

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC, Eos, Golf, Golf Wagon, GTI	2010	All	All	All	All
Jetta, Jetta SportWagen, Passat, Passat Wagon, Tiguan	2010	All	All	All	All

### Condition

91 13 19 September 13, 2013 2023500 Supersedes T. B. V911211 dated May 23, 2012 to include note about SD card ordering.

Update Programming Radio, RCD 510 (Premium 8) for Various Functionality Concerns

### 🕕 Note:

#### This bulletin applies to radios with an "AC" suffix part number only.

The following symptoms may occur:

- Loss of presets
- Loss of speed dependent volume settings
- "Gong" displayed on radio when using satellite radio
- Sporadic loss of sound in AM mode
- After selecting "Channels" on screen 1 and scrolling on screen 2, the unit will sometimes go back to screen 1



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### **Technical Background**

Software concern.

## **Production Solution**

Software 0043 released MY 2011.

### Service



DO NOT remove radio from vehicle.

#### Verify Radio Software



- Select Vehicle Self Diagnosis
- Select On Board Diagnostics (OBD)
- Select 56 Radio
- Verify the software is not 0043 or higher



If software level is found to be at 0043 or higher, this technical bulletin DOES NOT apply, further diagnosis is required.

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#### Activating Engineer Mode of Radio

Contractor (Second Second	202		-
Vehicle On Board Diagnostic Functions supported Belset diagnostic function		6 - Radio K0035180AC Ladio Prem-8 Lade long Xextership number 0	1K0035180AC H10 0035
002 - Mentification (Service \$22) 004 - DTC memory content 005 - Output Diagnostic Tent Mo 008 - Coding (Service \$22) 011 - Measured values	de (DTM)		
012 - Adaptation 015 - Access authorization			
017 - Safety 020 - Resolution			
022 - End output			
Display all disgnostic functions			
	7		
	2		And a summer of the

- Select Vehicle Self Diagnosis
- Select On Board Diagnostics (OBD)
- Select 56 Radio
- Select 012 Adaptation

Vehicle On Board Diagnostic 012 - Adaptation channel60 reading and testing	56 - Rad 1K00351 Radio Pr Code lor Dealerst	56 - Radio 1K0035198AC 1K0035198A Radio Prem-8 H10 00 Code long Desterablis number 01357			
	11				
•	1	-	Keyboard	Save	

- Enter channel 50 and select **Q**
- Change value from 0-> 1 and select Save
- Select Accept
- Left arrow twice and exit out of 56 Radio

#### Update Programming



- The ignition key must be switched to the ON position
- Insert SD Card into the radio



The Radio will go blank and white bars will be displayed as the progress bar. The flash takes 3-5 minutes.

 Once the radio screen flashes OK remove the SD Card

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#### **Deactivating Engineering Mode**

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Vehicle On Functions s Belect diago	Boant Diagno iupported nextic function	etic .	56 - F 1K00 Radii Code Deale	tadio 35190AC 5 Prem-8 long riship number 013	1K0035180AC H10 0035
002 - Mentif 004 - DTC m 005 - Outpu 008 - Codin 011 - Mensu	ication (Servis emory conten t Diagnostic T g (Service \$22 red values	e \$22) ( ent Mode (D1 )	(M)		
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#### U Note:

Engineer mode needs to be deactivated or the unit will run slower.

- Select Vehicle Self Diagnosis
- Select On Board Diagnostics (OBD)
- Select 56 Radio
- Select 012 Adaptation
- Enter channel 50 and select Q
- Change value from 1-> 0 and select Save
- Select Accept
- Left arrow twice and exit out of 56 Radio

## і тір:

If the problem still occurs after the update programming is complete, contact technical assistance by selecting the "Technical Assistance" tab in ElsaWeb and follow the instructions to obtain a 6 digit access code.



### Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
CC, Eos, Golf, Golf Wagon, GTI	2010	All	All	All	All
Jetta, Jetta SportWagen, Passat, Passat Wagon, Tiguan	2010	All	All	All	All
Claim Type:			Use applicable	Claim Type <sup>1)</sup>	
		SAGA C	oding		-
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		Parts Manufacturer (removed part)
9130	0039		Use applicable when indicated in ElsaWeb (L/R)		D E 2 <sup>2)</sup>
Labor Operation <sup>3)</sup> : Update Software			91302599 = 30 TU		
Causal Part: Select Labor Operation			91302599		
Diagnostic Time <sup>4)</sup>					
GFF Time expend	01500000 = 00 1	500000 = 00 TU max.			
Road Test		01210002 = 00 TU 01210004 = 00 TU			NO
Technical Diagno	sis	01320000 = 00 TU max.			NO
Claim Comment: Input "As per Technical Bulletin 2023500" in comment section of Warranty Claim.					
<ol> <li>Vehicle may be</li> <li><sup>2)</sup> Code per warran</li> </ol>	outside any Warrant nty vendor code poli	y in which case t cy.	this Technical Bu	ılletin is informa	tional only
<sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.					

<sup>4)</sup> 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)		
SD Card, Radio Update Programming	RCD510SW0043		
VAS Diagnostic Tool	VAS 5051B, VAS 5052A, VAS 6150/X & VAS 6160/X with:		
	ODIS Service 2.0.0 or higher with current online updates		

## і тір:

Additional Copies of the SD card may be ordered from Volkswagen Technical 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.

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