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

Condition

91 13 22 September 25, 2013 **2031434** Supersedes TB V911301 dated January 8, 2013 to update software level.

RNS 850 Radio Software Update

Customer may report one of the following concerns:

- HD Radio does not play back in stereo (plays in mono)
- Intermittent erratic display problems
- Displayed radio station does not match the station being played

Technical Background

Continual improvements to RNS 850 software provides solutions to issues experienced in the field.

Production Solution

Improved software.

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Service

Software update procedure

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to vehicle's battery if not done so already.

- Install the update DVD with the markings facing upwards into the internal drive of the J974 located in the passenger glove compartment, then wait a minimum of 2 minutes to allow the system to completely start up and the update menu becomes available.

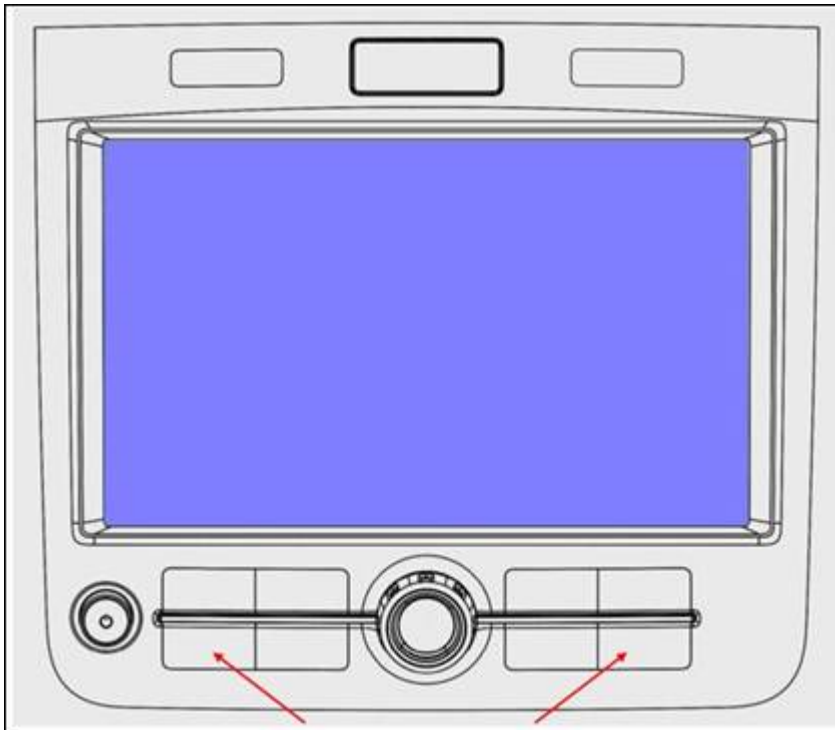- Push and hold the **SETUP** and **PHONE** buttons simultaneously for 5 seconds (See Figure 1).

Figure 1

ℹ️ **Tip: Push the "SETUP" button moments before the "PHONE" button if unit will not enter "Engineering" mode.**

- After 5 seconds, the Engineering Menu display should be visible (See figure 2). Select "**Update**".
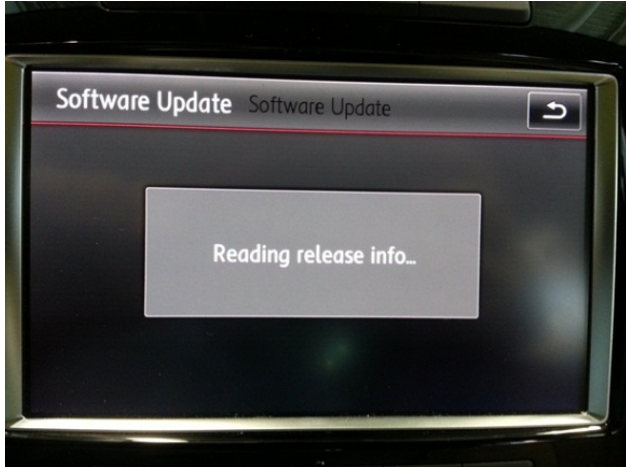
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- After ~5 seconds the Engineering menu will be displayed.
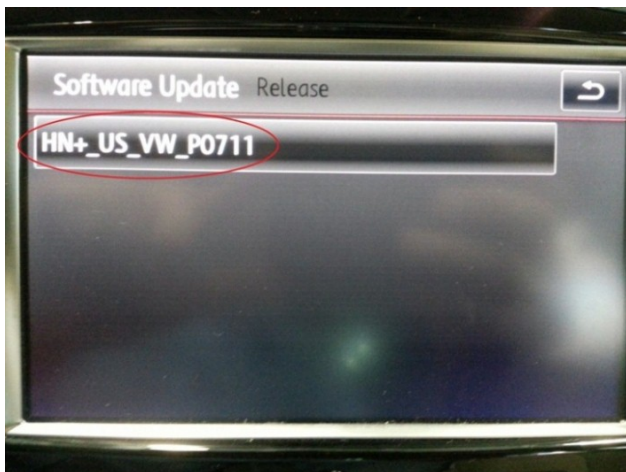- Confirm software level is below "0711".
- Press the "Update" button.
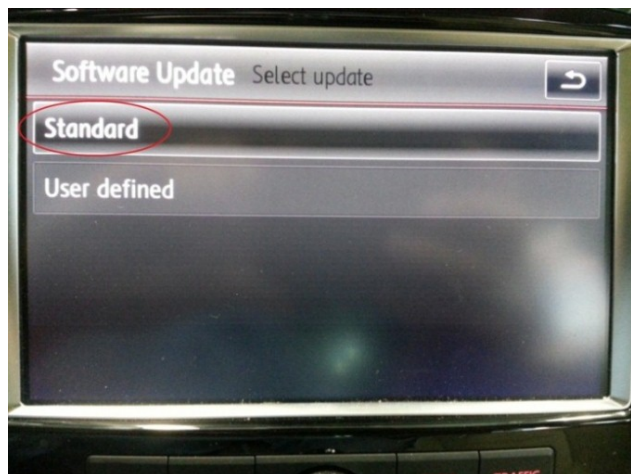

- Press "CD/DVD".

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- This screen will appear momentarily.

- Press "HN+_US_VW_P0711.

- Press "Standard".

- Press "Start download".

- Press "Start".

- This screen will appear and the system will shut down.

- Radio will turn itself back on. No user input is required.

- As update progresses several screens like this will appear.

- Each will update to 100% then continue to next.

After individual updates are downloaded the unit will re-boot 4 times.

⚠Note: No user input is required. DO NOT press the return button. Allow unit to proceed uninterrupted

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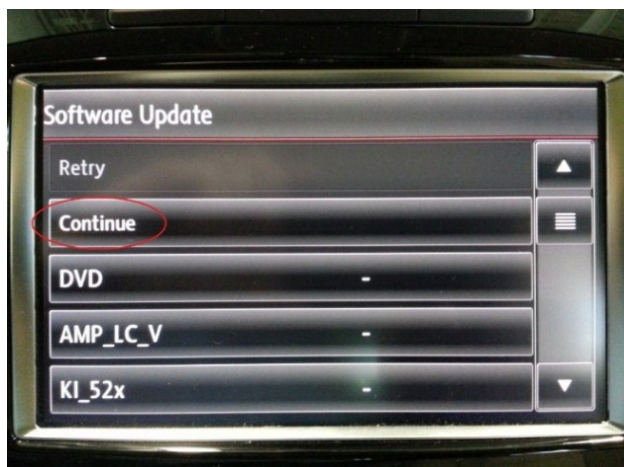

After downloads are complete this screen will appear. No user input is required.

⚠️**Note: DO NOT press the return button or Cancel. Allow unit to proceed uninterrupted**
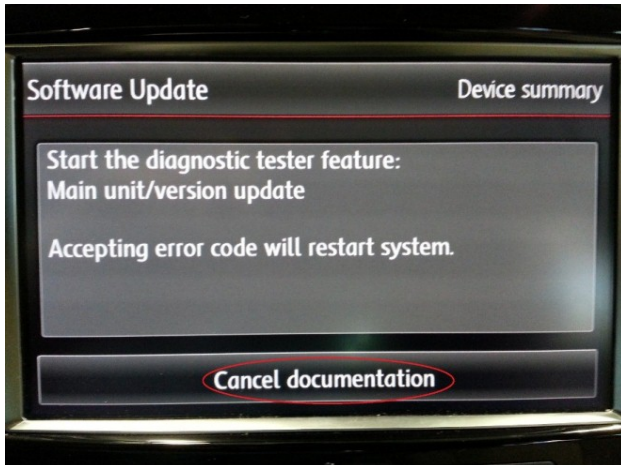

- Once the software update has completed press "Continue".

- Once screen appears the update is complete.
- Press "Cancel documentation".
- Remove DVD.

It is possible that one or more DTCs may now be present in the 5F – Information Electronics Module. These DTCs must be cleared using the following procedure.

Erasing DTCs:

Tip:

VAS Tester must have an internet connection to complete the procedure.
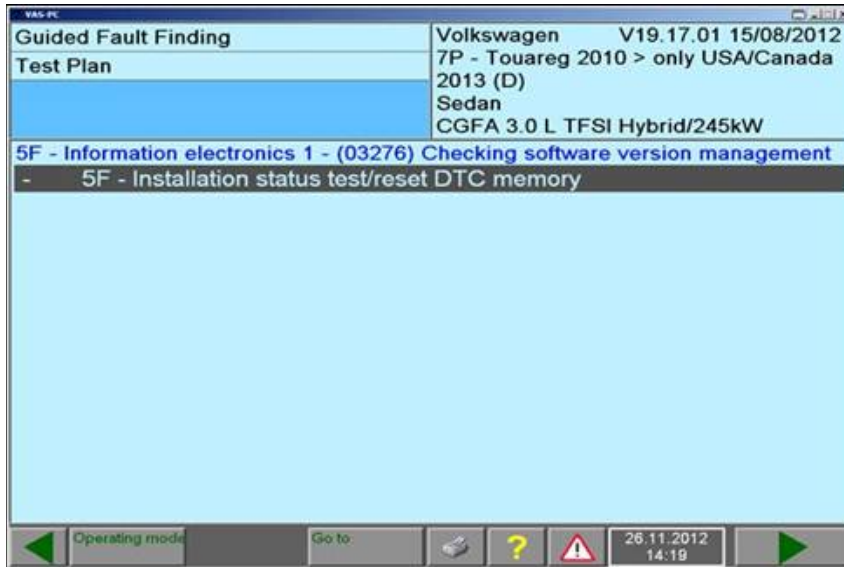
Note:

Prior to launching VAS-PC application and starting this procedure, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using a VAS 6150, 5051B or 5052A tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure.

- Access Test Plan 5F – Installation status test/reset DTC memory will be shown:

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- Follow the test plan. When instructed, enter in Unit Code **3380**.

Tip:

Erroneous DTCs will be cleared in the system upon completion of the test plan.

During update any paired Bluetooth devices may be deleted. It may be necessary to re-pare device(s) after update is complete.

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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**
Touareg	**2011 - 2013**	**All**	**All**	**All**	**All**
SAGA Coding					
Claim Type:	**Use applicable Claim Type [1]**				
Service Number:	**Damage Code**		**HST**	**Damage Location (Depends on Service No.)**	
9111	**0039**		**--**	**Use applicable when indicated in ElsaWeb (L/R)**	
Parts Manufacturer	**Touareg**			**JTB**	
Labor Operation [3] : Update Software	**91122599 = 30 TU**				
Causal Part: Select labor operation	**91122599**				
Diagnostic Time [4]					
GFF Time expenditure	**01500000 = 20 TU max.**			**YES**	
Road Test	**01210002 = 10 TU** **01210004 = 10 TU**			**NO**	
Technical Diagnosis	**01320000 = 00 TU**			**NO**	
Claim Comment: Input "As per Technical Bulletin 2031434" 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 Policy Procedures Manual.**					

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Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	**InCharge 940 (INC-940)**
VAS Diagnostic Tool	**VAS 5051B, VAS 5052A, VAS 6150/X & VAS 6160/X with:** **ODIS Service 2.0.0 or higher with current online updates**
DVD: RNS 850 Touareg SW Update MY2011-2013 V711	**Part Number: RNS850MY1113V711**

Tip:

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

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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.