

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Golf Sportwagen	2016	All	All	All	All

Condition

91 15 11 November 24, 2015 2042467

MIB2 MQB Composition Media Modular Infotainment System Malfunctions

Note:

This bulletin only applies to vehicles equipped with PR code 7Q0

Technical Background

This procedure corrects the concern(s) specified below by updating the MIB2 Infotainment System software to the latest level **0613**.

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

System requests an "activation key" for included features App-Connect malfunctions or is inoperative Infotainment display goes blank or dark Infotainment system freezes or reboots Infotainment system turns off without input Display screen turns blue with "Emergency Download" error message displayed Bluetooth is unavailable or inoperative Voice Recognition malfunctions or is inoperative Settings in menu are not stored or missing Audio source changes without input after key cycle SD card malfunctions or is inoperative Loss of paired Bluetooth device Language settings change without input Loss of radio presets Announcement volume changes or fluctuates without input

Loss of audio output

© 2015 Volkswagen Group of America, Inc.

Page 1 of 9



Production Solution

Not applicable.

Service

Note:

This technical bulletin must be read in its entirety before attempting the software update.

Software Update Procedure

Connect Midtronics InCharge 940 (INC 940) or GRX3000VAS Tester/Charger to the vehicle's battery.

Switch the ignition to the ON position.

Switch on the MIB radio.

Check the software version by pressing the "Menu" hard key on the infotainment display.

Scroll over through the touch screen menu using the tuner knob and stop on "setup".

Press "Setup" on the touch screen menu.

Press "System information" on the touch screen menu.

System information	٩
Device part number: 3Q0035844 Hardware: 620 Software: 0597	
Media codec: 1.2.0	
Update software	

- If the currently installed "Software" level is lower than **0613**, proceed with this Technical Bulletin.
- If the currently installed "Software" level is greater than or equal to **0613**, this work procedure does not apply.

- Insert the applicable software update SD card into the 5F module SD card reader located in the glove box.
- Press "Update software" on the touch screen menu.

© 2015 Volkswagen Group of America, Inc.

Page 2 of 9





Device not ready. Software update not ready. Please wait... It may take up to 10 minutes. Press "Next" on the touch screen menu.

- The screen shown here will be displayed temporarily.
- After this screen is displayed, the Infotainment system will reboot and return to the normal mode.
- If the unit does not restart within 2 minutes, turn the unit on using the ON/OFF button (Volume knob).

Tip:

The Infotainment system may reboot one or more times during the update process. This is normal and not indicative of a malfunction.

• Once the Infotainment system turns back on, enter "Service Mode" by pressing and holding the "Menu" hard key button on the Infotainment display for 10 seconds.



Once Service Mode is displayed, press "Software update/versions" on the touch screen menu.

© 2015 Volkswagen Group of America, Inc.

Page 3 of 9



Software update	Logging	Update 🔄	•	Press "Update" on the touch screen menu.
Installed software	train version:			
	MST2_U	5_VW_P0216D		
Installed software	MU version:			
		0597		
Part number:				
		3Q0035844		



Press "SD card" on the touch screen menu.



Press "MST2_US_VW_P0504D" on the touch screen menu.

Select device	Start	€		
AP_FLASH		Some		
AP_MMC		Y		
78KOR	Y			
MIBLite2_APN	Y			
DUV407		N		
ALPS_BT		Y		

Press "Start" on the touch screen menu.

© 2015 Volkswagen Group of America, Inc.

Page 4 of 9



• Press "Next" on the touch screen menu to begin the update.

Reverse documentation	• Press "Cancel" on the touch screen menu.
Start diagnostics tester: Main unit/version comparison Accepting error code causes a restart.	
Cancel	

- The SD card update portion of the work procedure is now complete; remove the SD card from the 5F module in the glove box.
- Connect the diagnostic tester to the vehicle's DLC (Data Link Connector).

Note:

Prior to launching the ODIS application and starting this procedure, confirm the 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 VAS 6150/x & VAS 6160X 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.

- Launch the ODIS application.
- Begin Guided Fault Finding (GFF) by clicking on "Starting Diagnosis".
- Allow GFF to complete interrogation of the vehicle's control modules.
- Once the GFF interrogation of the control modules has been completed click on the "Control modules" tab and scroll down the list of modules to locate "5F Information Control Unit 1".
- Right click on the 5F Information Control unit 1 and select "Guided Functions".

© 2015 Volkswagen Group of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



nformation Control Ur	nt 1
5F - Information electro	onics 1, adaptation
5F - Information electro	onics 1, basic sending
5F - Information electro	onics 1, component protection
5F - Information electro	onics 1, erase event memory
5F - Information electro	onics 1, identification
5F - Information electro	onics 1, read measured values
5F - Information electro	onics 1, replace

- Select "5F Information electronics 1, replace.
- Click "Perform".

mporter: 444 lealer: 03999 IO:	VIN: Engine:	3VW217AU2GM017502 all engine identifier codes	an 🛃 🍗			
armor manuares (Results) Ontere Di	SS TSB Test than Operation Spec			Operating more	des #	
J794 Replace	de la de la des		.1.	Diagnosis		
Short description				3000		
Supply	Which control module is current	ly installed?	-2-	@ DHR		
Configure adaptation channels	- 1 - old control module			Measurement		
Configure DTC memory				😭 info		
Replace / configure control module				(g anna)		
Supply						
Short description				Log		
				Data	٠	
				Extras		
				Help	×	
				Info	×	

Select option 2, "new control module".

mporter: Dealer:	444 03999		VIN: Engine:	3VW217AU2GM017502 all engine identifier codes	🧀 🛃	► (③)		
Control modules Re	sults Orders DI	SS TSB	est plan Operation Spec			Operating modes *		
1794 Replace		1 1			Vac	Diagnosis		
Short description					Tes	080		
Supply		The previo	us control module contains o	customer-specific adaptations that must be	No	C Flash		
Configure adaptatio	on channels	To do this,	the previous control module	e must be reconnected to the vehicle.		A Measurement		
Configure DTC memory Can the previous control module be connected with minimum effort? Replace / configure control module Note:						📦 Info		
						(@ samn		
Supply		• When i of the new	using the previous custom v control module are not n	ner-specific adaptations, manual adjustments recessary.				
Short description						Log ¥		
						Data ¥		
						Extras *		
						Help ¥		
						Info ¥		
		K	(> >	Help Cancel test		> 🛛 🔾		
					Test version			

• Click "No" on the screen shown here.

© 2015 Volkswagen Group of America, Inc.

Page 6 of 9



Offboard Diagnostic Inform	mation System Service - 2.	27				3 13
mporter:	444	VIN:	3VW217AU2GM017502		(V)	
Dealer:	03999	Engine:	all engine identifier codes)
RO:					-	
	uits Orders DISS	TSB Test plan Operation Special F	unctions		Operating mod	-
J794 Replace		- 1 -	U Diagnosis			
Selection						
Return	* w	ould you like to encode the control	I module?		Cash .	
Configure adaptation	channels	- 1 - Software configuration (recommended)				
Read identification data of prev. ch						
NOTES:	ITES:					
Supply					Lon.	
Initialization					Log	
Event memory					Data	*
Crtl. module calibratio	on				Extras	¥
Supply					Help	*
Selection	1					
() H	- · _				Info	8
	ŀ	< < > >	Help Cancel test		>>	0
				C Test version		

• Select option 1, "Software configuration (recommended)".

- Follow the remainder of the test plan as directed.
- Enter Geko ID whenever prompted.
- When requested, restart the Infotainment system by pressing and holding the ON/OFF button (volume knob) for 10 seconds.
- Press the ON/OFF button once to turn the Infotainment system back on.
- The update is now complete.
- Exit Guided Fault Finding.



Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾

				1			1	
Model(s)	Yea	ar(s)	Eng. Code(s)	Trans. Code(s)	VIN Ran	ge From	VIN Range To	
Golf, GTI, Golf Sportwagen	2016		AII	All	All		All	
			SAGA	Coding				
Claim Type:		Use appl	licable Claim Type	1)				
Service Number:		Damage Code	HST		Damage Location (Depends on Service No.)			
9130			0039			Use applicable when indicated in Elsa (L/R)		
Parts Mar	nufacture	er	Golf, GTI, Golf Sportwagen		DE2 ²⁾			
Labor Operation ³	³⁾ : Updat	e Softwar	.e	91302599 = 40 TU	J			
Labor Operation ³	³⁾ : Updat	e Softwar	e	See GFF time expenditure				
Labor Operation ³	³⁾ : Charg	e Battery		27068950 = 10 TL	J			
Causal Part: Sele	ct labor	operation		01500000				
			Diagnost	ic Time ⁴⁾				
GFF Time expend	liture		01500000 = 260 TU max.		YES			
Road Test		01210002 = 00 TU 01210004 = 00 TU		NO				
Technical Diagnosis		01320000 = 00 TU max.		NO				
Claim Comment: Input "As per Technical Bulletin 2042467" in comment section of Warranty Claim.						nty Claim.		
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only						onal only		
²⁾ Code per warranty vendor code policy.								

³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.

© 2015 Volkswagen Group of America, Inc.



⁴⁾ Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
	Or
	GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with:
	ODIS Service 2.2.7 or higher with current online updates
SD Card:	SW0613UD
MY 2016 Golf, GTI, Sportwagen infotainment system software update	

Tip:

Additional copies of the SD cards 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.

© 2015 Volkswagen Group of America, Inc.