



Important!

Please give copies to all your VW Technicians

Technical Bulletin

Vehicle Delivery Information

Subject: Radio/Navigation system “Sound II”, Will Not Accept CD During PDI, Will Not Play Audio CD

Group: 00

Number: 05-02

Model(s): Touareg

2005

Date: Mar. 2, 2005

Condition

Radio/Navigation unit will not accept a CD when initializing during Perfect Delivery Inspection (PDI). Radio/Navigation unit will not play audio CD.

Currently, Radio/Navigation DVD systems will NOT play audio CDs.

Production

- ◆ CD systems (indicated by “INFO” button at -arrow-) require 10 CDs to cover U.S. and Canada.



- ◆ DVD systems (indicated by “VOICE” button at -arrow-) require only one DVD to cover U.S. and Canada.



Service

- Check Navigation unit button (arrow).
- ◆ CD system - indicated by the “INFO” button.
- ◆ DVD system - indicated by the “VOICE” button.



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If you have vehicle equipped with a DVD based system and CDs were shipped with that vehicle instead of a DVD:

- Contact Navteq at 1-866-vw4-amap.

You will need to have:

- Your dealer number.
- VIN of vehicle with CDs.
- In order to return the CDs and receive the proper DVD, make sure to get a return address from your contact at Navteq.

Currently, Radio/Navigation DVD systems will NOT play audio CDs.

If you have a unit that has a CD stuck, perform the following steps:

- 1 - Power unit down (switch OFF), lock vehicle and wait for 3 minutes.

After 3 minutes:

- 2 - Power unit up (switch ON) and (while switching ON), press and release the eject button repeatedly in rapid succession to get CD to eject.

If CD does not eject:

- Repeat steps 1 & 2 (3 times).

If CD still does not eject:

- 4 - Pull fuse number 11 (on the right side) and wait for 3 minutes.

After 3 minutes:

- 5 - Insert fuse 11 again.
- 6 - Power unit up (switch ON) and while switching ON, press and release the eject button repeatedly in rapid succession to get CD to eject.



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If CD still does not eject:

- Repeat steps 4, 5 & 6 (3 times).

If CD still does not eject:

- Unit replacement is necessary. Contact the Volkswagen Dealer Technician's Helpline at: 1-800-678-2389.