UPDATE Technical Bulletin

April 22, 2015
91M4 UPDATE - Navigation SD Card

NOTE:
- Perform this UPDATE on all applicable vehicles within NEW VEHICLE LIMITED WARRANTY.
- It is MANDATORY to perform UPDATES on all applicable vehicles in dealer inventory PRIOR TO RETAIL SALE.
- Inform customers that this UPDATE will be available free of charge as long as their vehicle is within the Warranty parameters outlined in this UPDATE.

NOTE:
Required DMS Wording//Text: (line item, customer concern description on repair order):
UPDATE 91M4 – Navigation SD Card

Model(s)	Year	Engine Code	Trans. Code
Golf/GTI	2015	All	All

REVISION HISTORY		
Revision	**Date**	**Purpose**
1	March 10, 2015	Original publication
2	March 10, 2015	Work procedure updated on pages 4 and 5
3	April 22, 2015	Criteria 02 added to tag additional affected vehicles

Condition

This update has been proactively released due to incorrect SD Card provided during vehicle production.

This UPDATE is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91M4 code in Elsa, Campaign/Action Information screen *on the day of repair*.
- If the vehicle is sold it must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this UPDATE.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

UPDATE Technical Bulletin

Technical Background

In the affected vehicles, SD-Cards 5G0.919.866.S (SOP50/14 Version 3) were used due to a lack of supply of SD-Card 5G0.919.866.H (SOP 27/14 Version 2). Navigation systems previous to CW50/14 have a different license and cannot read SD-Cards 5G0.919.866.S.

Production Solution

Correct SD-Card installed in production as of CW 50/14.

UPDATE Technical Bulletin

Service

Section A

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen

> 🛈 Tip: On the date of repair, print this screen and keep a copy with the repair order

- ⇐ Ensure that the Status is "Open" <arrow 2>

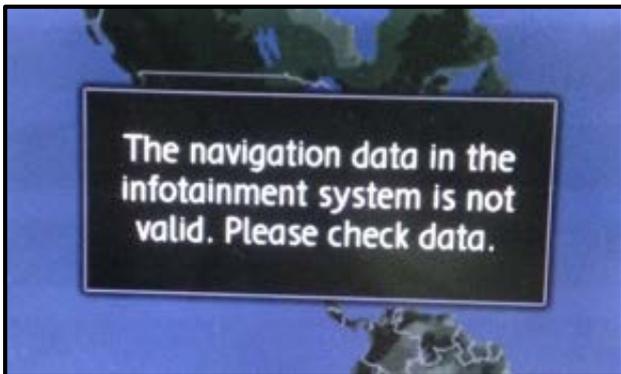- Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated.

Continue to Section B

UPDATE Technical Bulletin

Section B – SD Card Replacement

- Open the glove compartment.
- Identify the location of the Navigation SD card (SD1 or SD2).
- DO NOT remove the SD card at this time.

- Switch the radio ON.
- Press the "NAV" button.
- Verify the error message "The navigation data in the infotainment system is not valid. Please check data." is displayed on the screen.

- Press the "Menu" button.
- Select "Setup" <as shown>.

- Select the appropriate option to "Remove SD card safely".
- Install the replacement SD card, P/N: 5G0919866H.
- Close the glove compartment.

UPDATE Technical Bulletin

- Press the "Nav" button.
- Verify the map is displayed correctly and no error message is present.

Work Complete

Warranty

Claim Entry Procedure	Enter your claim immediately upon completion of the UPDATE. Claims will only be paid for vehicles that show this UPDATE code open in Elsa on the day of repair. To help ensure prompt and proper payment, attach the screen print to the repair order.
Claim Help	**U.S. dealers** - Contact the **Warranty Helpline** toll-free at 1-866-306-8447 for help with claim entry. **Canadian dealers** - Contact your Warranty Campaign Specialist. For contact information, please proceed to "ServiceNet – Warranty/Contact Information/Campaigns – "Warranty Campaign Specialist."
Required Customer Notification	Ensure customers are aware of all work performed on the vehicle by recording the information on the repair order. Attach a copy of the *Vehicle UPDATE Fact Sheet* to the customer's copy of the repair order and take the time to explain this UPDATE to your customer.

SAGA Code 91M4 Claim Entry Procedure

Check Elsa to confirm that this UPDATE code is open _on the day of repair_.

Service No.: 91M4

Damage Code: 0099

Parts Manufacturer/Vendor Code: WWO

Claim Type
  Sold vehicle = 7 10
  Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 or 02

Check/UPDATE present. No further work required.

| **Repair operation:** | **0183 00 99** | **10 TU** |

-- OR --

Replace Navigation SD card

| **Repair operation:** | **9112 55 99** | **10 TU** |

Quantity	**Part Number**	**Part Description**
1	5G0 919 866H	Navigation SD-Card

**There is NO reimbursement for wash or loaner vehicle!**

If the vehicle is outside of the specified warranty period OR if customer refused repairs.

U.S. dealers: Submit the request through WISE under the Campaigns/Update/Recall Closure option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

UPDATE Technical Bulletin

Required Parts and Tools

Part Description	Part No:	Quantity
Navigation SD-Card	5G0 919 866H	1

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check Elsa for the most current version of this document.

UPDATE Technical Bulletin

UPDATE FACT SHEET – UPDATE Code 91M4

Dear Volkswagen Customer,

Today we performed UPDATE code 91M4 on your vehicle. This UPDATE restores navigation functionality, and was performed for you free of charge.

Volkswagen periodically makes updates like this available in order to ensure our customer's continued satisfaction with the quality of their Volkswagen vehicles.

We at Volkswagen are committed to providing our customers with reliable, quality products that are a pleasure to drive and own. If you should ever have any questions or vehicle concerns, your authorized Volkswagen dealer will be pleased to assist you.

Thank you for driving a Volkswagen!