



Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
CC, Eos, Tiguan, Touareg, Beetle Sedan, Beetle Convertible, Jetta, Jetta SportWagen, Passat	2014	All	All	All	All

Condition

91 14 01 February 06, 2014 2036310

UMI Software Update for Various Bluetooth® Concerns

The customer may complain of one or more of the following symptoms:

- Voice Prompts stuck in Non-English Language
- Poor Call Clarity on Receiving End
- Various Bluetooth® Connectivity & Paring issues

Technical Background

This procedure corrects the concerns listed above by updating the UMI to the latest software **SW 0592**.

Production Solution

UMI Software Update Initiated During Production.

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Service

Software Update Procedure



The UMI software level can be checked using the VAS Diagnostic tester. If the Software version number in AW 77 is at or above 0592, this work procedure does not apply.

SECTION A:

- Connect Midtronics InCharge 940 (INC 940) Tester/Charger to the vehicle's battery.
- Remove the iPod cable from the UMI module connector (located either in the center console or glove box depending on vehicle model).



- Install USB cable **P/N 000051446B** into the UMI module connector.



One MDI to USB Adapter Cable was shipped as a courtesy to all U.S. dealers at launch of this bulletin. Dealers may source as necessary if the cable is lost at the shop expense. This cable is available through VW Accessories (part number 00051446B) and through ETKA parts, Catalogue part number 5N003558.

- Switch the ignition to the ON position.

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- Plug the USB stick containing the correct software into the USB cable.



Note:

DO NOT store other files on the USB memory stick supplied for this work procedure.



Tip:

One 8GB USB memory stick was shipped as a courtesy to all U.S. dealers at launch of this action. At the expense of the shop, dealers may source similar tools as necessary if device is lost (USB memory sticks must be 4GB at the minimum and FAT32 formatted). Software can be found along with the technical bulletin on Service Net.



Note:

If the vehicles hood, trunk, or any doors are open, it may affect the MFI display directions. Close the hood, trunk, and/or doors as necessary. Press the OK button to return to the main menu.

- Monitor the MFI messages (on high line instrument cluster equipped vehicles) and audible messages after the USB stick is installed. Note that on low line instrument cluster equipped vehicles, there will be no MFI direction. Only the audible messages will be present. Follow the prompts from the MFI messages and/or voice prompts.



Tip:

The MFI directions and appearance may be different on Touareg.

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- On vehicles with high line cluster, select “OK” again <arrow>.



- On vehicles with high line clusters select “OK” button on the steering wheel <arrow>. An audio confirmation is played over the vehicle speakers. Follow audio guidelines as necessary.

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- On high line instrument cluster vehicles, the software update message <as shown> is displayed during the update.



- Once software update is complete an audio confirmation is played over the vehicle speakers on all vehicles. On vehicles equipped with the high line instrument cluster, the message "Update successful" will also appear.
- Remove USB memory stick and adapter cable when prompted.
- After a few minutes, the audible message will state: "The language for voice recognition has been changed to English". It is necessary to wait for this message before proceeding to Section B.
- Proceed to Section B.

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SECTION B:

Note:

Prior to launching VAS Diagnostic Device application and starting control module update process, confirm tester screen saver and power settings in accordance with Special Tools and Equipment - Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and subsequent control module failure.

When using any tester in conjunction with a VAS 5054A wireless transmitter head for a flash procedure, please connect a USB cable between the transmitter head and the tester. Failure to do so may lead to errors during the flash procedure. **Also, ensure that the tester is not communicating via Bluetooth as the Bluetooth protocol is not a robust data transfer environment for the flash process. Control module failures caused by flashing via Bluetooth will not be covered.**

Note:

All Volkswagen scan tool devices must only be used with their power adapters plugged in. Under no circumstances should they be used on battery power alone during the programming procedure.

Critical Warning: The Midtronics Battery Charger **must** be connected to the vehicle battery for the duration of the programming, to ensure the battery state of charge remains above 12.5 volts during the update process. If the battery drops below 12.5 volts, the programming could fail which may result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.

The technician should verify the vehicle voltage prior to starting the update process, and should monitor the voltage for the duration of the update.

- Connect the VAS Diagnostic Device to the online network.
- Connect the VAS Diagnostic Device to the vehicle and switch ON the ignition.
- Switch OFF Bluetooth on the tester.
- Connect the USB cable between the VAS5054A transmitter head and the tester.

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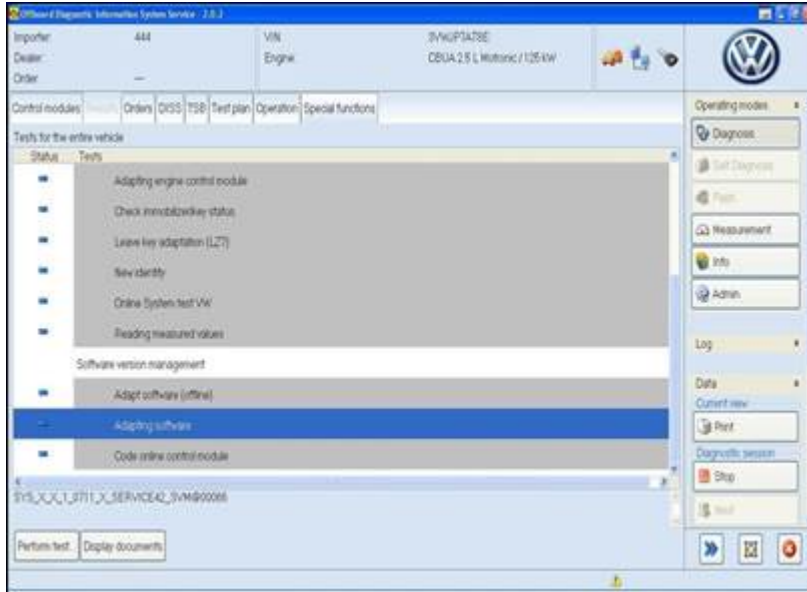
Tip:

To obtain the engine code, press and hold the "0.0/SET" button for approximately 10 seconds. The engine code will appear as shown.

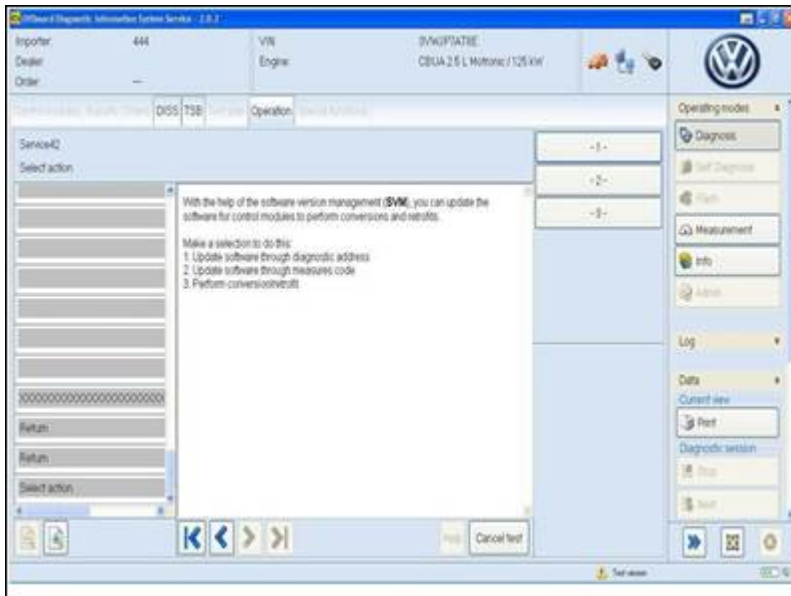


- Launch ODIS application, select "Diagnosis", select "Start Diagnosis" and identify the vehicle.
- After the control units are identified, select the "Special Functions" tab.

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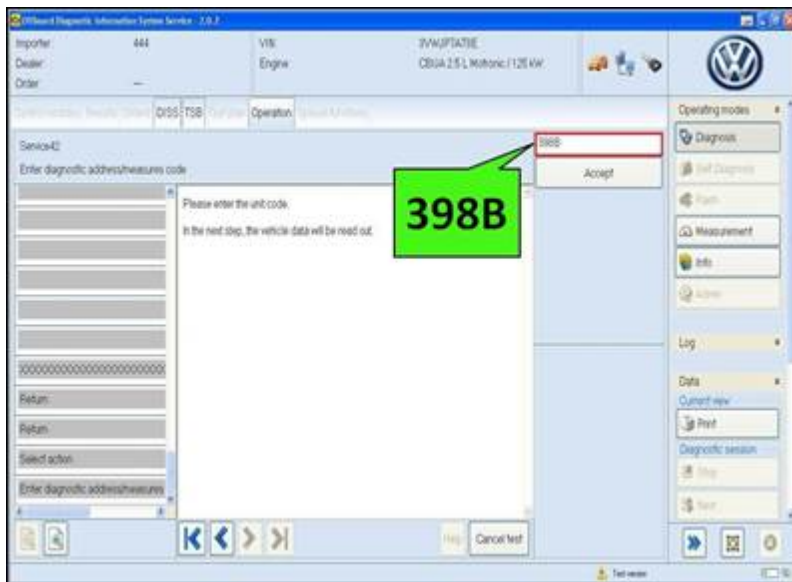


- In the “Special Functions” mode, select **“Adapting Software”**.

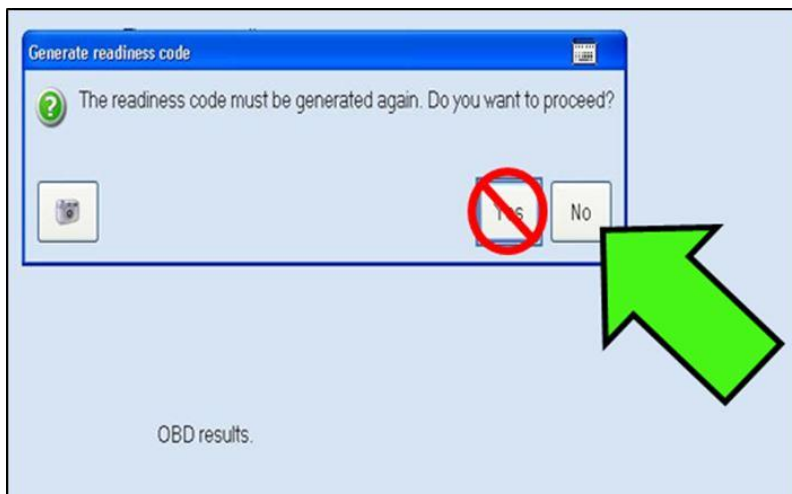


- The software update takes place by selecting the correct number selection to **“Update Software through measures code” – 2 -**.

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- Enter the SVM Unit Code “398B” and confirm the input.
- Follow the instructions on the screen.



Note:
 Contrary to the information on the diagnostic tester, the readiness code does NOT have to be generated. DO NOT regenerate the readiness code as part of this work procedure.

Note:
 Any previously paired phones may need to be paired again following the completion of this work procedure.



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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
CC, Eos, Tiguan, Touareg Beetle Sedan, Beetle Convertible, Jetta, Jetta SportWagen, Passat	2014	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
9189	0039	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	CC, Eos, Tiguan, Touareg		SJA ²⁾		
	Beetle Sedan, Beetle Convertible, Jetta, Jetta SportWagen		SJA ²⁾		
Labor Operation ³⁾ : Update Program Bluetooth Module			91892599 = 45 TU		
Causal Part: Select labor operation			91892599		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.		NO		
Road Test	01210002 = 00 TU 01210004 = 00 TU		NO		

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Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2036310" in comment section of Warranty Claim.		
<ol style="list-style-type: none"> ¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policies and Procedures Manual. 		

Required Parts and Tools

No Special Parts required.

Tool Description	Tool Number:
Midtronics Battery Tester/Charger	InCharge 940 (INC_940)
VAS Diagnostic Tool	VAS 5051B, VAS 5052A, VAS 6150, VAS 6160 ODIS Service V2.0.2 or Higher
Volkswagen Bluetooth® SW0592 Update Kit	VWSW0592 UMI Kit



Tip:

Additional kits may be ordered from Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com

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.