



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2013	All	All	All	All
Passat, Passat Wagon	2006-2010	All	All	All	All
Golf, Jetta	2005-2010	All	All	All	All
Tiguan	2009-2013	All	All	All	All
Eos	2007-2013	All	All	All	All
New Beetle, Beetle Convertible	2005-2010	All	All	All	All
CC	2009-2013	All	All	All	All
Jetta SportWagen	2010-2013	All	All	All	All
Beetle, Beetle Convertible	2012-2013	All	All	All	All
Passat	2012-2013	All	All	All	All
Touareg	2008-2013	All	All	All	All
Jetta Sedan	2011-2013	All	All	All	All

Condition

91 13 09 March 27, 2013 2020627 Supersedes T.B. V911012 dated June 01, 2010 to include 2013 model year Pre-activation information.

Satellite Radio Overview



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Technical Background

To provide an overview of:

- 2013 Model Year Vehicle Pre-activation
- ESN Location
- Warranty and Service Repair Instructions (All Model Years)
- Dealer Support
- Vehicles Equipped with Accessory iPod Satellite Adapter Kit Concerns
- RNS-510, Unable to Display XM Station Names with "Best of XM" Subscription Upgrade
- SIRIUS Satellite Radio "Best of XM" Stations Not Available, Model Years 2005 - 2007 (USA Only)

Production Solution

No production change required.

Service

2013 Model Year Vehicle Pre-Activation

- All vehicles (excluding Routan) arrive with SIRIUS service pre-activated for 3 months
- RNS-510 Navigation radio includes 3 months traffic subscription
- Routan is activated for 12 months including traffic subscription
- If NOT pre-activated, a phone call to the Dealer Support group (below) for re-activation is required
 - This re-activation is mandatory at time of sale. Vehicle power must be ON with an unrestricted view to the sky. The Electronic Service Number (ESN) can be found by tuning to channel (000)

ESN Locations

If a module / radio is unable to display ESN via radio screen or measure value blocks the information can be found in the following locations:

- External satellite module: The ESN is located on a sticker
- RCD-510 (Premium 8): ESN is located on the sticker on the top portion of the radio
- RNS-510 Navigation Radio: No ESN retrieval is possible if the unit is unable to be powered up
- Premium 8 Entry: ESN is located on the sticker on the top portion of the radio
- RNS-315 Navigation Radio: No ESN retrieval is possible if the unit is unable to be powered up



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Warranty/Service Repair Instructions (All model Years)

- If a radio is deactivated / timed out, **DO NOT** immediately replace radio under Warranty. Call SIRIUS or XM Customer Care at the phone number provided (below) to confirm subscription and attempt reactivation
- If a radio / satellite control module requires replacement due to a defect, the ESN must be recorded and reported to either SIRIUS or XM Customer Care (below) for deactivation. If the new radio / satellite control module is available, have Agent transfer service from the old module to the new module

Dealer Support

Location	Website	Contact Information	Notes
Dealer Support Website	www.siriusxmdealer.com	Web-based information 24/7	Current info Regarding: <ul style="list-style-type: none"> • Programming • Press releases • Channel guides • Data services • Downloadable tip-sheets • Regional manager lookup
SIRIUS USA	www.sirius.com	1-888-465-8528 Monday - Saturday, 8 AM - 11 PM EST / Sunday, 10 AM - 10 PM EST	
XM USA	www.xmradio.com	1-800-852-9696 Monday - Saturday, 8 AM - 11 PM EST / Sunday, 8 AM - 8 PM EST	Vehicle model years 2005- 06 only
SIRIUS CANADA	www.siriuscanada.ca	1-866-635-9611 Monday - Saturday, 6:30 AM - 12 AM EST / Sunday, 8 AM - 8 PM EST	

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Vehicles Equipped with Accessory iPod Satellite Adapter Kit Concerns

An available accessory iPod adapter is available that runs through the satellite control module. To diagnose a satellite radio concern, perform the following:

- Disconnect the iPod adapter harness from the satellite control module. Do not remove the harness
- Reconnect the factory harness to the satellite control module
- If operation of satellite radio resumes, the problem needs to be diagnosed with the iPod adapter. Otherwise, satellite radio needs to be diagnosed



Tip:

- [Satellite control modules replaced for an accessory concern will be charged back](#)
- [See ElsaWeb for the latest Accessory iPod Satellite Adapter kit technical bulletin for NB/NBC](#)

RNS-510, Unable to Display XM Station Names with “Best of XM” Subscription Upgrade:

Due to software concerns, a specific procedure is necessary by Sirius to activate the “Sirius Everything plus the Best of XM” subscription service. Please contact your Sirius XM Regional Manager for assistance. The list of regional managers can be located as follows

- www.siriusxmdealer.com

RNS-510, Unable to Transfer Traffic Subscription:

Please contact your Sirius XM Regional Manager for assistance. The list of regional managers can be located as follows.

- www.siriusxmdealer.com



Tip:

[Original and New ESN numbers will be required.](#)

SIRIUS Satellite Radio “Best of XM” Stations Not Available, Model Years 2005 - 2007 (USA Only)

Due to hardware design, the Generation 1 SIRIUS satellite module is unable to receive additional channels related to “SIRIUS Everything Plus the Best of XM” subscription package.

Vehicles Involved:

- (A5) Jetta 2005 - 2007 (1K_7M097367)
- GTI/Rabbit 2006 - 2007 (1K_7W122000)
- Eos 2007 (1F_7V031000)
- New Beetle 2005 - 2007 (1C_7M514245)
- New Beetle Convertible 2005 - 2007 (1Y_7M415246)
- Passat 2006 - 2007 Emden (3C_7E035000), Mosel (3C_7P022000)

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Tip:

XM satellite modules are not affected, only SIRIUS satellite modules with dual antenna inputs. See below.



Suggested Service Repair:

- No retrofit available at this time

Warranty

Information only.

Required Parts and Tools

No Special Parts required.

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.