



91-15-03 - RNS 510 Distorted Welcome Screen

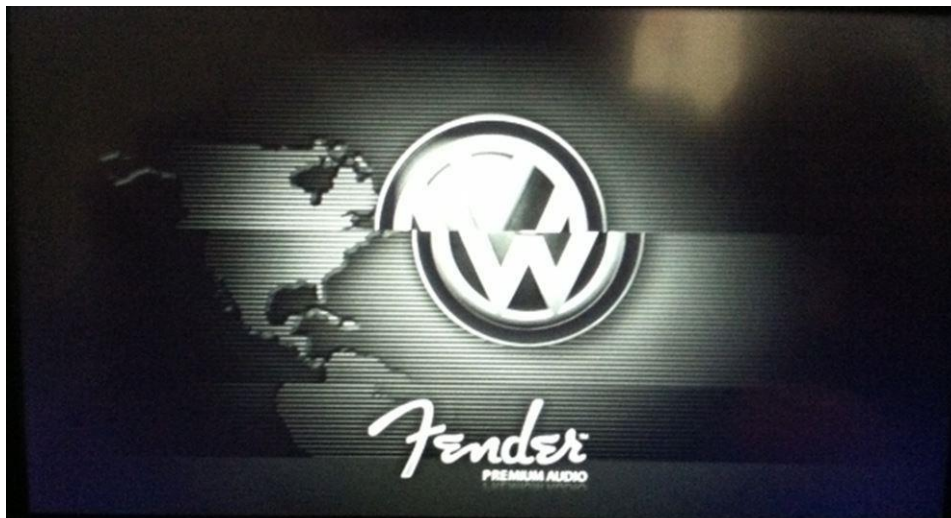
Release date: 11/20/2019

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, CC, Beetle Convertible, Eos	2014-2015	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2037873/3	11/20/19	91-15-03	Update to CD part number and where to order additional copies.
2037873/2	4/14/15	V911503	Update software level and additional model years.
2037873/1	8/27/14	V911407	Original publication.

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 **5382**.

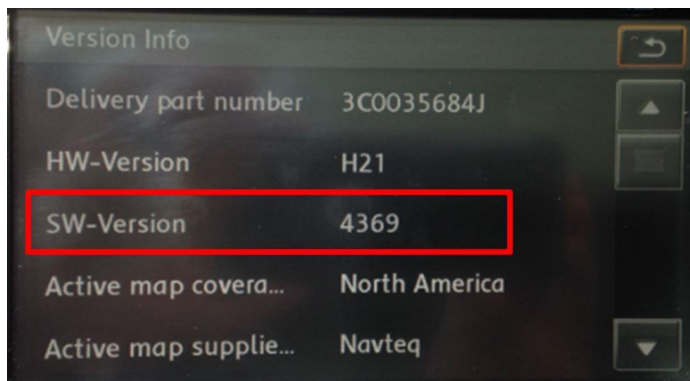
Production Solution

Not applicable.

Service

Software Update Procedure

- Connect Midtronics InCharge 940 (INC 940) or GRX3000VAS 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 **5382**, proceed with this technical bulletin.
- If the current SW-Version is at or above **5382**, this work procedure does not apply.

- **Switch the vehicle's ignition OFF.**
- Insert the **5382** update CD.

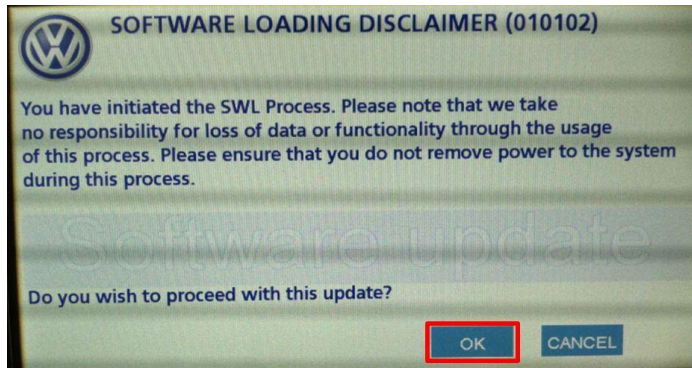


- Press the OK button on the touchscreen display.



91-15-03 - RNS 510 Distorted Welcome Screen

Release date: 11/20/2019

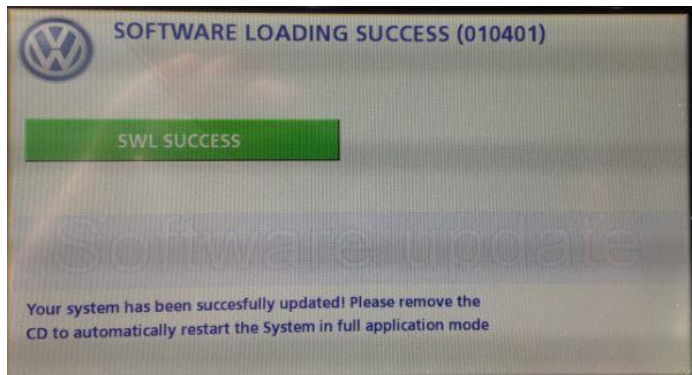


- Press the OK button on the touchscreen display.

- Now allow the update process to complete.



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.



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
Passat, CC, Beetle Convertible, Eos	2014-2015	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 Elsa (L/R)		
Parts Manufacturer	Passat, Eos, CC, Beetle Convertible		VD1 ²⁾		
Labor Operation ³⁾: Update programming			91322599 = 50 TU		
Labor Operation ³⁾: Charge Battery			27068950 = see Elsa for latest time units.		
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		
Claim Comment: Input "As per Technical Bulletin 2037873" 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

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 and ODIS Service with: current online updates
CD: RNS 510 SW Update 5382	5N0919360B



Tip:

Additional copies of the CD may be ordered from ETKA on red order.

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.