

Technical Bulletin

| 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.

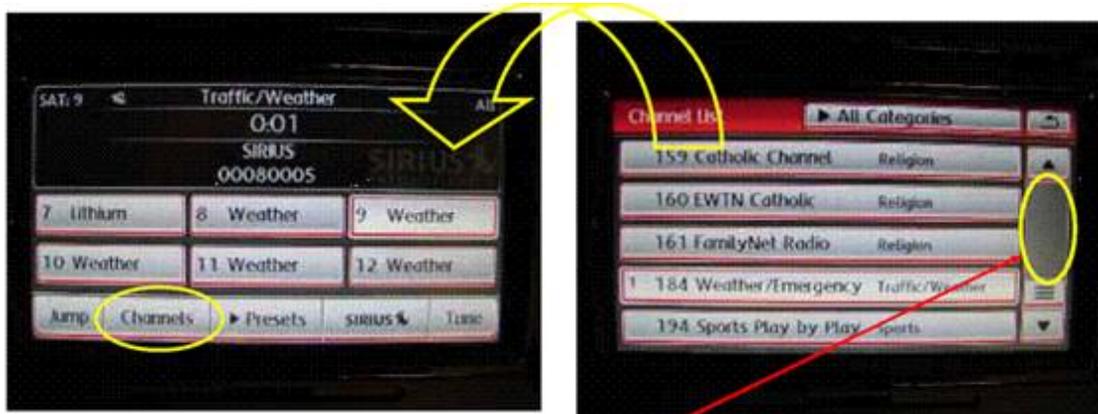
Update Programming Radio, RCD 510 (Premium 8) for Various Functionality Concerns

 **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



Screen 1

Screen 2

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Technical Background

Software concern.

Production Solution

Software 0043 released MY 2011.

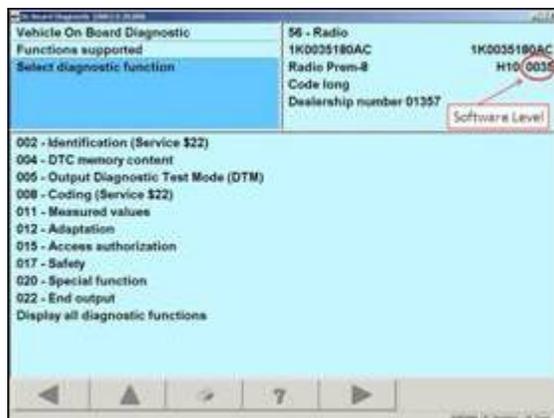
Service



Tip:

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

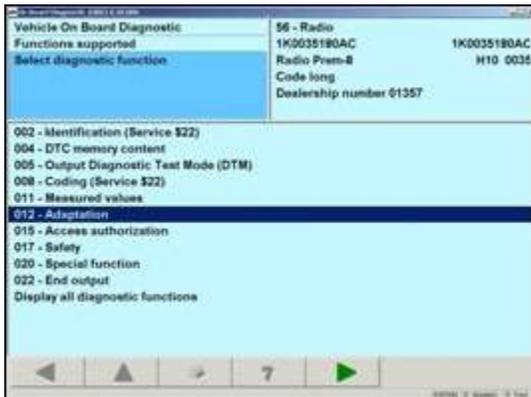


Tip:

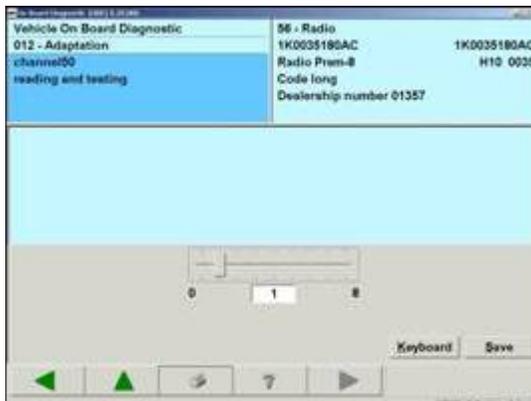
If software level is found to be at 0043 or higher, this technical bulletin **DOES NOT** apply, further diagnosis is required.

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Activating Engineer Mode of Radio



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



- 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



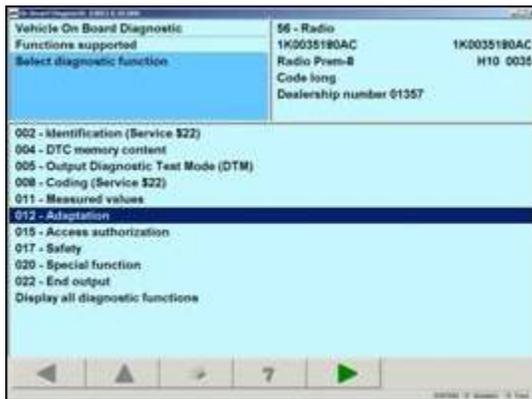
Tip:

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



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**



Tip:

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.



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Warranty

| To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾ | | | | | |
|--|-------------|--------------------------------------|--|--------------------------------------|--------------|
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| Claim Type: | | | Use applicable Claim Type ¹⁾ | | |
| SAGA Coding | | | | | |
| 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 ²⁾ | |
| Labor Operation ³⁾ : Update Software | | | 91302599 = 30 TU | | |
| Causal Part: Select Labor Operation | | | 91302599 | | |
| Diagnostic Time ⁴⁾ | | | | | |
| GFF Time expenditure | | 01500000 = 00 TU max. | | | NO |
| Road Test | | 01210002 = 00 TU 01210004 = 00 TU | | | NO |
| Technical Diagnosis | | 01320000 = 00 TU max. | | | NO |
| Claim Comment: Input "As per Technical Bulletin 2023500" in comment section of Warranty Claim. | | | | | |
| 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. | | | | | |

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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 |



Tip:

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.