

Vehicle-specific service

Transaction No.: 2033652/2

PSS RNS850 Displayed Radio Station

Release date: Apr 24, 2013

Condition

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

PSS RNS850 Displayed Radio Station

Customer may report that radio intermittently displays one station while audio is from a different station.

Technical Background

Issue caused by internal software error of radio module in Right Rear ¼ panel. Switching ignition OFF for extended period (i.e. overnight) may temporarily resolve concern. DO NOT replace radio as it WILL NOT resolve issue.

Production Solution

Software solution pending. Update expected late July 2013.

Service



Explain to the customer that a solution is forthcoming, and that no repairs are necessary at this point. DO NOT replace any components for this condition as part replacement will not resolve the customer's concern.

Create a PSS record in the PSS application via the hyperlink in vwuhub.com (Figure 1).

Figure 1

Warranty

This TSB is informational only and not applicable to any Volkswagen warranty.

Required Parts and Tools

No special parts required.

No special tools required.

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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