

Thank you for your purchase!

For install/technical support, please call +49(0)7246-944503-33.

We are open Mon-Fri 9am-12pm and 1pm-4pm.

For technical support via email, contact support@dynavin.de

On the back of this page you will find answers to the most frequently asked questions. For more information, please visit us at www.dynavin.de and click on "Service" -> "FAQ". The FAQ page on our website has more answers to frequently asked questions and the "Installation Instructions" page has instructions for installing Dynavin radios.

We have a nationwide installation service.

You can find the form for this at www.dynavin.de/einbauservice



Do you need installation instructions?

Follow our Youtube channel.
There you will find detailed
installation instructions.

Youtube Channel: Dynavin Europe



Do you need a discount code
for the activation of the iLink Pro
or the iGo-Primo Navigation?
Visit us on Facebook!
Join our Dynavin Flex
Facebook group!

facebook.com/groups/dynavinflex



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***Although we encourage the DIY spirit, it is important to recognize your limitations. If you have any doubts about your ability to install any of our products, please contact a professional installer. It is the sole responsibility of the purchaser and installer to use proper installation techniques and materials. Any damage caused by improper installation or use is the sole responsibility of the purchaser, as well as confirming compatibility and any limitations that may be present in the particular installation. IMPORTANT: Do not modify any components without first contacting Dynavin.**

Some installation instructions and videos can be found at <https://www.dynavin.de/downloads/einbauanleitungen>

1. Why do I have no sound after installing the Dynavin?

-> Disconnect the car battery for a while or unplug the amplifier for about half an hour.
After that, the sound should work.

2. How do I adapt the original VW rear view camera to the Dynavin?

-> If it is the MIB platform, you just need to connect the RCA plug of the main harness to the RCA socket of the camera input. If it is the old platform (e.g. RNS510 or RNS315), we have the following adapters in our assortment: DVN-VCR-L or DVN-CVR-H. (VW LOW camera or VW High camera).

3. Why do I have the E-Call error message in the multifunction display?

-> You must reconnect the factory installed microphone to the vehicle's microphone port.

4. Can I use my factory installed DAB antenna?

-> Yes, you can purchase the following item from our online store to continue using your factory installed DAB antenna: DVN27AA156.

5. My radio does not turn on sporadically?

-> Please check which radio was previously installed and whether the original radio has been coded out. If this is the case, you have to recode the original radio, even if it is no longer installed. (e.g. via VCDS software)

6. I have traffic sign recognition/lane keeping assistant. Can I continue to use these functions with the Dynavin?

-> Yes, please order matching cables. (Item number: DVN-CANMIB-H)

7. DVD cannot be played? I have no picture, but only the sound?

-> Set a check mark under the "Handbrake" option in the system settings.

8. Rear view camera picture flickers?

-> The power supply of the rear view camera must be connected via the ignition plus of the vehicle.

9. iGo Primo Navigation navigates me wrong?

-> Please check if you have selected the entered destination as "intermediate destination". If so, it should always be selected as "New destination" and not as "Final destination".

10. The time on my device is not correct?

-> Please check if you have selected the correct time zone in the system settings of the device.

11. iLink Pro Adapter does not work?

-> Is the Android Auto app installed on your smartphone?

12. While making a call with the hands-free system, I hear myself twice?

-> Please check whether the sensitivity of the microphone may have been set too high. The settings for this can be found in the settings in the "Phone" menu.

13. Radio can no longer be operated?

-> Do a soft reset (press and hold the SRC button/"MODE" button/"MENU" button until the device restarts by itself.

14. The navigation no longer speaks?

-> Reset the navigation software to the factory settings.

15. Why do I have a colored display?

-> Connection cable between backunit and display is defective.

16. My radio reception (FM) is poor?

-> Check if the contact pin of the antenna socket is bent.

Further FAQ can be found at <https://www.dynavin.de/faq>