



## Technical Tip

<b>Topic</b>	91-17-04TT - MIB1 & MIB2 Infotainment System Exhibits Unusual Behavior with Approved Device
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Volkswagen
<b>Date</b>	June 30, 2017

## Condition

<b>ATTENTION:</b>
<b>THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.</b>
<b>TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.</b>

### MIB1 & MIB2 Infotainment System Exhibits Unusual Behavior with Approved Device

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Golf Sportwagen, eGolf, Jetta, Passat, Tiguan, Beetle, Beetle Convertible	2015-2017	All	All	All	All

## Technical Background

There may be a customer concern that can arise where the infotainment system may exhibit unusual behavior when an otherwise approved device is connected via USB.

## Service

Perform normal diagnosis for CarPlay connection issues as per Tech Tip 2045267 (91-16-13TT). If no concerns can be identified through Tech Tip 2045267 (91-16-13TT), check if the customer's device is "Jailbroken".

"Jailbroken" means that software has been installed on the device that will allow for the installation of 3<sup>rd</sup> party apps that are not approved through Apple. These apps and the Jailbreak software can cause functionality and compatibility issues with the infotainment system.

It can be difficult to identify a Jailbroken phone, but there are things to keep a look out for. First would be look for the following apps and note if they are installed on the device:

- "Cydia"
- "Icy",
- "Installer"

-continue-



These apps allow for the installation of the 3<sup>rd</sup> party apps. Also check for the default apps that are present on iOS.

These can range from; the calculator, clock, the App store, Safari, ETC.

These programs cannot be deleted and if they are missing from, the device may be Jailbroken.

If the device is found to be Jailbroken, have the customer restore the device to stock and retest to determine if there are still issues present with the infotainment system.

## Additional Information

<b>Revision History</b>		
<b>Revision Number</b>	<b>Released Date</b>	<b>Reason For Update</b>
2048279/1	6/30/17	Original publication.

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