VW Touareg - traffic jam information is not displayed

Data sheet	
Manufacturer	Volkswagen
Vehicle model	Touareg
Engine	3.0 TDI
Engine code	CNRB
Year of manufacture	2013 to 2016
Symptoms	Traffic congestion information is no longer received
Recommended HGS tool	megamacsX

Important safety information

No traffic information as a result of a software error

With the above-mentioned vehicle type, it can happen that traffic information is no longer displayed in the navigation system. Error code 01043 "Incorrect software version" is stored in the error memory of the infotainment system.

If the above-mentioned defect is detected, it may be related to a software error. If no other defects can be localised as the cause in the course of troubleshooting and during an ECU diagnosis, a check should be run to determine how far a software update is available for the infotainment system.

A software update can be carried out, for example, via Hella Gutmann macsRemote Services or by using a pass-through-capable diagnostic device from the mega macs series. Furthermore, registered access to the vehicle manufacturer's online portal is required. If the appropriate equipment is not available, please contact an authorised specialist workshop.

Once the cause of the fault has been rectified, delete the error memory and then carry out a test drive.

Please note

Please always follow the vehicle manufacturer's repair instructions when carrying out such work!This fault pattern can also occur in other vehicle models with a comparable equipment variant.

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