

# Customer Satisfaction Campaign

## Code: 91N9



**REVISION**

<b>Subject</b>	<b>MIB2 MQB Radio (Modular Infotainment System) Software</b>
<b>Release Date</b>	December 16, 2016
<b>Revision Summary</b>	<b>SD cards are no longer available. SD card software files are available for download from ServiceNet. See Technical Bulletin Instance # 2044695 for instructions on downloading Infotainment Software Updates.</b>
<b>Affected Vehicles</b>	<p><b>U.S.A. &amp; CANADA: Certain 2016 MY Volkswagen Vehicles with the MIB2 MQB Radio (Modular Infotainment System)</b></p> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li> </ul>
<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>	Perform software update to bring system up to current production standards.
<b>Code Visibility</b>	<p><u>U.S. dealers:</u></p> <p>On or about February 05, 2016 affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about February 05, 2016 this campaign code showed open on affected vehicles in Elsa.</p> <p>On or about February 05, 2016, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a>.</p> <p><u>Canadian dealers:</u></p> <p>On or about March 22, 2016 affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> &amp; OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about March 22, 2016 this campaign code showed open on affected vehicles in Elsa.</p>

**Owner Notification**

Owner notification took place in March, 2016. Owner letter examples are included in this bulletin for your reference.

**Campaign Expiration Date**

This campaign expires on **December 31, 2018**. Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealership's normal parts and labor cost associated with this repair will apply.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

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

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

*Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*



## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

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

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a customer satisfaction campaign on certain 2016 MY Volkswagen Vehicles with the MIB2 MQB Radio (Modular Infotainment System). Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** This customer satisfaction campaign has been proactively released to prevent one or more of the following infotainment-related symptoms:

- 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
- Navigation system malfunctions or is 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

**What will we do?** Your authorized Volkswagen dealer will install software to update the infotainment system to current production standards. This work will take up to two hours to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.vw.com](http://www.vw.com) and click on the "Owners" link to locate a dealer near you and schedule this service online.

This customer satisfaction campaign will be available for you **free of charge only until December 31, 2018**. If you wish to have this service performed after that date, your dealer's normal labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST, or by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at [www.vw.com](http://www.vw.com) and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

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

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a customer satisfaction campaign on certain 2016 MY Volkswagen Vehicles with the MIB2 MQB Radio (Modular Infotainment System). Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** This customer satisfaction campaign has been proactively released to prevent one or more of the following infotainment-related symptoms:

- App-Connect malfunctions or is inoperative
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This customer satisfaction campaign will be available for you **free of charge only until December 31, 2018**. If you wish to have this service performed after that date, your dealer's normal labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada  
Attn: Customer Relations (91N9)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-8987  
[www.vw.ca](http://www.vw.ca)

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

**ATTENTION!**

**Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.**

## Required Tools



- VAS6150C – Diagnostic Tester (or equivalent)



- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)



- SW0613UD

SD card software files are available for download from ServiceNet. See Technical Bulletin Instance # 2044695 for instructions on downloading Infotainment Software Updates.

## Work Procedure

<b>i</b> TIP
If Campaign Completion label is present, no further work is required.

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

**EXAMPLE**

### Section A – Check for Previous Repair

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

<b>i</b> 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

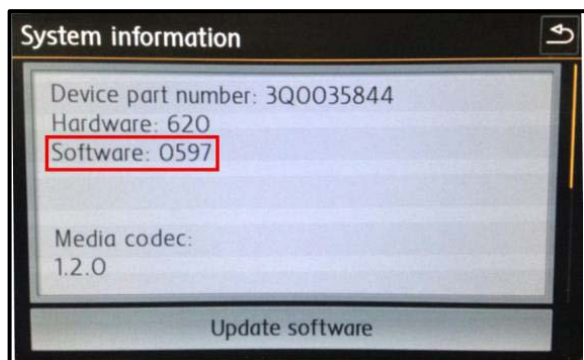
### Proceed to Section B

## Section B – Update Infotainment System Software

### NOTE

- This procedure must be read in its entirety prior to performing the software update.
- U.S. dealers: The SD card, P/N: SW0613UD, used for this action was supplied to each dealership under Technical Bulletin Instance # 2042467.
- Canadian dealers: SD cards were allocated to dealers with affected vehicles prior to this launch.
- SD card software files are available for download from ServiceNet. See Technical Bulletin Instance # 2044695 for instructions on downloading Infotainment Software Updates.
- SD cards CAN NOT be claimed as part of the 91N9 repair.
- The following steps **MUST BE** performed in the order listed below. Diverting from these steps could cause damage to the radio. Damage to the radio is not covered under this action.

- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition ON.
- Switch the radio ON.
- Check the software version by pressing the “Menu” hard key on the infotainment unit.
- Using the tuner knob, scroll through the touch screen menu and stop on “setup”.
- Select “Setup” on the touch screen menu.
- Select “System Information” on the touch screen menu.

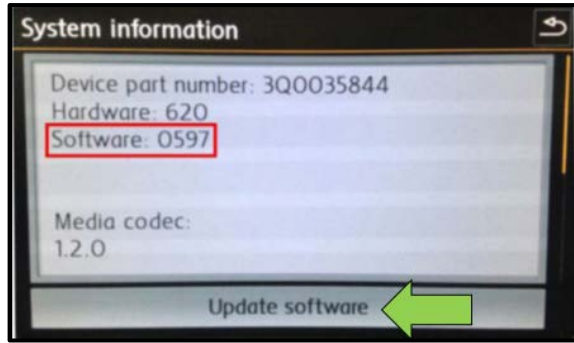


- If the currently installed software level is LOWER than **0613** <as shown>, proceed with these repair instructions.
- If the currently installed software level is GREATER than or EQUAL to **0613**, **work complete, proceed to section C.**

### NOTE

This software update only applies to Delphi radios. If the software level shown is 241 or 245, a TechniSat radio is installed in the vehicle and this work procedure does not apply.





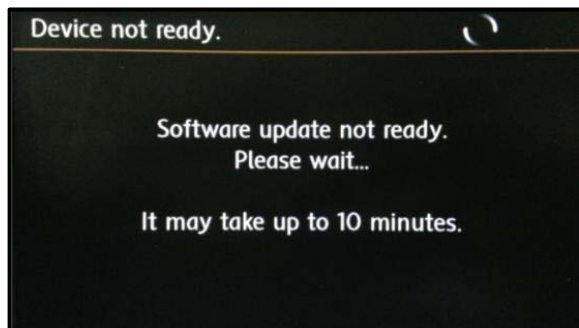
- Insert the SD card, P/N: **SW0613UD**, into the 5F module SD card reader located in the glove box.
- Select “Update Software” on the touch screen menu <arrow>.

**i TIP**

SD card software files are available for download from ServiceNet. See Technical Bulletin Instance # 2044695 for instructions on downloading Infotainment Software Updates.



- Select “Next” <as shown> on the touch screen menu.

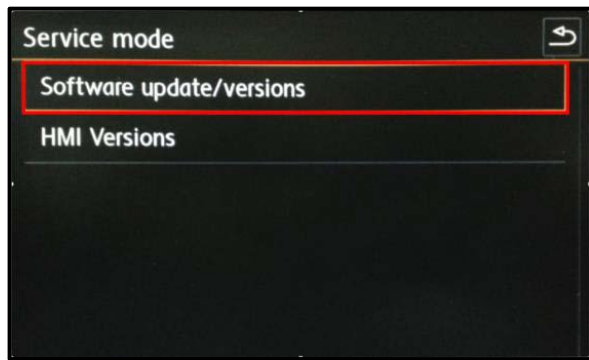


- The “Device not ready” screen will be displayed temporarily.
- After this screen is displayed, the Infotainment system will reboot and return to the normal operating mode.
- If the unit does not restart within 2 minutes, turn the unit ON using the ON/OFF button (volume knob).

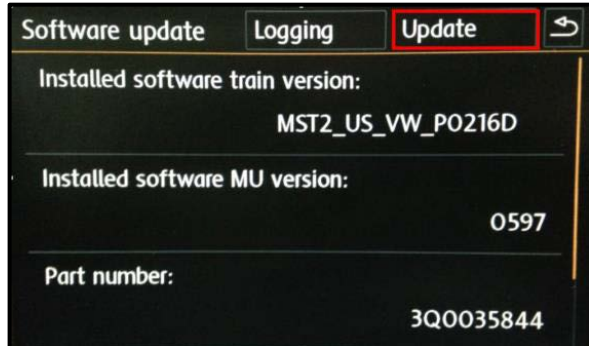
**i TIP**

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

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



- Select “Software update/versions” <as shown> on the touch screen menu.



- Select “Update” <as shown> on the touch screen menu.



- Select “SD card” <as shown> on the touch screen menu.

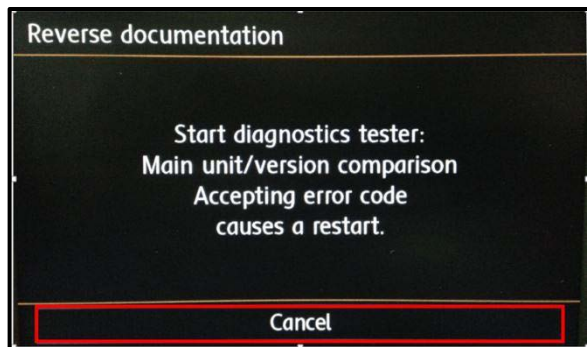


- Select “MST2\_US\_VW\_P0504D” <as shown> on the touch screen menu.



- Select “Start” <as shown> on the touch screen menu.

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



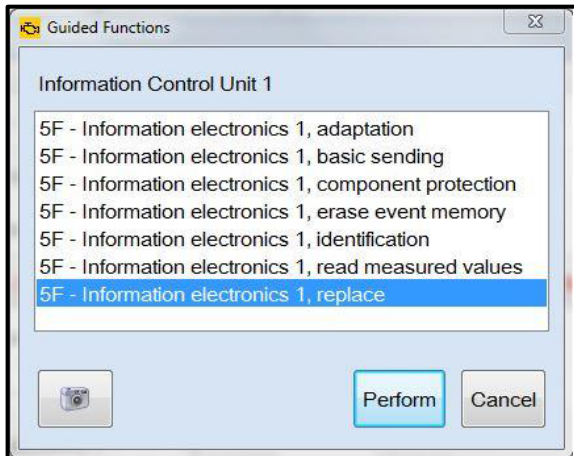
- When the “Reverse documentation” screen is displayed, select “Cancel” <as shown> on the touch screen menu.

- 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 Data Link Connector (DLC)

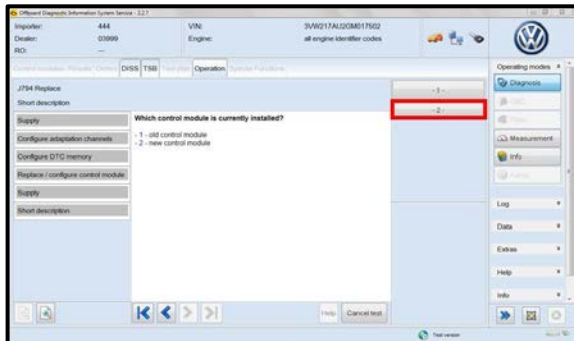
#### NOTE

- 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.

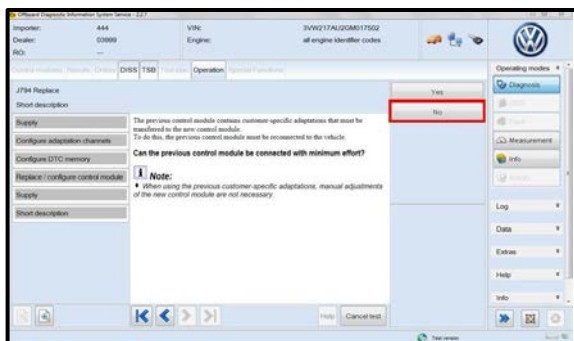
- Launch the ODIS application.
- Begin Guided Fault Finding (GFF) by clicking “Starting Diagnosis”.
- Allow GFF to complete interrogation of the vehicle's control modules.
- Once the GFF interrogation of the control modules has been completed click on the “Control modules” tab.
- Right click on “5F Information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



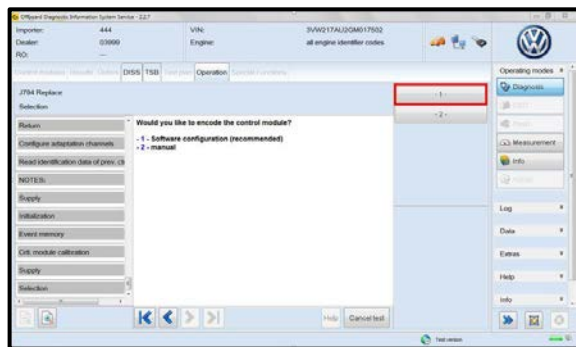
- Select “5F – Information electronics 1, replace” <as shown>.
- Select “Perform”.



- Select option 2, “new control module” <as shown>.



- Select “No” <as shown>.



- Select option 1, “Software configuration (recommended)”.

- Follow the on-screen directions to complete the test plan.
- Enter Geko ID when prompted.
- When directed, restart the Infotainment system by pressing and holding the ON/OFF button (volume knob) for 10 seconds.
- When directed, press the ON/OFF button once to switch the Infotainment system back on.
- Follow the on-screen directions and complete each test plan as directed.
- Once GFF test plans are complete, Exit GFF.
- Remove the battery charger.
- Close the battery cover.
- Close the hood.

## Proceed to Section C

### Section C – Campaign Completion Label

#### Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

- Close the hood.

### ALL WORK IS COMPLETE