



Tech Tips

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2014 Beetle, CC, Eos, Jetta, Passat, Tiguan Equipped with UMI Module – Poor Sound Quality When Using Bluetooth System During Phone Calls



Note:

The UMI module replaces both the Telephone and MDI modules. Present on all Car-Net™ equipped vehicles and “S” trim vehicles with both Bluetooth (PR code 9ZR) and MDI (PR code 8WL) options.

When diagnosing a customer concern of poor sound quality, when using the vehicle’s Bluetooth system during phone calls, on vehicles equipped with the Universal Media Interface (UMI), start by checking for microphone related fault codes in AW 77.

If no microphone related fault codes are stored, be aware that the issue is currently under investigation and no repairs should be attempted at this time. See Pending Service Solution (PSS) 2034247 and fill out PSS report on www.vwhub.com.