

Technical product information

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|------------------------|---|
| Topic | Updating SW Columbus with Voice control |
| Market area | Worldwide all countries (1WA) |
| Brand | Škoda |
| Transaction No. | 2028789/1 |
| Level | EH |
| Status | Released for publishing |
| Release date | 26-Mar-2012 |

New customer code

| Object of complaint | Complaint type | Position |
|--|----------------|----------|
| Information, navigation, communication, entertainment -> Navigation mode | functionality | |
| Information, navigation, communication, entertainment -> Navigation system, tachograph | functionality | |

Vehicle data

Yeti

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 5L* | 2010 | C | | * | * | * |
| 5L* | 2011 | C | | * | * | * |

Octavia II

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 1Z* | 2010 | C | | * | * | * |
| 1Z* | 2011 | C | | * | * | * |

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 93* | 2010 | C | | * | * | * |
| 93* | 2011 | C | | * | * | * |

Superb II

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3T* | 2010 | C | | * | * | * |
| 3T* | 2011 | C | | * | * | * |

Documents

| Document name |
|---------------|
| master.xml |

Customer statement / workshop findings

The customer complaints about one of the following symptoms on the radio navigation unit (RNS):

- The radio navigation unit RNS is switched off, restarted with a possible acoustic symptom of clicking / cracking into the loudspeaker;
- The radio navigation unit RNS is without sound or the sound cannot be controlled;
- Frozen starting screen / picture with the „LOGO“ of the introductory Škoda screen in the RNS;
- All pre-selected radio stations are sporadically erased in the RNS;
- The touch display of the RNS is not working;
- The RNS sporadically switches off during the navigation operation.

Technical background

Faulty SW **2664, 2684, 2724, 2844** in the RNS Columbus in the vehicles manufactured **since 45th CW 2009 until 22nd CW 2011**.

Production change

Launching the SW 3974 with voice control for the RNS Columbus in the 22nd CW 2011.

Measure

If the customer complains about any of the above symptoms, it is necessary to update the RNS Columbus SW.

The **Flash CD V01/12 (Ord. No. S00.0012.01.99)** is automatically distributed into the service network.



Important warnings – by not complying with the following instructions, the update process may be stopped and the navigation unit blocked:

- Do not carry out a Flash of the RNS Columbus for Part Nos.:
 - 3T0 035 680 B **HW55 SW3974**
 - 3T0 035 680 C **HW55 SW3974**
 - 3T0 035 680 D **HW55 SW3974**
 SW 3974 and higher.
- **In such cases, the warranty costs will be not accepted.**
- The Flash CD can be **used only for the navigation system Columbus since the CW 45, 2009 until CW 22, 2011.**
- The update of the SW RNS Columbus for the SW 2664, 2684, 2724, 2844:
 - a. To ensure a safe course of the whole process, the battery must be connected to the charger prior to starting the flashing operation;
 - b. Never start the engine while flashing;
 - c. Never carry out the diagnose of the navigation system while flashing;
 - d. Only a CD without any visible mechanical damage or contamination can be used for flashing;
 - e. Update the SW RNS Columbus to the new **SW 2854** using a Flash CD, which is inserted directly into the CD drive of the Columbus Navigation.

Steps for updating the RNS Columbus SW

(The flashing process is the same like with the previous version)



- When updating the RNS Columbus SW, the *vehicle's ignition has to be switched off.*
- If a fault occurs while updating the RNS Columbus, the installation of the new SW can be repeated by pressing the three function buttons, see Figure below.



1. Switch on the navigation with the bottom left round button. After it has been switched on, the Škoda logo is displayed.



2. Before carrying out the device SW update, restart the navigation. Press both buttons on the left side (arrow to the left and to the right) and one of the buttons on the right side with the microphone symbol.



3. Insert the navigation Flash CD V01/12 with the SW version No. 2854.



- A software check is started, this step lasts approx. 1 minute. The navigation with the SW 2854 cannot be re-flashed with the SW 2854. In this case, the navigation refuses the Flash CD with the message „Faulty CD“.

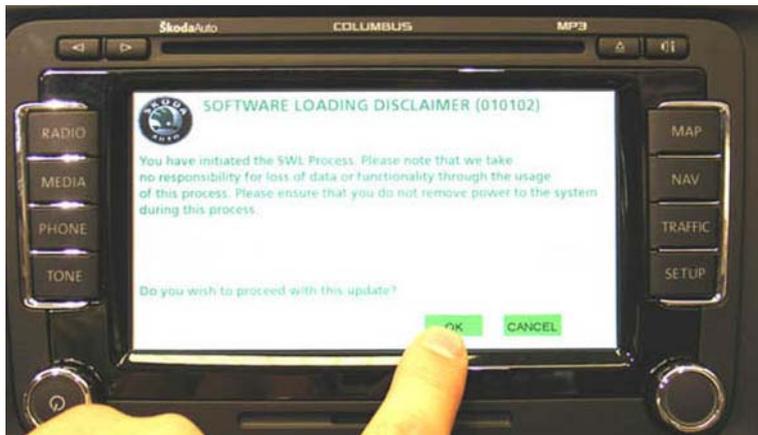


- The Flash CD remains in the navigation. Another screen mask is displayed with data important for the check, i.e. the SW Part No. (vehicle type) and the SW index (No. of the new SW).

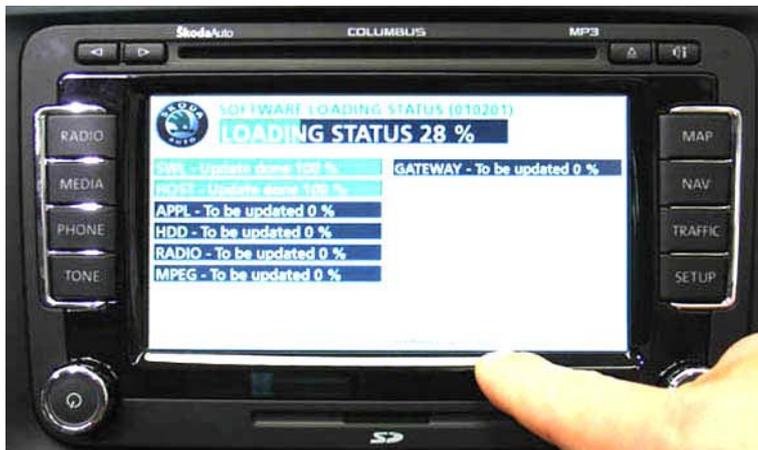
If all data is correct, nothing changes in the screen mask. Confirm with the OK button on the touch screen.



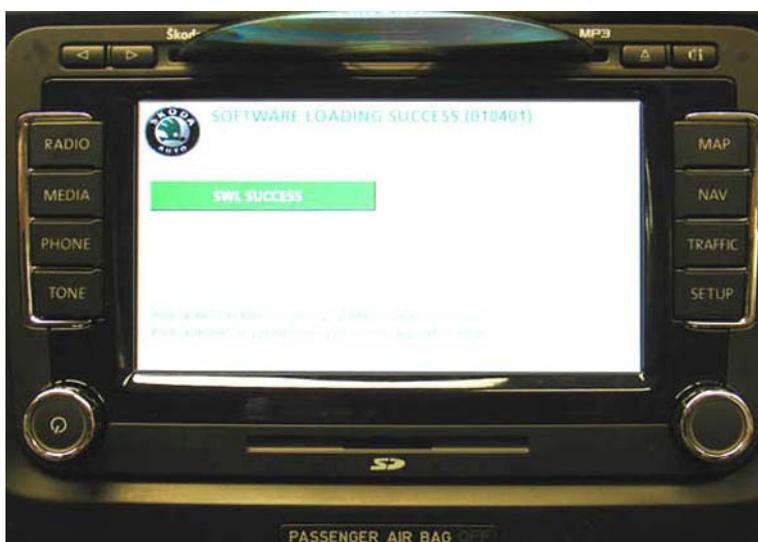
- On the following screen mask, confirm once more that you want to start the flashing process. Confirm again with the OK button.



- The navigation device starts to read in data and to monitor the total amount of the data read in: SWL, HOST, APPL, HDD, RADIO, MPEG. This process lasts about 52 minutes.



- After updating 100% of the navigation data, the button „SWL SUCCESS“ appears and the Flash CD is automatically ejected from the navigation. Confirm with the button „SWL Success“ and take out the Flash CD from the drive.



9. In the following step, the navigation itself makes the display dark. This happens spontaneously also between the previous flashing steps (this is not a fault but a normal process). Now, it is necessary to leave the navigation without any activity for about 5 minutes (do not *press* anything and do not try to *select/activate* anything).



10. After 5 minutes without any activity, it is necessary to switch on the RNS using the bottom round button (left side); restart the navigation before bringing the device into emergency mode; the restart is carried out by pressing both buttons on the left side (arrow to the left and to the right) and one of the two buttons on the right side with the loudspeaker and microphone symbol.



11. After the reset, switch on the RNS; the basic mask with the Škoda logo appears again.



12. Now, the navigation is switched over to the normal user mode, where you can choose from the menu with different functions.



With this step, the flashing process is closed. The current software version can be displayed directly on the navigation in the menu of the device.

Warranty accounting instructions

Fault code / symptom:

9112 / 0202

Working position:

9112 2599 20 TUs

2706 8950 TUs according to current Catalogue of WP

WP 9112 2599 includes:

- Guided Fault Search
- Changing control unit SW