

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Phaeton	2004-2006	All	All	All	All

Condition

91 11 07 March 14, 2011 2025707

Navigation System is Non-responsive and/or Reboots

Technical Background

Front display unit in non-responsive (locks up) and/or reboots due to RDS signals from certain stations.

 **Note:**

Quality Technical Manager (QTM) must pre-approve use of software update.

Production Solution

Not applicable.

Service

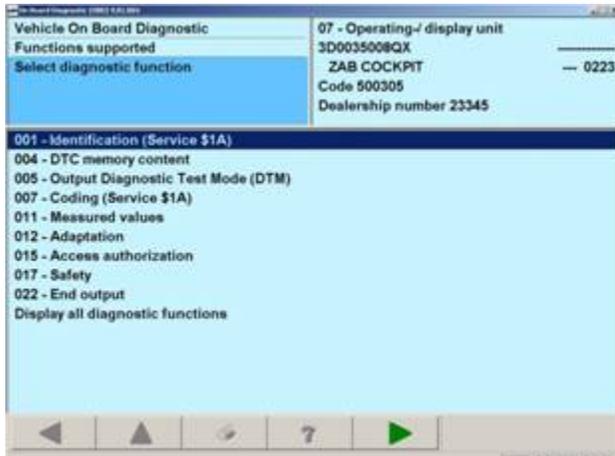
 **Note:**

Once the software flash has started do not allow the vehicle to be touched in any manner. This includes startup, opening doors, closing doors, turning the key to the on position etc.

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to vehicle's comfort operation battery.
- Verify that the Display control unit has not been updated.



Verify Display Control Unit Software



- Select Vehicle Self - Diagnosis.
- Select on Board Diagnostics (OBD).
- Select 07 - Front Information Display Control Head.
- Verify the software is 0220 or 0223.



Note:

If the software is 188, the display control unit will need to be replaced. Control unit replacements are shipped with the 223 software.

Coding

- Write down the coding of the navigation unit (AW 37) and display control unit (AW 07).



Note:

During update, no other work (including maintenance) can be performed on the vehicle.

Update Programming Procedure

- Verify the flash CD has no surface damage (scratches etc) or foreign substance (oil, grease etc) on it. If damage is discovered, order a replacement flash disc before proceeding.
- Remove key from ignition.
- Switch on the display using the **ON / DARK** button.
- Insert update CD **PhaetonNavSW9923** in to the navigation drive (in place of the map CD).

Technical Bulletin



- Press **Confirm** to start the update.



Note:

The software update will take 45 minutes. Make sure the car is not disturbed including opening doors, hood, turning the key on etc.

- The screen will turn off once the flash is complete. Turn on the display using the **ON / DARK** button. Remove the flash CD and store in a secure spot.
- Verify the coding is correct in address word 07 and 37.

Technical Bulletin



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
Phaeton	2004 - 2006	All	All	All	All
Claim Type:			Use applicable Claim Type ¹⁾		
SAGA Coding					
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)	
9111	0039	--	Use applicable when indicated in ElsaWeb (L/R)	WWO ²⁾	
Labor Operation ³⁾ : Charge Battery			27068950 = 10 TU		
Labor Operation ³⁾ : Update Programming			91112599 = 90 TU		
Diagnostic Time ⁴⁾					
GFF Time expenditure		01500000 = 00 TU max.		NO	
Road Test		01210002 01210004		NO	
Technical Diagnosis		0132xxxx = 00 TU max.		NO	
Claim Comment: Input "As per Technical Bulletin 2025707" 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.					

Technical Bulletin



Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
CD, Update Programming	PhaetonNavSW9923
Midtronics Battery Tester/Charger	InCharge 940 (INC 940)
VAS Diagnostic Tool	VAS 5051B, 5052A, 6150(A) (Base CD V18.00, Patch CD V18.01.01 and Brand CD V18.08.00 or higher)

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.