REVISION

Customer Satisfaction Campaign Code: 91Q1

Subject	Modular Infotainment System Software Update			
Release Date	September 06, 2017			
Revision Summary	 Canada added. Software version updated. Software download instructions in Appendix A updated. 			
Affected Vehicles	U.S.A. & Canada : Certain 2017 MY Golf, GTI, Golf SportWagen and Golf Alltrack			
	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 & verification source.			
	✓ Campaign status must show "open."			
	✓ 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.			
Corrective Action	Install software to bring the infotainment system up to current production standards.			
Parts Information	Software update only; no parts needed.			
Code Visibility	Canada: On or about September 06, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <u>www.vwhub.com</u> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.			
	On or about September 06, 2017, this campaign code will show open on affected vehicles in Elsa.			
	On or about September 06, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <u>www.vw.com.</u>			
	USA: On or about February 17, 2017, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <u>www.vwhub.com</u> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.			
	On or about February 17, 2017, this campaign code showed open on affected vehicles in Elsa.			
	On or about February 17, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at <u>www.vw.com.</u>			
Owner Notification	Canada: Owner notification will place in September 2017.			
	USA: Owner notification took place in February 2017.			
	Owner letter examples are included in this bulletin for your reference.			
Campaign Expiration Date	This campaign expires on <i>December 31, <u>2020</u></i> . 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 dealerships 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 <u>before</u> <u>delivery to consumers</u> .			

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 <u>www.vwhub.com</u>.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- U.S. dealers: Submit request via WISE under the Campaigns/Update/Recall Closure option. √
- Canada dealers: Fax repair order to Warranty at (905) 428-4811. ✓

Service Number	91Q1
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10
	Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	Check infotainment software level; no update required
	Labor operation: 0183 00 99 10 T.U.
	-OR-
	Check infotainment software level; update required
	Labor operation: 9132 25 99 50 T.U.

This notice applies to your vehicle: <VIN>

Subject: Customer Satisfaction Campaign 91Q1 Modular Infotainment System Software Update Certain 2017 Model Year Volkswagen Golf, GTI, Golf SportWagen and Golf Alltrack

Dear Volkswagen Owner,

The Golf family of vehicles has been designed to provide you with value, performance, and a wealth of new technology. *Car and Driver* agrees, naming the 2017 model year Volkswagen Golf, GTI, Golf SportWagen and Golf Alltrack to its prestigious <u>10Best</u> list.

While your vehicle features an advanced infotainment system with App-Connect access to Apple Car-Play and Android Auto functionality, you have told us that the system functionality could be improved. We've listened!

What will we do?	Volkswagen is offering a software update that will improve the stability of your infotainment system. This will bring your infotainment system up to current production standards. This software update will take about an hour 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. For your convenience, you can also visit <u>www.vw.com</u> and click on the "Owners" link to locate a dealer near you and schedule this service online. 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.
	This customer satisfaction campaign will be available to you free of charge, but <u>only until</u> <u>December 31, 2019.</u> If you wish to have any infotainment system updates 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.
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 reach out to us using your preferred method of communication at <u>www.vw.com/contact</u> or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
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 <i>Look Up Recalls</i> link at <u>www.vw.com</u> and enter your Vehicle Identification Number (VIN) into the <i>Recall/Service Campaign Lookup</i> tool.

At Volkswagen, it is important for our technology to remain ahead of the curve; that is why we are making this update available to you as our valued customer. We are taking this action to ensure your vehicle continues to meet and exceed your expectations allowing for the best infotainment experience possible.

Sincerely,

Volkswagen Customer Protection

<MONTH YEAR>

<CUSTOMER NAME> <CUSTOMER ADDRESS> <CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Customer Satisfaction Campaign 91Q1 Modular Infotainment System Software Update Certain 2017 Model Year Volkswagen Golf Family Vehicles Equipped with the Modular Infotainment System

Dear Volkswagen Owner,

The Golf family of vehicles has been designed to provide you with value, performance, and a wealth of new technology. While your vehicle features an advanced infotainment system with App-Connect access to Apple Car-Play and Android Auto functionality, you have told us that the system functionality could be improved. We've listened!

What is this Customer Satisfaction Campaign about?	Volkswagen is offering a software update that will improve the stability of your infotainment system. This will bring your infotainment system up to current production standards. This software update will take about an hour 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.
	This customer satisfaction campaign will be available to you free of charge, but <u>only until</u> <u>December 31, 2020.</u> If you wish to have any infotainment system updates 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.
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 contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at <u>www.vw.ca</u> .

At Volkswagen, it is important for our technology to remain ahead of the curve; that is why we are making this update available to you as our valued customer. We are taking this action to ensure your vehicle continues to meet and exceed your expectations, allowing for the best infotainment experience possible.

Sincerely,

Volkswagen Customer Protection

Campaign Work Procedure

91Q1 Customer Satisfaction Campaign

INOTE

- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- SD card software files are available for download from ServiceNet. See Appendix A for instructions on downloading Infotainment Software Updates.
- An SD card with at least 4 GB of storage will be required. Once the files are downloaded onto the SD card, the SD card can be used for all future vehicles affected by this action. The cost of the SD card and time to download the software is not covered under this action.

Required Tools



- VAS6150D Diagnostic Tester (or equivalent)
- VAS6154 Vehicle Communication Interface (or equivalent)



GRX3000VAS - Battery Tester/Charger (or equivalent)

Repair Instruction

Section A - Check for Previous Repair

If Campaign Completion label is present, no further work is required.



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

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. • If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved. September 2017

Section B – Repair Procedure

Software update/versions	
HMI Versions	and the second
Function enabling codes (FEC, SW	aP)
ITR	



Select source		ا
	CD	
	USB device	
	SD card	

- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition ON.
- Switch the radio ON.
- Insert the SD card with software Delphi 755 into the 5F module SD card reader located in the glove box.

SD card software files are available for download from ServiceNet. See Appendix A for instructions on downloading Infotainment Software Updates.

- Enter "Service Mode" by pressing and holding • the "Menu" hard key button on the Infotainment unit for 10 seconds.
- Select "Software update/versions" • <as shown> on the touch screen menu.
- If the software level is 0755, no further work is required, proceed to Section C.
- If the software level is 0751, 0752 or 0753 <arrow>, select "Update" <as shown> on the touch screen menu.

Select "SD card" <as shown> on the touch screen menu.





Select device	Start .
AP_FLASH	Some
AP_MMC	Ŷ
78KOR	N
INIC	N
MIBLite2_APN	N/A
DUW028	N



• If this message is displayed, the update is not required. Remove the SD card with software Delphi_755 and proceed to Section C.

• Select "MST2_US_VW_P0633D" <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.



2017-01-10 21:30	2
AP_FLASH	OK
AP_MMC	ОК
78KOR	-
INIC	
MIBLite2_APN	
DUW028	-

• This screen will be displayed during the software update.

NOTE

The infotainment system may reboot several times during the update.

This screen will be displayed during 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.
- Press the "back" arrow in the upper right corner ٠ <as shown>.
- Remove the SD card from the 5F module in the glove box.

- Cycle the ignition off and then back on.
- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected and perform a GFF scan of the vehicle.
- If fault "B201A: Checking software version management" is stored in the infotainment control module - address word 005F, perform the following test plan:

I NOTE

Multiple faults, including databus faults, will store in several control modules during the software update due to a brief communication loss with the J794. These faults will be intermittent and should clear. The B201A fault will remain static, but does not affect functionality. Examples of faults that could store:

Address	Fault	
0017	U1110 - Function restriction due to	
	communication interruption	
0019	U0065 - Vehicle Communication Bus E	
	Performance	
005F	U106A - Digital sound system control	
	module No Communication	
0075	U1121 - Databus missing message	

Cittingard Duagrani	tiç Ərlumatlari System Service - 3.0.3					20	4
Importer:	444	VIN:	3VWC17AU9GM511912		1	N	\$
Dealer: RO:	03100	Engine:	all engine identifier codes	0	1	W	,
Control modules	Orders DISS TSB Test pl	an Operation Special Functions			Operat	ling mode	es #
Tests for the en	tire vehicle	The Island			Q Di	agnosis	
Status	Tests				I OF	in.	
-	0025 - Online system te	est			100		
-	0025 - XCP Debug				1000		-
	025 - Component protection fr	inctions			Ga Me	asurema	ent
1.2.1	DOOF Changes and			-	ind 19	0	
1.2	0020 - Showroom moo				Admin		
-	KS-Master (Gateway) c	connection system		_			
	005F - Information electronics of	control module 1 J794			Log		*
-	005F - Design status cl	heck/reset DTC memory			Data		
-	Software version management			1			
- 1	Adapt software (offline)				Extras		*
-	Adapting software				Help		
12	Youpuny southers						
-	Code online control mo	oue -			Info		*
Perform test.	Display documents				33	123	0
Two.	advectoring)			Read control modules and	-		

Under the Special Functions tab, run the "005F-Design status check/reset DTC memory" test plan.

porter:	444	VIN:	3VWC17AU9GM511912		6	>
ealer:	03100	Engine:	all engine identifier codes		(6)	1
D:				0	6	2
	DISS TSB	Operation			Operating m	odes 4
eset BZD/FSP				CompletesContinue	Diagnos	is
OTE:						
Please restart th	he Main-Unit via the Touch-S	Screen-Monitor	1.1		40	
IOTE:	why appears on the trucher	man monitor if the main unit was	redated via a data carrier in advance		A Measure	ement
If no update h	as been performed, no resta	art of the Main Unit is not necessa	kry		😭 info	
					0.	
					Log	
					Log Data	
					Log Data Extras	
					Log Data Extras Help	
					Log Data Extras Help Info	1

- When the test plan reaches the step to "restart . the Main-Unit via the Touch-Screen-Monitor", hold the radio's power button down for 10 seconds to reboot the J794. Once the radio turns back on, select Complete/Continue.
- Once the test plan ends, the B201A fault should clear.
- Exit the scan tool.
- Send the Diagnostic log online to GFF Paperless.
- Remove the battery charger.
- Close the battery cover.

Continue to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

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

i TIP

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

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved. September 2017

Appendix A – Software Download Instructions

- The download process must be performed on an ODIS machine with a valid certificate, in administrator mode.
- When formatting the SD card, all files that are currently on the card will be deleted.
- To view the video listed in the Instructions and Tools, the video must be saved to the ODIS desktop in order to view.



• Right click on the SD card <arrow 1> and select Format <arrow 2>.

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() NOTE		
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NAM + Homo	Accessories		
P VV Prione	Bluetooth Class Action Settlement	8	2
	Communications		
	DTC List		
	Electric Drive	Please click here to view TDI Monitoring Program - "Campaign 23Q3" - 2 0L Phase 1 Emissions Modification Gen 3	
10 Th F	Electrical System	Current ODIS Service version: Application V4.0.0 - Diagnostic Content 2.33.1	
	Elsa Newsletter	Current WITECH version: V.13.04.18	
	ElsaPro Job Aids	The Elsa2Go App has been updated. Please click here for download link and instructions.	
	Engine	 Note: The current version of the app is no longer available. 	
	Google Search		
Feedback ServiceNet feedback For reporting any Technical Helpline issur	Infotainment SW Updates (Requires ODIS to download See technical bulletin 2044695)	2 sgrams	
vwathelplinefeedback@vw.com	Measured Value Blocks	Instant Rur IFB & forward Firefry, Chrome	
	Pending Service Solutions		
Related Websites	Quick Ref Spec Books	i's New	
Volkswagen Special Tools & Equipment (Ordering Website	Repair Group Reference Guide- ElsaPro	Category Publication Document	
atlict/en/web/ww/technician-referencer rature		Ting 02/15/2017 For an inaming related content, please visit https://www.dwwedusource.com/	

- Using a scan tool with a valid certificate:
 - Open ServiceNet, select Technician Reference <arrow 1>. Then select Infotainment SW Update 0 <arrow 2>.

Accessories
Bluetooth Class Action Settlement
Communications
DTC List
Electric Drive
Electrical System
Elsa Newsletter
ElsaPro Job Aids
Engine
Google Search
Tech Tips - Canada

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	VW	[A]	
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Select Sele	ave as <arrow 2="">.</arrow>		
If the 7-Zip proc	ram is already installed on the scan tool being used, this step	o can be ignored.	

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VW • Technician References • Infotainment SW Updates (Requires OD	
* Instructions and Tools	
MIB Generation 1 (Model Year 2015 eGolf, GTI, Golf, and SportWagen only)	
MB Generation II (Model Year 2016 and beyond except Toware)	
2016 2017	

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• Select Extract to "MST2_US_VW_P0633D_0755_Nav Radio\" <arrow 2>.



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NOTE							
important	that ALL files in t	the unzipped folder are se	lected.				

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved. September 2017

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• Drag all of the selected files from the unzipped folder to the SD card <arrow>.

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The SD card is now ready for use. ٠