

UPDATE Technical Bulletin



February 12, 2013

UPDATE – 91K3 – RHR Radio Software (NVLW)

NOTE:

- Perform this UPDATE on all applicable vehicles within NEW VEHICLE LIMITED WARRANTY
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:

Required DMS Wording/Programming Text (SAGA claim comments): UPDATE 91K3 RHR Radio Software (NVLW)

Model(s)	Year	Engine Code	Trans. Code	From	To
Routan	2011 – 2012	All	All	2V4___DG_BR640622	2C4___DG_CR425164

REVISION HISTORY

Revision	Date	Purpose
1	February 12, 2013	Original publication

Condition

This update has been proactively released to provide the latest enhancements to the RHR radio.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91K3 code in ElsaWeb, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the NEW VEHICLE LIMITED WARRANTY
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.



Technical Background

Radio improvements to the RHR radio for MY 2013 available to Model Year 2011 – 2012 radios.

SYMPTOM/CONDITION:

If the software has not been updated to the level described in this document, the customer may experience one or more of the following conditions:

- Erratic alternate frequency switching (International only).
- Bluetooth phone muting during European traffic announcement (International only).
- Lost channel presets, home addresses, address book entries & Travel Link favorites.
- Not able to change default country and state then route.
- Unable to load .jpeg files onto hard drive to display on touch screen.
- Vehicle with Start/Stop feature, the screen will go black when the engine turns off at a stop. (International only).
- Incomplete Travel Link temperature displayed when the temperature is over 100F. Example, if the temperature is 107F the screen will display 07. (Domestic U.S. only).
- Cancel key inoperative after pressing the international button.
- iPhone4 dial not possible after second call.
- Missing Travel Link buttons from SAT menu (Domestic U.S. only).
- Devices button disabled in VES menu.
- Unable to route to a recent route after a map update.
- Remove Travel Link disclaimer popup (Domestic U.S. only).
- Duplicate phone numbers in popup after pressing the international button.
- During active call and on hold, DIAL button should be displayed (not "TONE" button).
- International button not visible.
- Point of interest (POI) Search enhancements.
- When video in remote DVD player is stopped devices button wrongly labeled as DVD.
- Access Travel Link immediately after radio no update when staying on TL screen.
- iPod, track selection enhancements.

Production Solution

Improved software for Model Year 2013.



Service

NOTE:

- *ElsaWeb is the only valid inquiry/verification source. Check ElsaWeb on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show "open". Attach an ElsaWeb printout showing the "open" status to the repair order.*
- *If this UPDATE appears to have already been performed but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.*
- *Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.*

VERIFY RADIO SW VERSION:

Check the radio software version.

1. Press "Menu" button on the radio.
2. Press "System Setup" touch screen soft key.
3. Press "System Information" touch screen soft key.
4. The software level is the number reported after the word "Application".
5. Is the radio software version at 2.126?

Yes >>> WORK COMPLETE.

No >>> Perform the repair procedure below.

REPAIR PROCEDURE:



Note:

Install a battery charger to ensure battery voltage does not drop below 13 volts. DO NOT allow the charging voltage to climb above 13.5 volts during the flash process.



Note:

If the software update process is interrupted/aborted, the process should be restarted.

1. Install a battery charger and then switch ignition ON with the engine not running.
2. Remove any USB sticks from the radio face plate.
3. Press the OPEN/CLOSE hard key on the face of the radio and insert the software update disc.
4. The radio will then display a prompt that reads "Update from X.XXX to 2.126" Press YES.

UPDATE Technical Bulletin



Das Auto.



Note:

DO NOT cycle the ignition or adjust the radio (volume, channels, ect.) during the update process. The update may take up to 25 minutes. No other actions are needed until the update is completed.

5. The radio will reboot and restart on its own, after which, the update will automatically begin.

6. The radio will reboot and restart automatically when the update is complete. When it restarts it will reread the software update disc again.

7. When the prompt, "Update from 2.126 to 2.126" appears, pay close attention to the version numbers. Are both software version numbers the same?

Yes>>> Proceed to Step #8.

No>>> Perform the update again, proceed to Step #4.

8. Press the OPEN/CLOSE hard key on the face plate to remove the disc.

9. Press the OPEN/CLOSE button again to close the screen.

10. Update complete. Remove battery charger from vehicle.



Note:

If the radio will not successfully update after repeat attempts, you may have a damaged disc, Obtain a new disc to perform the work required.



Tip:

Additional copies of the DVD may be ordered from Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com.

UPDATE Technical Bulletin



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Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in ElsaWeb on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	U.S. dealers - Contact the Warranty Helpline toll-free at 1-866-306-8447 for help with claim entry. Canadian dealers - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the <i>Vehicle UPDATE Fact Sheet</i> to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.
SAGA Code 91K3 Claim Entry Procedure	
Check ElsaWeb to confirm that this UPDATE code is open <u>on the day of repair</u> .	
Service No.: 91K3 Damage Code: 0099 Parts Manufacturer/Vendor Code: USM HST Number – CWM2032717 An HST number is required for Routan TSBs. For additional information, please refer to Warranty Circular VWC-08-04	
Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90	
Accounting Instructions Criteria I.D. 01 Check/UPDATE present. No further work required. Repair operation: 0183 00 99 20 TU -- OR -- Check/UPDATE not present. Install new radio software. Repair operation: 9189 25 99 20 TU There is NO reimbursement for wash or loaner vehicle!	
<u>If vehicle is not eligible for repair under this UPDATE (i.e.: totaled status) OR if customer refused repairs.</u> Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date	

UPDATE Technical Bulletin



Das Auto.

Required Parts and Tools

Part Description	Part No:	Quantity
Radio Flash DVD (Version 2.126)	ROSWRHRTB2031926	1 (auto shipped to dealer, no warranty reimbursement)



Note:

Only one update disc is required and this disc may be used to service multiple vehicles.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
StarMOBILE Hand Held Tool	CH9401
StarMOBILE Vehicle Cable	CH9404D

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.

UPDATE Technical Bulletin



Das Auto.

UPDATE FACT SHEET – UPDATE Code 91K3

Dear Volkswagen Customer,

Today we performed UPDATE code 91K3 on your vehicle. This UPDATE installs the latest software version into your radio. We provided all of the latest benefits engineered for the Model Year 2013 Routan RHR radio and installed them for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

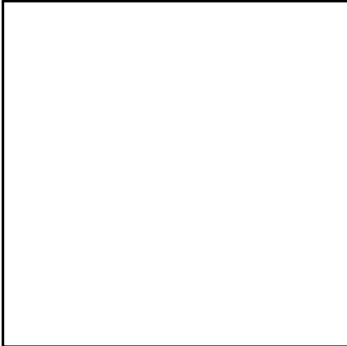
Thank you for driving a Volkswagen!



**OWNER INFORMATION ABOUT CONTROL MODULE TUNING*
ACKNOWLEDGEMENT AND AUTHORIZATION FOR
REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)**

*) "TUNING" is described as the addition of or modification of any component which causes a Volkswagen vehicle to perform outside the normal parameters and specifications approved by Volkswagen Group of America / Volkswagen Group Canada.

Date: _____
Dealer Number: _____
Vehicle Identification Number: _____
Repair Order Number: _____



Dealer stamp

I _____, owner or driver of the above identified Volkswagen, confirm:

- "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.
- "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them):

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by VWGoA / VGC warranties.

I am permitting an authorized Volkswagen Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Volkswagen vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and VWGoA / VGC, will not be liable in any way for the loss of tuning data.

Signature of Customer