



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, CC, Eos	2013	All	All	All	All

## Condition

91 13 20 September 18, 2013 2035313

### RNS 510 DVD Customer Mailing (U.S. Only)

Map software update proactively released to prevent the Navigation system from freezing, rebooting and/or turning off randomly.



#### Note:

This is a map software update, not a map data update. Map data on the DVD is the same as what was already preloaded into the unit.

Dealers will be provided 1 copy of the DVD for reference only. DVD will not be available for ordering.

## Technical Background

TMC (location codes stored within internal map database) that exceeds 80 characters for specific location when combined with traffic data at any given time may cause to freeze (lock-up), shut down and/or re-boot. It is possible that the Navigation System resets independently several times.

## Production Solution

Correction of the TMC data tables on the navigation map.

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## Service

On or about September 20, 2013, Volkswagen Group of America mailed a DVD <Figure 1> to each U.S. registered owner of MY 2013 Passat, Eos, and CC containing an RNS510 Radio. A sample copy of the DVD was provided to dealers as a reference/example of materials sent to customers. Any repairs using this DVD are not reimbursable under warranty.

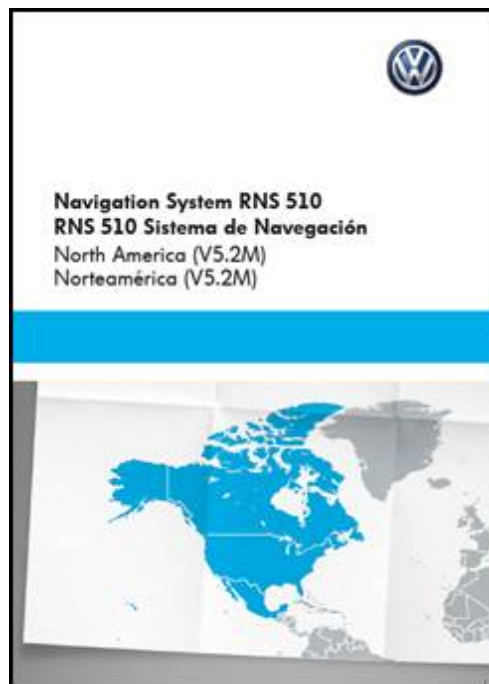


Figure 1 SEQ Figure /\* ARABIC

Should customers require assistance with this Navigation Update, please direct them to the information enclosed in the mailing package and/or contained in the DVD insert. Other comments, questions or concerns to this mailing can be directed to Volkswagen Customer CARE at 1-800-893-5298.

An example of the package mailed to customers is provided, please see attachment.



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## 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.**



**Das Auto.**

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>  
<MONTH YEAR>

**Vehicle Identification Number:** <VIN>

**Subject: Updated Navigation System Software to Enhance Radio Stability  
2013 Model Year Volkswagen Vehicles with RNS510 Radio**

Dear Volkswagen Owner:

As part of our continued commitment to customer satisfaction, we are writing to you today about a software update that will help enhance the stability of your vehicle's RNS510 radio navigation system. This update is being sent to you free of charge as a courtesy from Volkswagen, and can be easily installed with the enclosed DVD.

Should you have any questions or require assistance with the installation of this software, we ask that you contact your authorized Volkswagen dealer or the Volkswagen Customer CARE Center at 1-800-893-5298.

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

If you no longer own or lease this vehicle, please forward this letter and the enclosed DVD to the new owner, if known. And, if you have changed your address or sold the vehicle, please let us know so we can update our records.

We hope you'll continue to enjoy many safe and happy miles in your vehicle. Thank you for driving a Volkswagen!

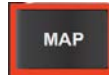
Sincerely,

Volkswagen Service & Quality

Update of navigation data base Version V5.2 to the internal storage  
 Once the DVD update is complete, the DVD must be removed from the RNS. Leaving the DVD in the unit after a completed update will cause the RNS to operate extremely slowly

**How to update your map database:**

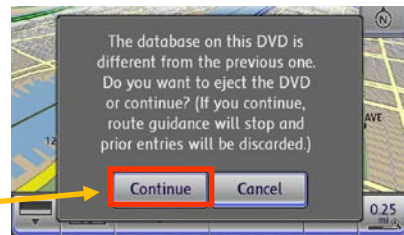
1. Switch to the navigation screen by pressing



2. Please insert the navigation DVD into the drive of the RNS.

3. Please wait until the following pop up appears on the display:

Press "Continue".



Pop-up "Please wait" will be temporarily displayed followed by screen shown.

Press "Install".



The navigation database will begin.

**i** If the process is not finished before switching off the engine, then the process will continue after the ignition is turned on again. It is ok for the DVD to remain inside the unit during this time. Therefore the update will automatically continue at the next ignition on. However, the disc should not be ejected at this time.

**Note: There will be no automatic indication when copying process is complete.**

4. The status can be checked by pressing

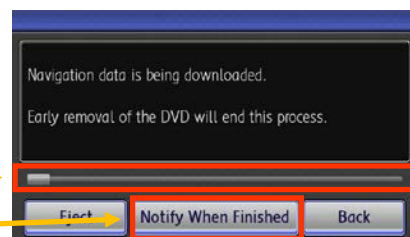


If the update process is still running, the following panel will be displayed.

*Note: The bar graph shows the status of the copy progress.*

Press "Notify When Finished".

The unit will provide the following pop up when finished.



5. Press "Eject".

To obtain the best performance the map DVD must be removed after completed update.

