



## **VOLKSWAGEN DEALERSHIP COMMUNICATION – USA ONLY**

Date: February 04, 2016

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Customer Satisfaction Campaign 91N9 – USA Only  
MIB2 MQB Radio (Modular Infotainment System) Software  
Certain 2016 MY Volkswagen Vehicles with the MIB2 MQB Radio (Modular Infotainment System)

### **IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION**

On February 05, 2016, Update code 91N9 will become a Customer Satisfaction Campaign with customer notification. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Customer Satisfaction Campaign</b>
<b>SAGA CODE</b>	<b>91N9</b>
<b>MARKET(S)</b>	United States Only
<b>AFFECTED VEHICLES</b>	Certain 2016 MY Volkswagen Vehicles with the MIB2 MQB Radio (Modular Infotainment System)
<b>TOPIC</b>	MIB2 MQB Radio (Modular Infotainment System) Software
<b>PROBLEM DESCRIPTION</b>	<p>This customer satisfaction campaign has been proactively released to prevent one or more of the following infotainment-related symptoms:</p> <ul style="list-style-type: none"><li>· App-Connect malfunctions or is inoperative</li><li>· Infotainment display goes blank or dark</li><li>· Infotainment system freezes or reboots</li><li>· Infotainment system turns off without input</li><li>· Display screen turns blue with “Emergency Download” error message displayed</li><li>· Bluetooth is unavailable or inoperative</li><li>· Navigation system malfunctions or is inoperative</li><li>· Voice Recognition malfunctions or is inoperative</li><li>· Settings in menu are not stored or missing</li><li>· Audio source changes without input after key cycle</li><li>· SD card malfunctions or is inoperative</li><li>· Loss of paired Bluetooth device</li><li>· Language settings change without input</li><li>· Loss of radio presets</li><li>· Announcement volume changes or fluctuates without input</li><li>· Loss of audio output</li></ul>
<b>CORRECTIVE ACTION</b>	Install software to update the infotainment system to current production standards.
<b>CUSTOMER NOTIFICATION DATE</b>	On or about February 05, 2016
<b>ELSA VISIBILITY DATE</b>	On or about February 05, 2016
<b>OMD Web VISIBILITY DATE</b>	On or about February 05, 2016
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 8,772 <b>CANADA:</b> 0
<b>APPROXIMATE REPAIR TIME</b>	Up to 110 TU
<b>PARTS REQUIRED</b>	NONE - Software only. See campaign circular for SD card ordering information.
<b>EXPIRATION DATE</b>	December 31, 2018
<b>ADDITIONAL INFORMATION</b>	Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.