note:

This bulletin applies to vehicles equipped with AM/FM/CD/DVD/MP3/HDD/NAV Radio (sales code RHR).

Production Solution

Improved Software MY2013.

Service

SYMPTOM/CONDITION:

The customer may experience one or more of the following conditions:

- Erratic alternate frequency switching (International only).
- Bluetooth phone muting during European traffic announcement (International only).
- Lost channel presets, home addresses, address book entries & Travel Link favorites.
- Not able to change default country and state then route.
- Unable to load .jpeg files onto hard drive to display on touch screen.
- Vehicle with Start/Stop feature, the screen will go black when the engine turns off at a stop. (International only).
- Incomplete Travel Link temperature displayed when the temperature is over 100F. Example, if the temperature is 107F the screen will display 07. (Domestic U.S. only).
- Cancel key inoperative after pressing the international button.
- iPhone4 dial not possible after second call.
- Missing Travel Link buttons from SAT menu (Domestic U.S. only).
- Devices button disabled in VES menu.



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- Unable to route to a recent route after a map update.
- Remove Travel Link disclaimer popup (Domestic U.S. only).
- Duplicate phone numbers in popup after pressing the international button.
- During active call and on hold, DIAL button should be displayed (not “TONE” button).
- International button not visible.
- Point of interest (POI) Search enhancements.
- When video in remote DVD player is stopped devices button wrongly labeled as DVD.
- Access Travel Link immediately after radio no update when staying on TL screen.
- iPod, track selection enhancements.

VERIFY RADIO SW VERSION:

If the customer experiences the Symptom/Condition(s) perform the following:

Check the radio software version.

1. Press “Menu” button on the radio.
2. Press “System Setup” touch screen soft key.
3. Press “System Information” touch screen soft key.
4. The software level is the number reported after the word “Application”.
5. Is the radio software version at 2.126?

Yes >>> This service bulletin does not apply. Further diagnosis may be required.

No >>> Perform the repair procedure below.



Note:

Install a battery charger to ensure battery voltage does not drop below 13. volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

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REPAIR PROCEDURE:



Note:

If the software update process is interrupted/aborted, the process should be restarted.

1. Switch ignition ON with the engine not running.
2. Remove any USB sticks from the radio face plate.
3. Press the OPEN/CLOSE hard key on the face of the radio and insert the software update disc.
4. The radio will then display a prompt that reads "Update from X.XXX to 2.126" Press YES.



Note:

DO NOT cycle the ignition or adjust the radio (volume, channels, ect.) during the update process. The update may take up to 25 minutes. No other actions are needed until the update is completed.

5. The radio will reboot and restart on its own, after which, the update will automatically begin.
6. The radio will reboot and restart automatically when the update is complete. When it restarts it will reread the software update disc again.
7. When the prompt, "Update from 2.126 to 2.126" appears, pay close attention to the version numbers. Are both software version numbers the same?

Yes>>> Proceed to Step #8.

No>>> Perform the update again, proceed to Step #4.

8. Press the OPEN/CLOSE hard key on the face plate to remove the disc.
9. Press the OPEN/CLOSE button again to close the screen.
10. Update complete.



Note:

If the radio will not successfully update after repeat attempts, you may have a damaged disc, Get a new disc and update the radio again.



Tip:

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

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Warranty



Note:

All Routan pre and post road test time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table

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
Routan	2011-2012	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
9189	0039	CWM2031926		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer	Routan			USM ²⁾	
Labor Operation ³⁾: Check software level.			91890199 = 20 TU		
OR					
Labor Operation ³⁾: Check and update software level.			91892599 = 20 TU		
Causal Part: Select labor operation			9189****		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.			NO	
Road Test	01210002 = 10 TU 01210004 = 10 TU			NO	
Technical Diagnosis	01320000 = 00 TU max.			NO	
Claim Comment: Input "As per Technical Bulletin 2031926 in comment section of Warranty Claim.					



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- 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.

Required Parts and Tools

Part Description	Part No:	Quantity
Radio Flash DVD (Version 2.126)	ROSWRHRTB2031926	1 (auto shipped to dealer, no warranty reimbursement)



Note:

Only one update disc is required and this disc may be used to service multiple vehicles.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
StarMOBILE Hand Held Tool	CH9401
StarMOBILE Vehicle Cable	CH9404D

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.