

# Technical Bulletin

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

## Condition

91 13 21 September 17, 2013 2033285

### RHR Navigation Map Enhancements

Customers may experience a condition where new roads and new points of interest are not accurately displayed on their navigation system.

## Technical Background

Updating the navigation software will help address most of the map inaccurate results.

## Production Solution

Updated map database software MY2013 (RHR).

## Service



### Note:

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



### WARNING:

If the vehicle is equipped with a Start/Stop switch (SEL) the ignition will time out during the update. If this happens the radio may need to be disconnected to restart the update.

Apply the parking brake and shift vehicle into neutral in the Key On/Engine Off position, this will prevent the ignition from timing out.

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1. Switch ignition to the RUN position
2. Switch the Radio ON.
3. Press the MENU key (Fig. 1).

Figure 1

1 - MENU Key



4. Press System Setup (Fig. 2).

Figure 2

1 - System Setup

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Figure 3

1 - System Information

5. Press system information (Fig 3)

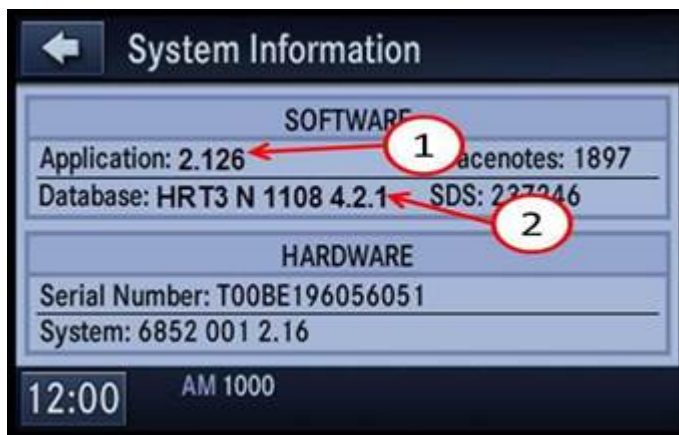


Figure 4 Software versions

1 - Application Software

2 - Database Software Version

6. Is the application software level at 2.126? (Fig. 4)

a. No >>> Perform technical bulletin 2031926 Software Enhancements for Radio Model RHR (91-13-02) first, before proceeding with this bulletin.

b. Yes >>> proceed to Step #7.

7. Is the Database software level at 4.3.1 or higher? (Fig. 4).

a. Yes >>> This service bulletin doesn't apply, normal diagnostic should be performed.

b. No >>> Proceed to Step #8.

**Note:**

Install a battery charger to ensure battery voltage does not drop below 13.2 volts.

The Navigation radio will not be functional during this update.

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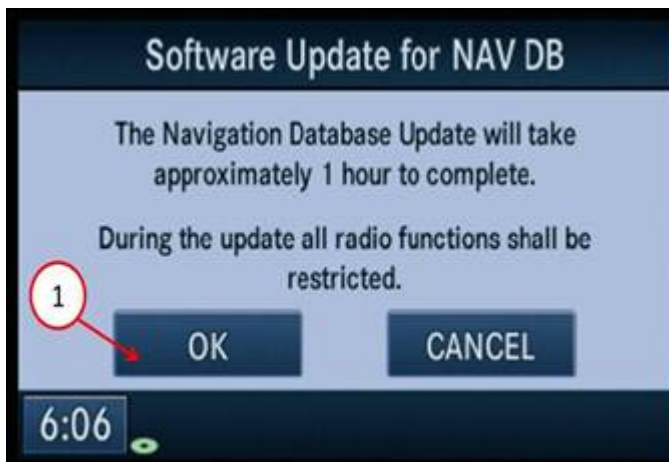
 **WARNING:**

If the vehicle is equipped with a Start/Stop switch (SEL) the ignition will time out during the update. If this happens the radio may need to be disconnected to restart the update.

Apply the parking brake and shift vehicle into neutral in the Key On/Engine Off position, this will prevent the ignition from timing out.

8. An Activation Key is required and must be obtained by going to <http://www.navteq.com/freshmaps/vw>. You must have the vehicle VIN before you can obtain a functional activation key. If you need assistance generating an activation code please contact NAVTEQ at 866-629-3212.

9. Insert the Navigation Map Update disc into the radio by pressing OPEN/CLOSE and inserting the update disc.



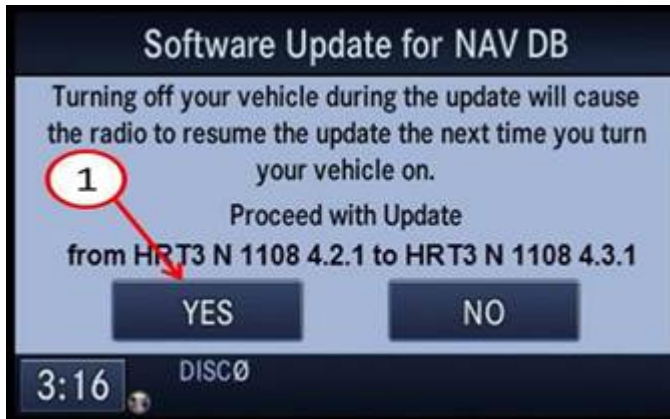
10. The radio will read the contents of disc and will prompt the user to select "OK" or "CANCEL" as shown in the screen below. It may take approximately 2 minutes for this prompt to display (Fig. 5).

11. Press "OK"(Fig. 5).

Figure 5.

1 - Press OK

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12. The next screen will display the current and new version of the Navigation Map database software.

13. Press YES to continue. (Fig. 6).

Figure 6 Current and Update Software Level

1 - To Proceed Select "YES"



14. When prompted by the radio enter the activation key obtained in Step #8.

Figure 7

1 – Activation Key

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Figure 8.

1 - Press OK

15. After successful entry of the activation key, the following screen will be displayed (Fig.8)

16. Press "OK" and the update process will begin.



Figure 9.

1 - System Reboot

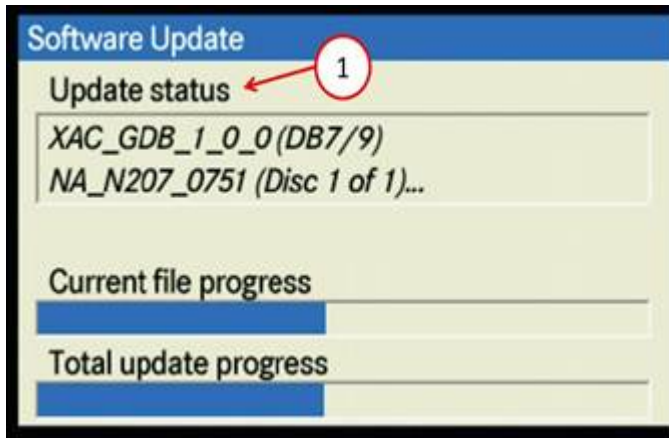
17. The following screen will be displayed (Fig 9)

 **Note:**

The update may take up to 1 hour to be completed. Once the update has been started, no other action is needed from the technician. The technician can perform other duties while the navigation system is being updated.



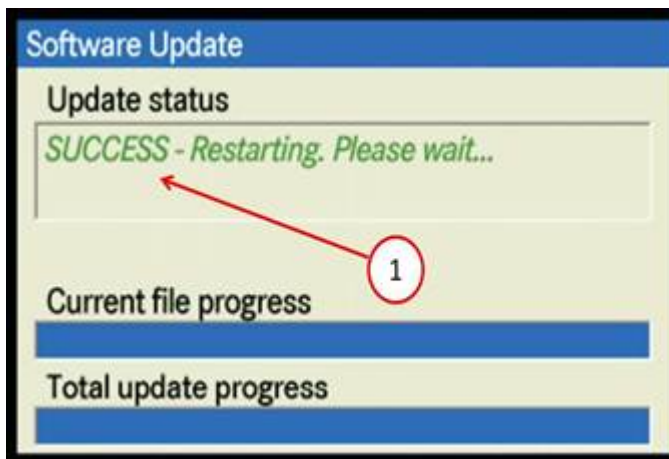
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18. After the radio resets, the following screen will be displayed (Fig. 10)

Figure 10

1 - Status



19. After successful update, the following screen will be displayed (Fig. 11)

Figure 11

1 - Success

20. The radio will reset and return to normal operation.

21. Retrieve the Navigation Map Update disc by pressing the OPEN/CLOSE button, remove the disc and close the radio display by pressing the OPEN/CLOSE button, and remove the key from the ignition.



If the update disc is not ejected immediately, the radio may re-read the disc and prompt the user to update again. Select "CANCEL".



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## Warranty



**Note:**

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

<b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b>					
<b>Model(s)</b>	<b>Year(s)</b>	<b>Eng. Code(s)</b>	<b>Trans. Code(s)</b>	<b>VIN Range From</b>	<b>VIN Range To</b>
Routan	2012	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>	<b>Use applicable Claim Type <sup>1)</sup></b>				
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
9112	0039	CWM2033285		Use applicable when indicated in ElsaWeb (L/R)	
<b>Parts Manufacturer</b>	Routan				USM <sup>2)</sup>
<b>Labor Operation <sup>3)</sup>: Check software level.</b>			91120199 = 20 TU		
<b>OR</b>					
<b>Labor Operation <sup>3)</sup>: Check and update software level.</b>			91122599 = 20 TU		
<b>Causal Part: Select Labor Operation</b>			9112****		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>	01500000 = 00 TU max.				NO
<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU				NO
<b>Technical Diagnosis</b>	01320000 = 00 TU max.				NO



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**Claim Comment: Input "As per Technical Bulletin 2033285" in comment section of Warranty Claim.**

- <sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only
- <sup>2)</sup> Code per warranty vendor code policy.
- <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.
- <sup>4)</sup> Documentation required per Warranty Policy Procedures Manual.

## Required Parts and Tools

Part Description	Part No:	Quantity
RHR Navigation Map Update SW Version 4.3.1	RHRNAVSW431	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.



**Tip:**

Additional copies of the DVD may be ordered from Volkswagen Technical Literature Ordering Center at [www.vw.techliterature.com](http://www.vw.techliterature.com).

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)

## 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.