

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat, Passat Wagon, Eos	2006 - 2008	All	All	All	All
GTI	2007 - 2008	All	All	All	All
Jetta (A5)	2005 - 2006	All	All	All	All

Condition

91 07 12 Aug. 17, 2007 2015952

Radio, Navigation System, Performance

The radio may exhibit one or more of the following symptoms:

- Various malfunctions on the radio-navigation system MFD2 DVD
- Inoperative
- Map malfunction
- First portion of navigation voice output missing
- Dash Display insert not completely deleted
- No sound after engine start (audio CD operation)
- No operation after engine start
- Refresh station list (satellite radio) multiple times
- Radio lock up concerns

Technical Background

Malfunctioning radio software.

Production Solution

Updated software version 49.

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Service



Tip:

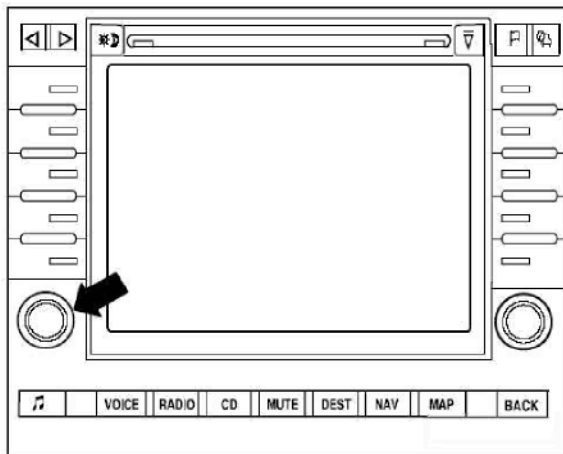
DO NOT remove the navigation unit from vehicle

To perform this procedure in it's entirety it should take approximately 45 minutes.

Procedure will erase all radio presets.

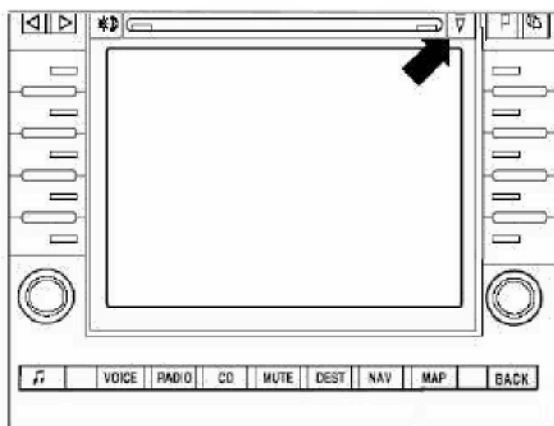
If navigation unit is left for more than 1 hour unattended, it will turn OFF to conserve battery power. If this occurs, turn navigation unit back ON and continue software programming from previous step.

Any appliances with high electromagnetic radiation, i.e. mobile phones, should be switched OFF.



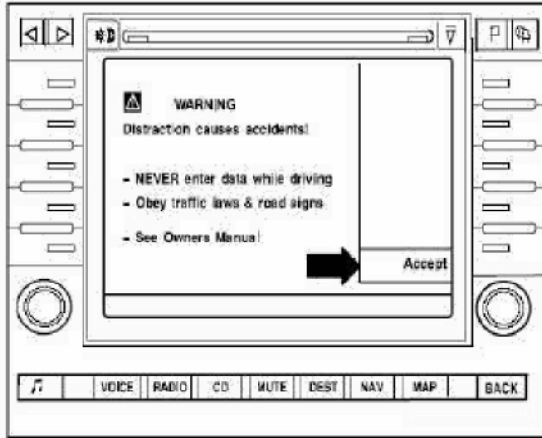
Identifying Software Level

- Connect approved VW battery charger/maintainer (INC940).
- Remove key from ignition.
- Press "Power" knob -arrow-.

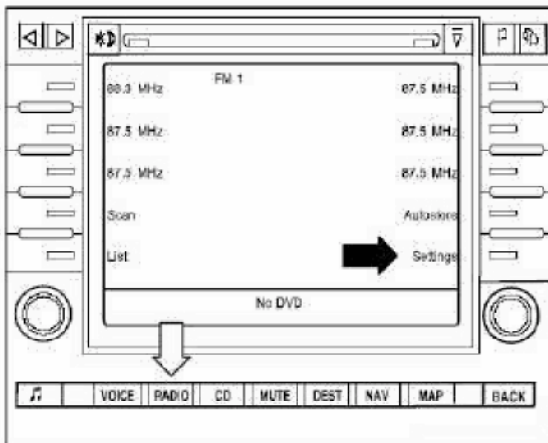


- Eject any disc in Navigation unit DVD drive using "EJECT" button -arrow-.

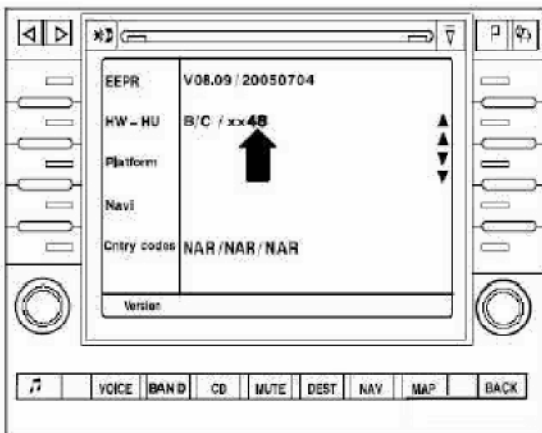
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- Press “Accept” soft key -arrow-.



- Press “RADIO” button, then press “Settings” soft key.



Update Programming

- Insert update CD
- Check 4 digit number -arrow-, last two digits indicate software version.

If last two digits read 49 or higher:

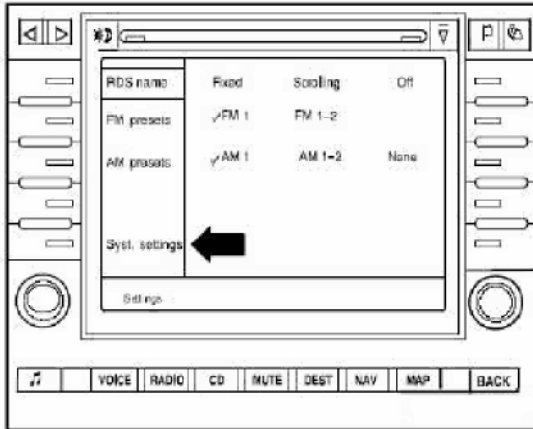
- Update has been performed, press back twice to discontinue procedure.

If last two digits read 48 or lower:

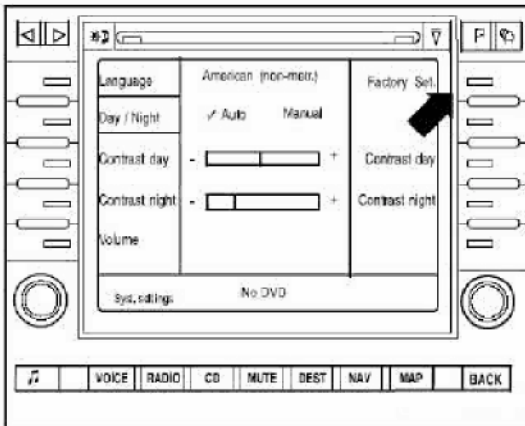
- Continue to update programming.



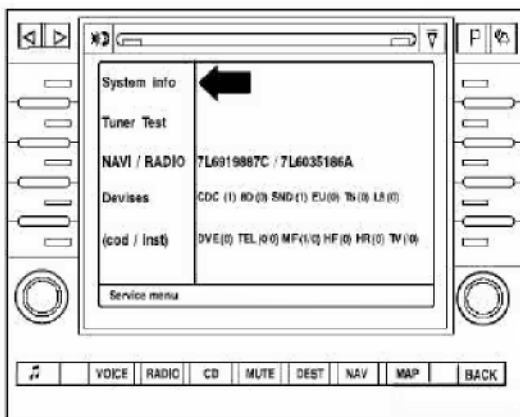
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- Press “Syst. Settings” soft key.

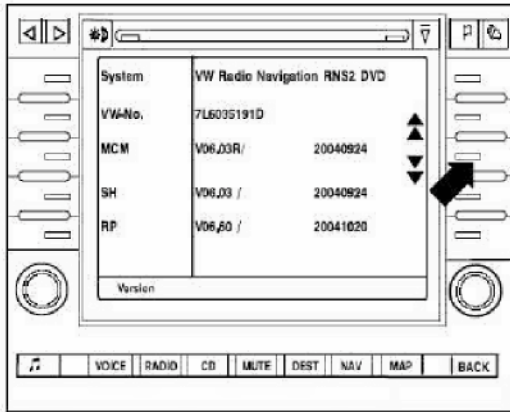


- Press and HOLD “Factory Set” soft key -arrow- for approximately 6 seconds, until next screen appears.

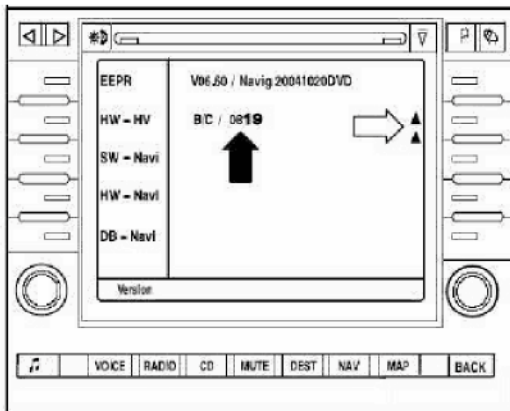


- Press “System Info” soft key -arrow-.

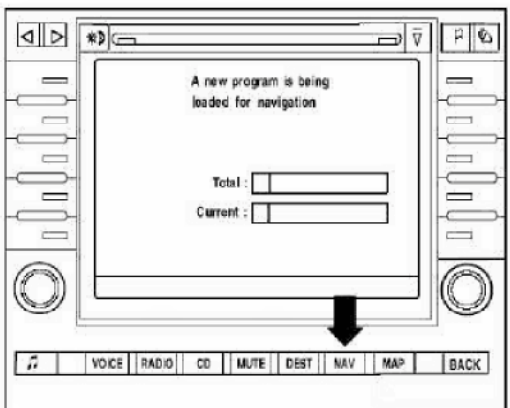
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- Press soft key -arrow-, next to downward double arrow, on the right side of screen.



- Check four digit number -arrow-:
Last two digits indicate software version.
If the last two digits read 20 or higher:
 - Update has been performed. Press “Back” twice to discontinue procedure. DO NOT complete section two of the Technical Bulletin.
- If the last two digits read 19 or lower, continue to update programming.



Update Programming

- Insert update CD NAVFL3546SW49



Tip:

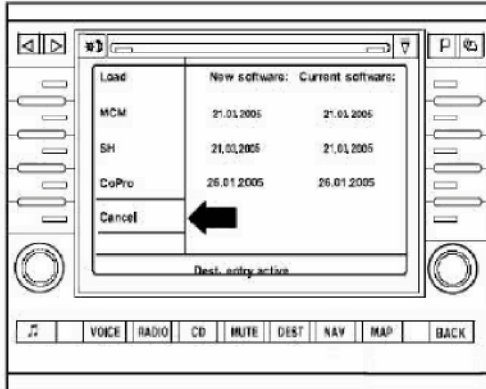
The next step IS NOT the software download.

During this procedure, display may go blank for a few seconds and the security LED will illuminate. This is normal.

If CD does not load or No DVD Installed is displayed, eject programming CD, Install Navigational DVD, Select Map, wait until a map displays, remove navigational DVD and Install programming CD to continue update.

- Press NAV button -arrow-, wait for approximately four minutes until software Version screen appears.

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After update is finished:

- Press "Cancel"

Update CD will eject.

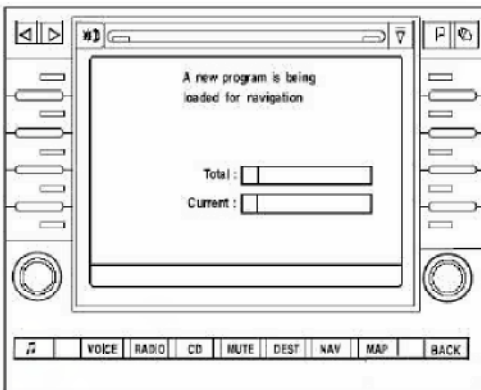
- Remove update CD and wait until "No DVD" inserted appears on the screen.

Insert map DVD and press "NAV" button.



Tip:

New software will take approximately four minutes to load.



- Wait until Navigation main menu appears.

Programming procedure is complete. Map DVD can be ejected and returned to its original storage place.

- Reset all preset radio stations.
- Press "Power" knob to switch Navigation unit OFF.



Tip:

Programming procedure may lead to Diagnostic Trouble Codes (DTCs) in several control modules.

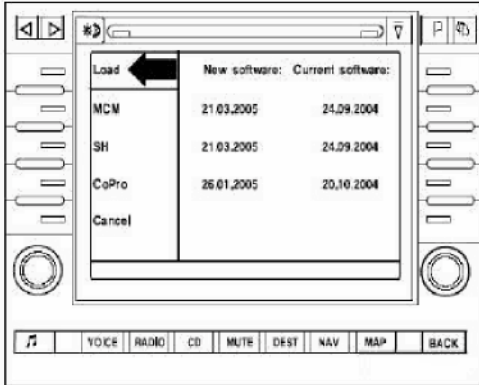
Erase all DTC memories.

If no presets were saved, switch on Navigation unit, press "Radio" button.

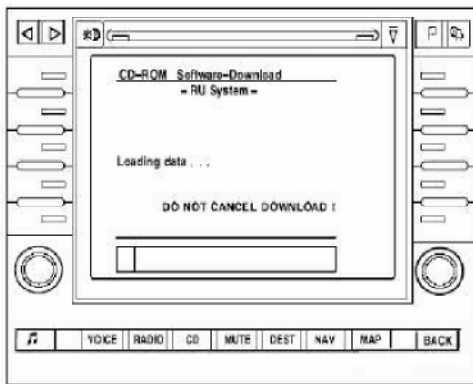
Press and hold "Autostore" soft key for at least 10 seconds until an audible "beep" indicates that initial "Autostore" is started.

Wait until initial "Autostore" completes, and radio begins to play a station.

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- Select “load” -arrow- soft key.



Software loading procedure will begin.



Tip:

During this procedure, display screen may go blank for a few seconds and the security LED will illuminate.

Download takes approximately 45 minutes; NAV unit may be left alone during this time.

DO NOT insert key into ignition.

If NAV unit is left for more than 1 hour, it will switch OFF.

- Press “Power” knob and “Accept” key to continue download process.

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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual	
Claim Type:	Use applicable Claim Type**
Part Identifier:	9132
Damage Code:	9132 39 ___ * 1
Labor Operation:	91322699 = 100 TU
Diagnostic Time:	No diagnostic time allowed
Claim Comment: Input "As per Technical Bulletin 2015952" in comment section of Warranty Claim.	

* Code per warranty vendor code policy.

** Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only

Required Parts and Tools

Part Description	Part No:	Quantity
CD	NAVFL3546SW49	1



Tip:

Additional copies of the "Update - Programming" CD (Literature Number NAVFL3546SW49) may be ordered from the Volkswagen Technical Literature Ordering Center at www.vw.resolve.com, or by calling 1-800-544-8021 from 8:00 a.m. to 8:00 p.m. EST Monday through Friday. This number can be dialed in both the United States and Canada.

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.