



## 91-19-04 - Universal Serial Bus (USB) Damage

Release date: 11/4/2019

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## Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, Golf R, eGolf, Golf Sportwagen, Atlas, Tiguan LWB, Arteon	2015 - 2020	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2057058/1	11/4/2019	91-19-04	Original publication.

## Technical Background

Malfunction(s) of the MIB1, MIB2 or MIB3 infotainment systems involving device connectivity via the **-U41-** Universal Serial Bus (USB) may be the result of damage to the vehicles Universal Serial Bus (USB) connector(s) by outside influence.

## Production Solution

Not applicable.



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## Service

If diagnosis leads to a malfunction of the vehicle's Universal Serial Bus (USB) connector(s), perform a visual inspection of the connector to check for evidence of damage due to outside influence (see Figure 1). As per Volkswagen Warranty Policies and Procedures Manual, damages resulting from negligence or outside influence are not eligible for warranty reimbursement.



Figure 1: Damage Example

## Warranty

Information only.

## Required Parts and Tools

No Special Parts required.

No Special Tools required.

## 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.