

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2014	All	All	All	All
сс	2014	All	All	All	All
Eos	2014	All	All	All	All

Condition

91 14 07 August 27, 2014 2037873

RNS 510 Welcome Screen Image Distorted

The customer may complain that the image of the RNS 510 welcome screen is distorted or shifted as seen below.



Note:

This technical bulletin must be read in its entirety before attempting the software update.

Technical Background

This procedure corrects the concerns listed above by updating the RNS 510 to the latest software 5378.

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Production Solution

Not applicable.

Service

Software Update Procedure

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to the vehicle's battery.
- Switch the ignition to the ON position.
- Switch on the RNS 510 navigation radio.
- Check the Software Version by pressing and holding the "Setup" button for 10 seconds to enter Service Mode.
- Select "Versions".



- If the current SW-Version is lower than 5378, proceed with this technical bulletin.
- If the current SW-Version is at or above 5378, this work procedure does not apply.

- Switch the vehicle's ignition OFF.
- Insert the 5378 update CD.

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You have initiated the SWL Process with	the following SWL Image:
SWL Image Title SWL Image Production Date SW Part Number SW Index Application Build Expected time for Update	- P 0 0 5 . 7 8 8 . 2 0 1 - 2014-03-12 - 3C0035684L/3C0035684M - 5378 - C. NAR 38.378_t1 C14 N/A
Do you wish to proceed with this updat	ok Cancel

Press the OK button on the touchscreen display.



• Press the OK button on the touchscreen display.

Now allow the update process to complete.

iTip:

The navigation radio will reboot one or more times during the update process. This is normal and is not indicative of a malfunction.



- Once the update is complete, the CD will automatically eject from the unit and the following screen will appear on the RNS 510 display.
- This completes the update process.

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Warranty

To determine if th Procedures Manu	nis proce Ial ¹⁾	dure is co	overed under Warr	anty, always refer	to the Wa	arranty Po	olicies and
Model(s)	Year(s)		Eng. Code(s)	Trans. Code(s)	VIN Range From		VIN Range To
Passat	2014		All	All	All		All
сс	20	14	All	All	All		All
Eos	2014		All	All	All		All
			SAGA	Coding			
Claim Type: Use app		licable Claim Type ¹⁾					
Service Number:		Damage Code	HST		Damage Location (Depends on Service No.)		
9132		0039			Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer		Passat, Eos, CC		VD1 ²⁾			
Labor Operation ³⁾ : Update program			nming 91322599 = 50 TU				
Labor Operation ³⁾ : Charge Battery				27068950 = 10 TU			
Causal Part: Select Labor Operation			n	91322599			
			Diagnost	ic 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	s per Tecl	hnical Bulletin 203	7873" in commen	t section	of Warrar	nty Claim.

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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 Policies and Procedures Manual.

Required Parts and Tools

No special parts required.

Tool Description	Tool No:		
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)		
	or		
	GRX3000VAS		
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with ODIS Service with: current online updates		
CD: RNS 510 SW Update 5378	K00.5001.62.99		

iTip:

Additional copies of the CD may be ordered from Volkswagen Technical Literature 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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