



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011-2013	All	All	All	All

Condition

91 14 06 August 11, 2014 2031434 Supersedes Technical Bulletin V911322 dated September 25, 2013 to update software level.

RNS 850 Radio Software Update

Customer may report one of the following concerns:

- HD Radio does not play back in stereo (plays in mono)
- Intermittent erratic display problems
- Displayed radio station does not match the station being played

Technical Background

Continual improvements to RNS 850 software provides solutions to issues experienced in the field.

 **Tip:**

During update any paired Bluetooth devices may be deleted. It may be necessary to re-pair device(s) after update is complete.

Production Solution

Improved software.

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Service

Software update procedure

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to vehicle's battery if not done so already.
- Install the update DVD with the markings facing upwards into the internal drive of the J974 located in the passenger glove compartment, then wait a minimum of 2 minutes to allow the system to completely start up and the update menu becomes available.
- Push and hold the **SETUP** and **PHONE** buttons simultaneously for 5 seconds (See Figure 1).

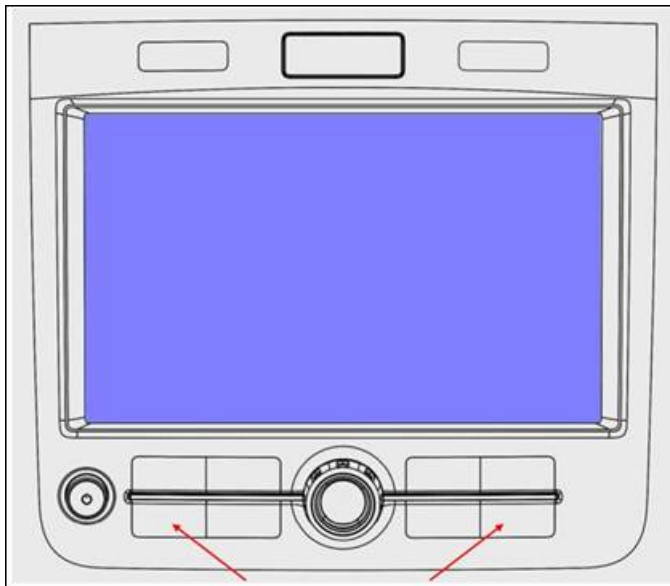


Figure 1



Tip:

Push the “**SETUP**” button moments before the “**PHONE**” button if unit will not enter “**Engineering**” mode.

- After 5 seconds, the Engineering Menu display should be visible (See figure 2). Select “**Update**”.

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- After ~5 seconds the Engineering menu will be displayed.
- Confirm software level is below "0711".
- Press the "Update" button.



- Press "CD/DVD".



- This screen will appear momentarily.

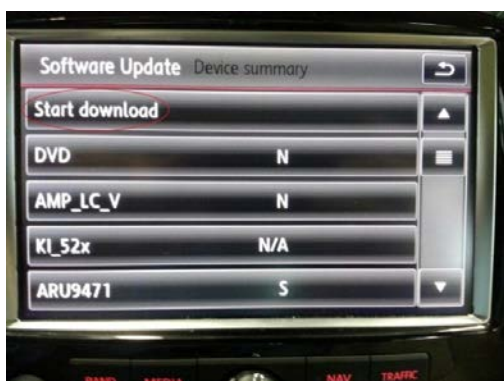
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- Press "HN+_US_VW_K0711".



- Press "Standard".



- Press "Start download".

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- Press "Start".



- This screen will appear and the system will shut down.



- Radio will switch itself back ON. No user input is required.

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- As update progresses several screens like this will appear.
- Each will update to 100% and then continue to next.



After individual updates are downloaded the unit will reboot 4 times.

Note:

No user input is required. DO NOT press the return button. Allow unit to proceed uninterrupted.



After downloads are complete this screen will appear. No user input is required.

Note:

DO NOT press the return button or Cancel. Allow unit to proceed uninterrupted.

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- Once the software update has completed press “Continue”.



- Once screen appears the update is complete.
- Press “Cancel documentation”.
- Remove DVD.

 **Tip:**

It is possible that one or more DTCs may now be present in the 5F – Information Electronics Module. Clear the DTC(s) using the applicable Guided Fault Finding Test Plan.

 **Note:**

Prior to launching ODIS application and starting this procedure, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150/x & VAS 6160/X tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Touareg	2011 - 2013	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
9111	0039	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Touareg		JTB	
Labor Operation ³⁾ : Update Software			91122599 = 30 TU		
Causal Part: Select labor operation			91122599		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 20 TU max.			YES	
Road Test	01210002 = 00 TU 01210004 = 00 TU			NO	
Technical Diagnosis	01320000 = 00 TU			NO	
Claim Comment: Input "As per Technical Bulletin 2031434" 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) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with: ODIS Service with current online updates
DVD: RNS 850 Touareg SW Update MY2011-2013 V711	Part Number: RNS850MY1113V711/2



Tip:

Additional copies of the DVD 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.