



# Technical Bulletin

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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 14 04** March 25, 2014 **2035473** Supersedes Technical Bulletin 91-13-23 dated November 7, 2013 to provide information regarding the changing of the format (new web version).

**Infotainment Worksheet (U.S. Only)**

## Technical Background

This bulletin provides instructions and information for completing and submitting the updated web version of the Infotainment Worksheet. Like the previous version, the Infotainment Worksheet allows more detail to be provided for repairs related to the Infotainment System (radio, navigation, Bluetooth, telephone systems, etc.). The new web version provides an easier approach by which to complete and submit the information.

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.
- Car-Net system malfunctions or is inoperative.
- Rearview Camera 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.

# Technical Bulletin

## Production Solution

Not applicable.

## 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 can be accessed by clicking the appropriate link on the VW Hub (figure 1).

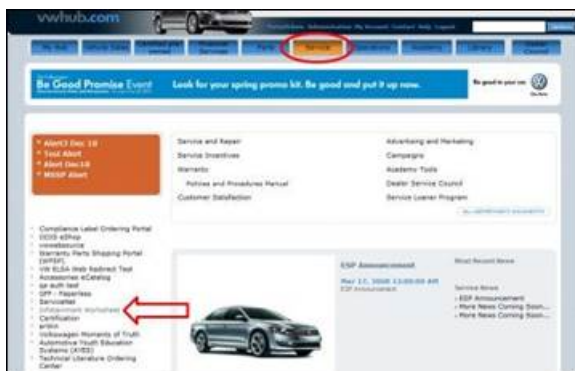


Figure 1

An additional link to the form is also available on Service Net (figure 2).

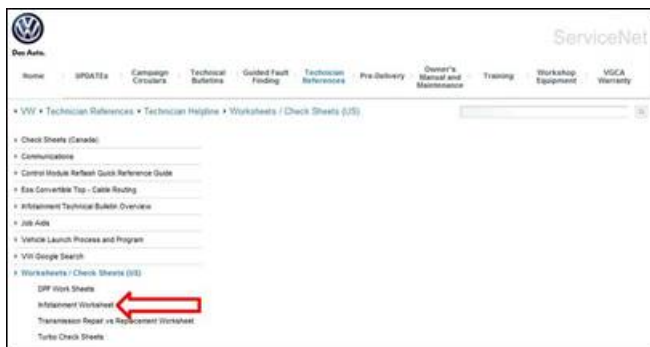


Figure 2

# Technical Bulletin

Once the form is opened, please fill in all the applicable information related to the repair. Click the “Submit Infotainment Report” button at the bottom of the form once completed. Once the form has been submitted, no further action is required and another form can be completed if necessary (Figure 3).



Figure 3



# Technical Bulletin

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## Warranty

Information only.

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## 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.**