



Technical Bulletin

| Model(s) | Year(s) | Eng. Code(s) | Trans. Code(s) | VIN Range From | VIN Range To |
|------------------------|---------|--------------|----------------|----------------|--------------|
| All (Except Routan) | 2015 | All | All | All | All |

Condition

91 14 10 October 7, 2014 2035473 Supersedes Technical Bulletin V911404 dated March 25, 2014 to update model year applicability.

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.

Production Solution

Not applicable.

Technical Bulletin

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).

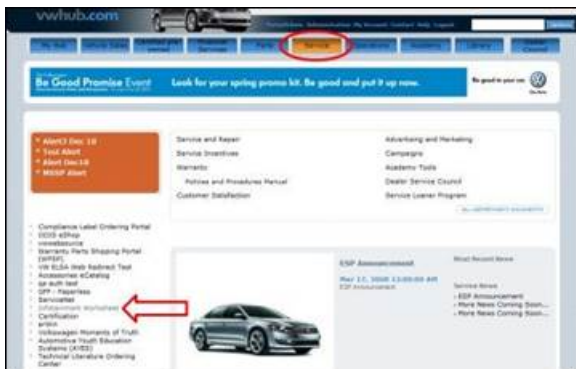


Figure 1

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

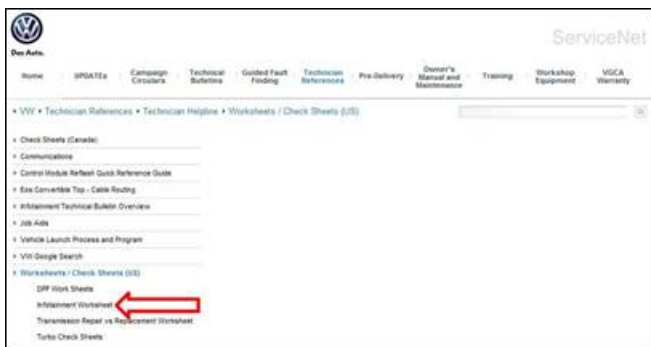


Figure 2

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).



Volkswagen of America Infotainment Worksheet

Personal Information

Technician: Submission Date: 03/17/2014
 Dealer Code: Claim or R.O.#:
 Dealer Name: Removed Part #:
 V.I.N.: Removed Serial #:

Fault Occurs When? (check all that apply)

- Always
- Engine Running
- Engine Off
- Extended Driving
- Intermittent
- Single Time
- At Start Up
- Other

Reproducibility

- Reproducible
- Not Reproducible

Fault Occurs Where?

- Anywhere
- City
- Rural
- Mountains
- Rough Roads

Fault Details

Time:
 Date:
 Approx. address:
 Approx. Temp:
 Other:

Satellite Radio:

- No Signal or Linking
- Satellite Radio Inoperable
- Poor Reception
- No Station List
- Activation
- Other (specify details):

System:

- Radio Reception Poor
- Poor Sound Quality
- No Sound
- Slow Response Touch-Screen
- Will not turn on
- Turns Off at Random
- Freezes or Reboots
- Display Appearance (specify details):
- Rearview Camera Malfunctions or Inoperative

CD Player Changer:

- Won't eject CD(s)
- Won't accept CD(s)
- CD Skips
- Abnormal noise
- Other (specify details):

Radio Controls:

- Sticking/Inoperative
- Damaged/Missing
- Knob Damaged/Inoperative
- Touch Screen
- Other (specify details):

Media Device

Device Model:
 Device Software Level:
 Input

- No Connection or Loses Connection
- Skips Tracks
- Abnormal Noise
- Other (specify details):

Telephone:

- On Compatibility List [Click Here To View List](#)

Phone Manufacturer & Model:
 Phone Software Level:
 Service Provider:

- Pairing
- Call Clarity
- Drops Calls
- Other (specify details):

Navigation (If Equipped)

- Improper Vehicle Location
- Incorrect Directions
- Map Missing Information (Specify location if known):
- ETA Incorrect
- Other (specify details):

Figure 3



Technical Bulletin

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.