



Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
All (Except Routan)	2014	All	All	All	All

Condition

91 13 23 November 7, 2013 **2035473**
Infotainment Worksheet (U.S. Only)

Technical Background

This bulletin provides a document that will allow more detail to be provided for repairs related to the Infotainment System (radio, navigation, Bluetooth, telephone systems, etc.). This document must be completed any time a repair is performed to the Infotainment System. Completed forms must be submitted to Infotainment@vw.com.

Because of advanced and frequently changing technology, it is critical that detailed information is provided in order to better understand issues related to Infotainment.

One or more of the following symptoms are possible, but not limited to:

- Poor AM/FM/Satellite radio reception.
- Poor sound quality.
- Inability/difficult to pair phones, phone loses pairing.
- Navigation system malfunctions or is inoperative.
- Radio or Navigation display issues.
- Poor sound quality during phone calls.
- CD player/changer malfunctions or is inoperative.
- Voice command(s) malfunctions or is inoperative.

Production Solution

Not applicable.



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Service



Tip:

Refer to Elsa for other Technical Bulletins that may apply to specific vehicles with customer complaints related to the Infotainment System. These Technical Bulletins provide important information about vehicle and/or component specific issues.

If diagnosis leads to the repair or replacement of one or more component(s) in the Infotainment System, it will be necessary to complete the Infotainment Worksheet.

The Infotainment Worksheet must be included with the part return in addition to submitting the completed form to Infotainment@vw.com.

Format the email subject line to contain only the VIN, one space, followed by the dealer code.

EXAMPLE: 1VW3PXXXXXXXXX 402XXX

If a repair or replacement is performed to one or more component in the Infotainment System, the Infotainment Worksheet **must be** completed in its entirety. If any of the components replaced during the repair are requested to be returned to the Warranty Parts Return Center (WPRC) all documentation including a printed copy of the completed Infotainment Worksheet must be included with the part return in addition to submitting the completed form to Infotainment@vw.com.

Warranty

Information only.

Required Parts and Tools

No special parts required.

No special tools required.

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.

Volkswagen of America Infotainment Worksheet



Dealer Name	Date
Dealer Code	Claim or R.O. #
Technician	Removed Part #
V.I.N.	Removed Serial #

Fault Occurs When? (Mark all that apply)	Fault Occurs Where?	Fault Details
Always <input type="checkbox"/>	Anywhere <input type="checkbox"/>	Time _____
Engine Running <input type="checkbox"/>	City <input type="checkbox"/>	Date _____
Engine Off <input type="checkbox"/>	Rural <input type="checkbox"/>	Approx. address _____
Accessory <input type="checkbox"/>	Mountains <input type="checkbox"/>	Approx. Temp _____
Extended Driving <input type="checkbox"/>	Rough Roads <input type="checkbox"/>	Other _____
Duration of concern _____		
Problem is:	Reproducible <input type="checkbox"/>	Intermittent (give details) <input type="checkbox"/>

Detailed Problem Description (check all that apply)

Reception

AM <input type="checkbox"/>	Poor <input type="checkbox"/>	None <input type="checkbox"/>	Intermittent (give details) _____
FM <input type="checkbox"/>	Poor <input type="checkbox"/>	None <input type="checkbox"/>	Intermittent (give details) _____
HD <input type="checkbox"/>	Poor <input type="checkbox"/>	None <input type="checkbox"/>	Intermittent (give details) _____

Radio Station or Stations: _____

Satellite Radio: Note subscription under "Additional Notes"

No signal or Linking <input type="checkbox"/>	_____
No Sat <input type="checkbox"/>	_____
No Station List <input type="checkbox"/>	_____
Activation <input type="checkbox"/>	_____
Other (Describe) <input type="checkbox"/>	_____

CD Player/Changer

Won't eject CD(s) <input type="checkbox"/>	_____
Won't accept CD(s) <input type="checkbox"/>	_____
CD Skips <input type="checkbox"/>	_____
Abnormal noise <input type="checkbox"/>	_____
Other (specify details) <input type="checkbox"/>	_____

Radio Controls

Sticking <input type="checkbox"/>	_____
Falling Off/Missing <input type="checkbox"/>	_____
Knob hard to turn <input type="checkbox"/>	_____
Touch-Screen <input type="checkbox"/>	_____
Other (specify details) <input type="checkbox"/>	_____

Telephone

On compatibility List <input type="checkbox"/>	_____
Make & Model _____	
Phone SW at latest? <input type="checkbox"/>	Level: _____
Carrier _____	
Pairing <input type="checkbox"/>	Will Not Connect _____
	Loses Connection _____
Sound Quality <input type="checkbox"/>	What party? _____
Dropping calls <input type="checkbox"/>	_____
Other (specify details) <input type="checkbox"/>	_____

Unit Functions

No sound <input type="checkbox"/>	Modes: _____	Equipped with AMP? <input type="checkbox"/>
Slow Response - Touch-Screen <input type="checkbox"/>	When: _____	Command(s)? _____
Slow Response - Button <input type="checkbox"/>	When: _____	Button(s)? _____
Reboots <input type="checkbox"/>	When: _____	
Locks Up\Freezes <input type="checkbox"/>	When: _____	
Locked in Safe Mode <input type="checkbox"/>	Radio Safe Code: _____	
Will not turn on <input type="checkbox"/>		
Display Appearance <input type="checkbox"/>	Where: _____	
No Illumination <input type="checkbox"/>	Where: _____	
Rear View Camera <input type="checkbox"/>		
Blowing Fuse <input type="checkbox"/>	Fuse Number: _____	External device connected? <input type="checkbox"/>

Media Device

None or Loses Connection <input type="checkbox"/>	_____
Skips tracks <input type="checkbox"/>	_____
Abnormal noise <input type="checkbox"/>	_____
Other (specify details) <input type="checkbox"/>	_____
Device Model _____	
Device Software Level _____	

Navigation (If Equipped)

Improper vehicle location <input type="checkbox"/>	_____
Requesting DVD <input type="checkbox"/>	Map <input type="checkbox"/> Software <input type="checkbox"/>
Incorrect Directions <input type="checkbox"/>	_____
Other (specify details) <input type="checkbox"/>	_____
Map Missing Information (Specify location if known) <input type="checkbox"/>	_____