



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
CC, Beetle Sedan, Beetle Convertible, Golf, Jetta, Jetta Sportwagen, Eos, Passat, Tiguan	2013 - 2014	All	All	All	All

Condition

91 14 03 February 25, 2014 2036481

RNS 315 Navigation Radio Software Update for Locking, Rebooting, Switches Off at Random

The customer may complain of one or more of the following symptoms:

- Radio Reboots
- Radio Locks Out
- Radio Switches Off at Random

 **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 315 to the latest software **0329 or 0417**. Depending on which version of RNS 315 software is installed, **one of 2 different software DVDs must be used**.

Production Solution

Not Applicable.

Technical Bulletin

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 315 navigation radio.



- Check the Software Version by pressing and holding the "Setup" button for 10 seconds to enter Service Mode.



- Select "Versions".

Installed software version 03XX:



- If the first 2 digits of the currently installed software version begin with "03" *and* the whole software version number is lower than **0329**, update the RNS 315 with the **0329** software DVD.

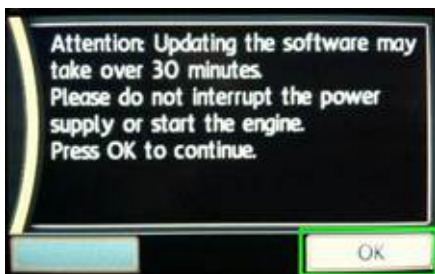
Technical Bulletin

 **Tip:**

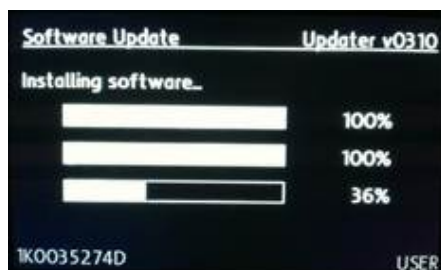
If the Installed software version is at or above 0329, this work procedure does not apply.



- Insert the **0329** update DVD.
- Press the Start button on the touchscreen display.



- Press the OK button on the touchscreen display.



- The software update will now take place.
- DO NOT interrupt the update.



- Once the software update is complete, the OK message will appear on the display and the RNS 315 will eject the DVD.
- **Once the DVD is removed from the RNS 315, the system will restart.**

Technical Bulletin

- Remove the DVD. Store in protective sleeve and store outside of vehicle.

Installed software version 04XX:



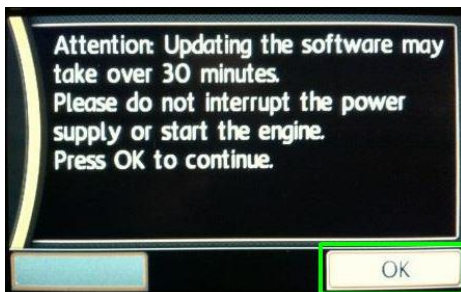
- If the first 2 digits of the currently Installed software version begin with “04” *and* the whole software version number is lower than **0417**, update the RNS 315 with the **0417** software DVD.

Tip:

If the Installed software version is at or above 0417, this work procedure does not apply.



- Insert the **0417** update DVD.
- Press the Start button on the touchscreen display.



- Press the OK button on the touchscreen display.

Technical Bulletin



- The software update will now take place.
- DO NOT interrupt the update.



- Once the software update is complete, the OK message will appear on the display and the RNS 315 will eject the DVD.
- **Once the DVD is removed from the RNS 315, the system will restart.**

- Remove the DVD. Store in protective sleeve and store outside of vehicle.



Technical Bulletin

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
CC, Beetle Sedan, Beetle Convertible, Golf, Jetta, Jetta Sportwagen, Eos, Passat, Tiguan	2013 - 2014	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable 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	CC, Eos, Tiguan, Golf Beetle Sedan, Beetle Convertible, Jetta, Jetta Sportwagen Passat			YD5 ²⁾	
Labor Operation ³⁾ : Update Programming			91322599 = 25 TU		
Causal Part: Select Labor Operation			91322599		
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	

Technical Bulletin

Claim Comment: Input "As per Technical Bulletin 2036481" 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 Policies and Procedures Manual.

Required Parts and Tools

Part No:	Part Description	Quantity
RNS315SW0417	VW RNS 315 Navigation SW0417 Update	1
RNS315SW0329	VW RNS 315 Navigation SW0329 Update	1

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



Tip:

Additional copies of the DVDs 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.