



Technical Bulletin

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



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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.

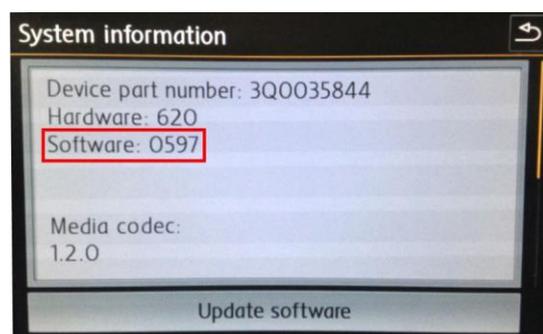
Switch on the MIB radio.

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.

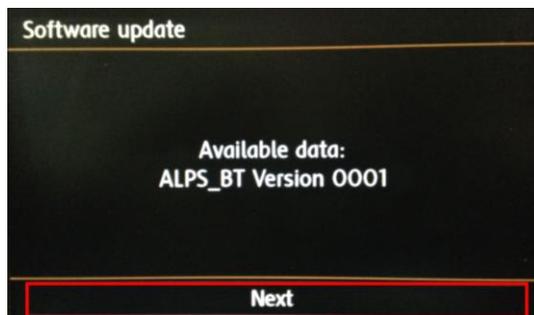


- If the currently installed "Software" level is lower than **0613**, proceed with this Technical Bulletin.
- If the currently installed "Software" level is greater than or equal to **0613**, this work procedure does not apply.

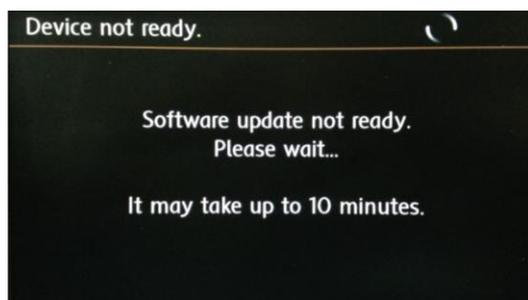
- Insert the applicable software update SD card into the 5F module SD card reader located in the glove box.
- Press "Update software" on the touch screen menu.



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- Press “Next” on the touch screen menu.



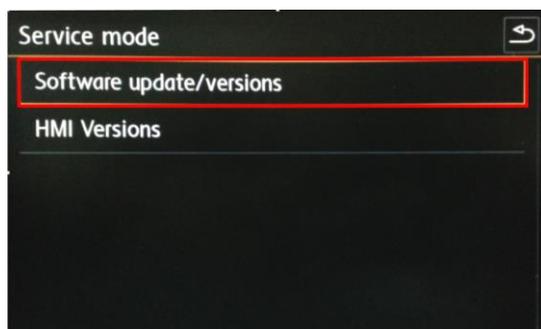
- The screen shown here will be displayed temporarily.
- After this screen is displayed, the Infotainment system will reboot and return to the normal mode.
- If the unit does not restart within 2 minutes, turn the unit on using the ON/OFF button (Volume knob).



Tip:

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

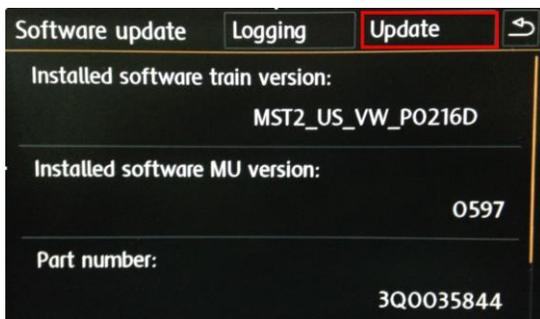
- Once the Infotainment system turns back on, enter “Service Mode” by pressing and holding the “Menu” hard key button on the Infotainment display for 10 seconds.



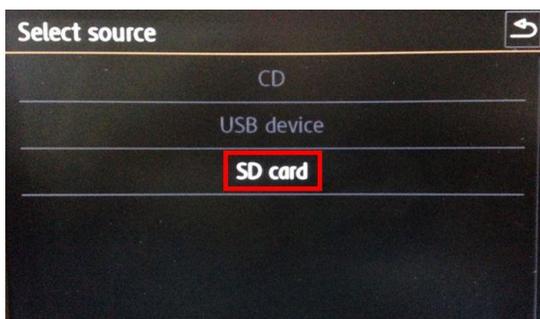
- Once Service Mode is displayed, press “Software update/versions” on the touch screen menu.



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- Press “Update” on the touch screen menu.



- Press “SD card” on the touch screen menu.



- Press “MST2_US_VW_P0504D” on the touch screen menu.

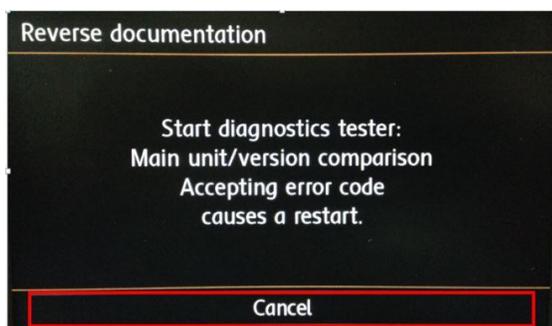


- Press “Start” on the touch screen menu.



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- Press “Next” on the touch screen menu to begin the update.



- Press “Cancel” on the touch screen menu.

- 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:**

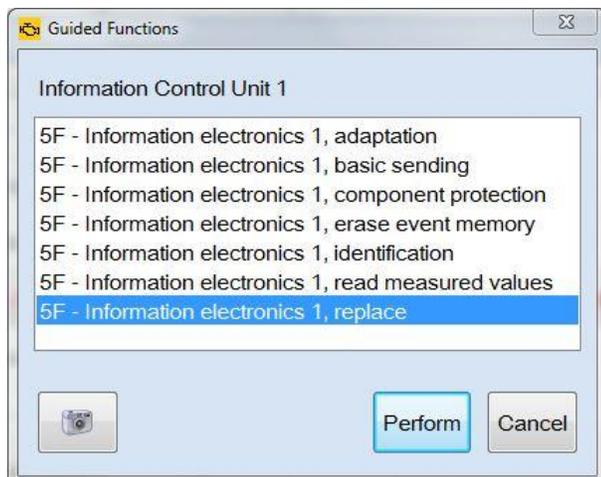
Prior to launching the ODIS application and starting this procedure, confirm the tester screen saver and power settings in accordance with Special Tools and Equipment – Service Information Circular # VSE-08-18. Failure to do so may result in the tester entering power save mode during data transfer, and 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.

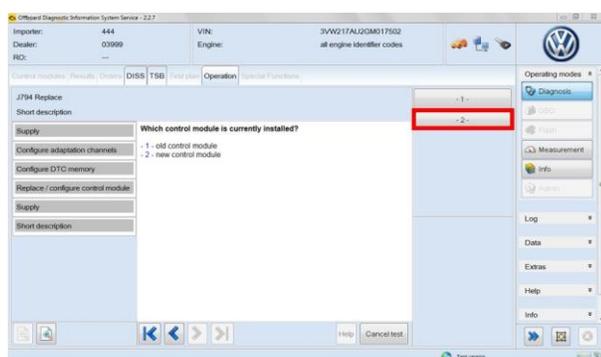
- Launch the ODIS application.
- Begin Guided Fault Finding (GFF) by clicking on “Starting Diagnosis”.
- Allow GFF to complete interrogation of the vehicle’s control modules.
- Once the GFF interrogation of the control modules has been completed click on the “Control modules” tab and scroll down the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



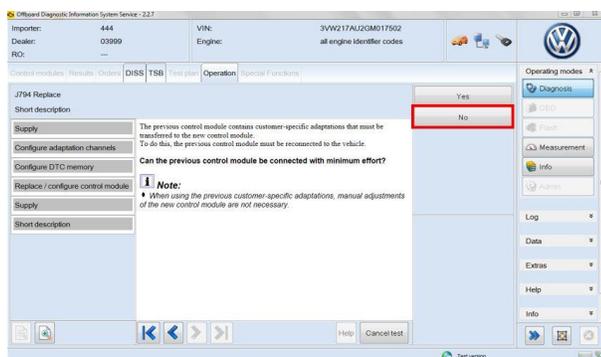
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- Select “5F – Information electronics 1, replace.”
- Click “Perform”.



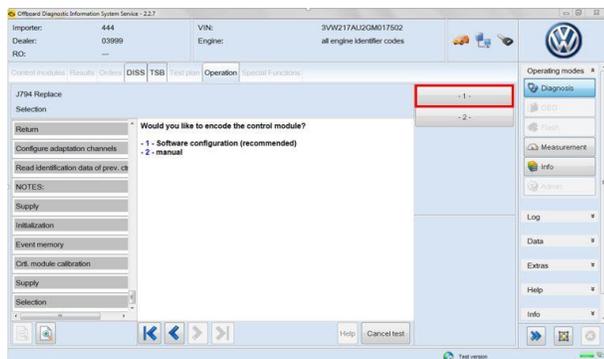
- Select option 2, “new control module”.



- Click “No” on the screen shown here.



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- 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.



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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
Golf, GTI, Golf Sportwagen	2016	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable 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 Manufacturer	Golf, GTI, Golf Sportwagen		DE2 ²⁾		
Labor Operation ³⁾ : Update Software			91302599 = 40 TU		
Labor Operation ³⁾ : Update Software			See GFF time expenditure		
Labor Operation ³⁾ : Charge Battery			27068950 = 10 TU		
Causal Part: Select labor operation			01500000		
Diagnostic Time ⁴⁾					
GFF Time expenditure	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.					
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.					



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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: MY 2016 Golf, GTI, Sportwagen infotainment system software update	SW0613UD



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.