# Technical Bulletin

| Models(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|---|---|---|---|---|---|
| eGolf | 2015 | All | All | All | All |
| All except Eos & Touareg | 2016 | All | All | All | All |

## Condition

**91 16 04** July 18, 2016 **2044695**

**Infotainment Software Updates Available for Download via ServiceNet**

This Technical Bulletin is for informational purposes only. Please refer to the appropriate vehicle-specific Technical Bulletin(s) for information regarding the applicable Infotainment System software required.

## Technical Background

Volkswagen Group of America has now made some Infotainment System software updates available for download online via ServiceNet. Future Infotainment System software updates may <u>only</u> be available for download via ServiceNet. **Distribution of hard copy physical media with pre-loaded software for future Infotainment System updates will be discontinued.**

**Tip:**

Some previously released Infotainment System software updates may become available via ServiceNet as well. Refer to the specific Technical Bulletin to determine whether or not the required software is available for download.

## Production Solution

N/A.

## Service

Please refer to the appropriate Technical Bulletin in Elsa that applies to the vehicle and symptom being addressed to determine which specific software is required for download.

Once the correct software for the required update has been identified, navigate to ServiceNet via the VW Hub at www.vwhub.com using an ODIS equipped PC, laptop, etc. **Downloading Infotainment System software via ServiceNet can ONLY BE PERFORMED USING AN ODIS EQUIPPED PC, LAPTOP, ETC.**

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⚠️**Note:**

Depending on the specific software and vehicle Infotainment System, <u>a blank and formatted SD card or DVD will be required</u>. Please refer to the appropriate Technical Bulletin for specific information regarding the type of physical media needed and file size.

**Locating Software:**

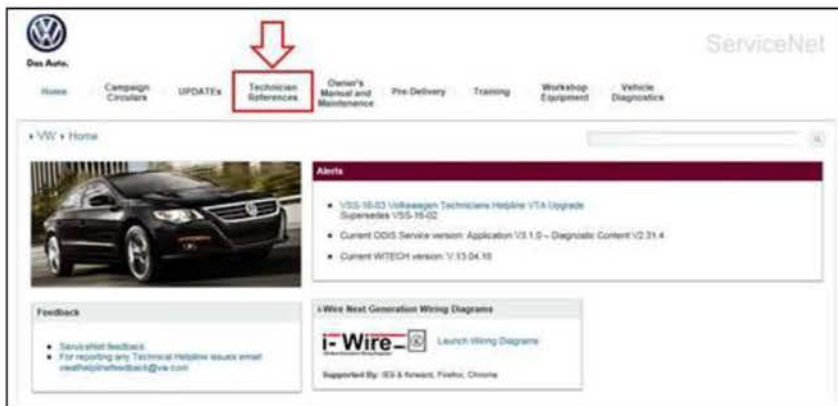- Using an ODIS equipped PC or Laptop, navigate to the ServiceNet home page.



**Figure 1.**

- From the ServiceNet home page, mouse over the heading that reads "Technician References" near the top of the screen (Figure 1).
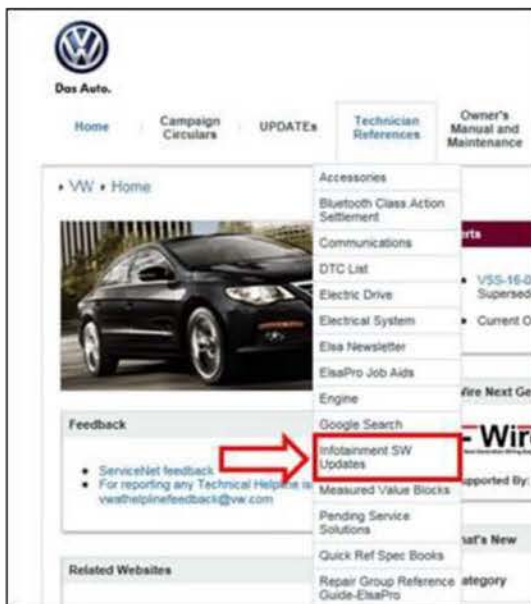


**Figure 2.**

- From the drop-down menu, select "Infotainment SW Updates" (Figure 2).
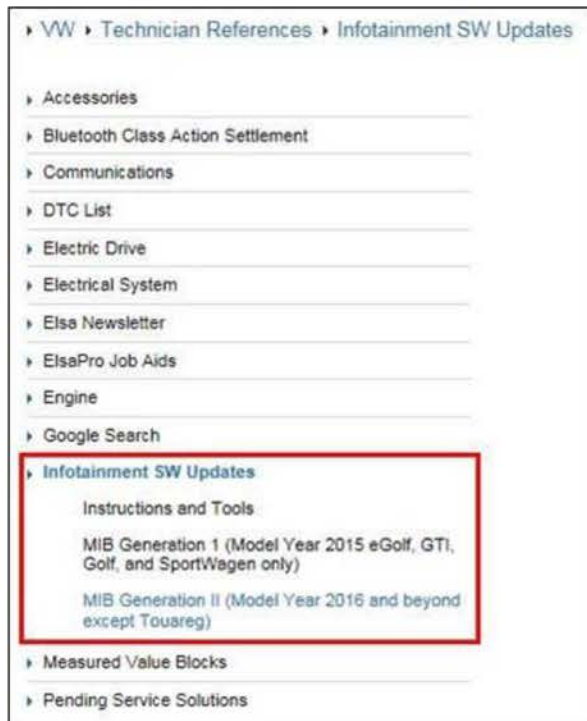
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**Figure 3.**

- You may now choose to view the "Instructions and Tools" section, or proceed to selecting the applicable Infotainment System software for download (Figure 3).

- **Make sure to follow all instructions to properly, format SD cards prior to downloading software via ServiceNet. Information regarding proper SD card formatting is available in the "Instructions and Tools" section.**

- Once the download is complete, properly remove/eject the media from the PC/laptop and proceed to the appropriate vehicle specific Technical Bulletin that applies.

**Tip:**

**The file size of the software update will be specified in the vehicle-specific Technical Bulletin.**

**Blank physical media such as SD Card, are to be obtained locally.**

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## Warranty

Information only.

## Required Parts and Tools

No special parts required.

| Tool Description | Tool No: |
|---|---|
| VAS Diagnostic Tool | VAS 6150/X & VAS 6160/X with ODIS Service with current online updates |

## 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.**

| Document Control Revision Table | | | |
|---|---|---|---|
| **Instance Number** | **Published Date** | **Version Number** | **Reason For Update** |
| **2044695/1** | 7/18/16 | V911604 | Original publication. |