

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.

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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" <u>and</u> the whole software version number is lower than 0329, update the RNS 315 with the 0329 software DVD.

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i Tip:

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



Attention: Updati	ng the software may
take over 30 min	iutes
Please do not int	errupt the power
supply or start ti	he engine.
Press OK to cont	inue.
(CORRECTION)	OK

Software Update	Updater v0310
Installing software_	
	100%
	100%
	36%
100352740	



- 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.

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• 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" <u>and</u> the whole software version number is lower than 0417, update the RNS 315 with the 0417 software DVD.

i 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.

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Software Update	Updater v0400
Installing software	
	100%
	100%
	97%



- 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.



Warranty

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

Model(s)	Ye	Year(s) Eng.		Eng. Code(s) Trans. Co		. 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:	Claim Type: Use applicable Claim 1			claim Ty	pe ¹⁾				
Service Numbe	mber: Co		age de	HST		Damag	e Location (Depends on Service No.)		
9132		0039		Use applica		cable when indicated in ElsaWeb (L/R)			
CC, E Parts Manufacturer Beetle Sedan, Bee S		CC, Eo an, Bee Sp	s, Tiguan, Golf le Convertible, Jetta, Jetta ortwagen Passat		YD5 ²⁾				
Labor Operation ³⁾ : Update Programming			ning	91322599 = 25 TU					
Causal Part: Select Labor Operation				91322599					
Diagnostic Time ⁴⁾									
GFF Time expenditure 01500000 = 00 TU r			00 TU m	nax.		NO			
Road Test 01210002 = 00 TU 01210004 = 00 TU			00 TU 00 TU			NO			
Technical Diagnosis 01320000 = 00 TU			00 TU m	ıax.				NO	

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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.

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