

Technical Tip

Topic	91-15-03TT - Bluetooth Voice Recognition	
Market area	United States 444 Volkswagen of America, Inc. (6444)	
Brand	Volkswagen	
Date	November 29, 2018	

Condition

ATTENTION:

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.

TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Bluetooth Voice Recognition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan, CC	2016	All	All	All	All

Technical Background

A small number of 2016 Tiguan and CC models were produced without the in-car Bluetooth Voice Recognition functionality, however the steering wheels are equipped with the "voice command" button. The Monroney label indicates a credit for this factory option.

Service

If the customer wants to have a voice recognition feature, there are two options, depending upon radio type.

Option 1:

Advise the customer that if they use a compatible Apple or Android device plugged into the vehicle's USB port, the Phone's voice control can be activated by holding the steering wheel voice command button for about 2 seconds. For details on how to utilize Voice Control through a mobile device refer below to the step by step Apple or Android instructions.

Option 2:

Advise the customer that the factory feature can be activated at your dealership, however the SWAP key information will need to be purchased. First confirm whether a Vehicle is affected and if the SWAP Key (activation code) is available. Please see chart below.

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Radio Type	PR Code Tiguan	PR Code CC	Navigation	SWaP Key Part Number	Pressing the Voice Activation Button
Composition Color	I6W	N/A	NO	N/A	Mutes Radio
Composition Media	17B	178	NO	5G0-054-802	The following statement is displayed in the radio screen "You can activate speech operation by buying an activation key. Please contact your dealer.
Discover Media	7UQ	7UQ	YES	5G0-054-802-A	The following statement is displayed in the radio screen "You can activate speech operation by buying an activation key. Please contact your dealer".
Discover Pro (e-Golf exclusive)	N/A	N/A	YES	N/A	Activates Voice Control

- 1. Obtain the needed SWAP key activation document for voice activation through the parts department.
- Enter the activation information into one of the following test plans:
 The Function clearing (FES) test plan, option #1 for enable functions
 Adapting software test plan, option #4 for retrofit with licensing information.
- 3. Verify voice control operation.

-continue-



Apple CarPlay Instructions

Connect/Disconnect an iPhone.

Press the MENU button on the right side of the head unit.



2. The App-Connect icon is highlighted by default; tap the icon on the screen to select.



3. Connect the iPhone to the front USB port using an Apple-Certified Lightning



cable. The front USB port is located ahead of the shifter in most models, and in the center console for CC.

 Acknowledge data transfer message on MIB screen and on iPhone screen;



5. Tap the Volkswagen logo from the CarPlay home screen, then tap "Device List" from App-Connect menu to manuallyselect a previouslyconnected iPhone if CarPlay doesn't detect



the phone right away.

Place a call using CarPlay.

- Tap the Phone icon on the home screen. or press and hold the steering wheel button of 2 seconds
- 2. Siri will repond with "Who would you like to call?"

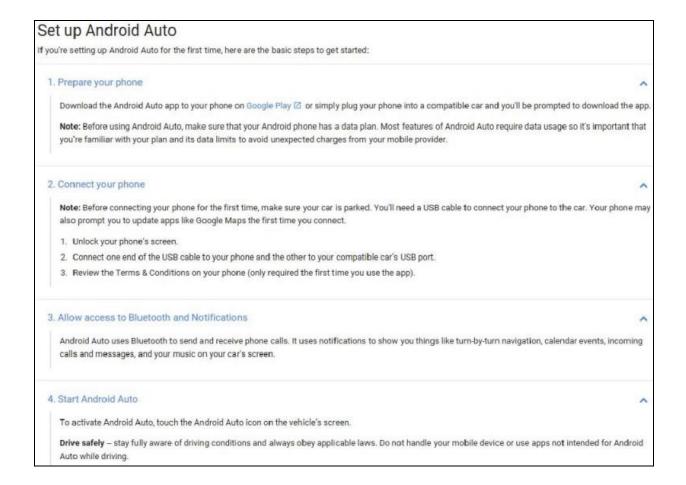




- Respond when prompted with the name of a contact as stored in your iPhone.
- Or, you can tap "Show Contacts" to view Favorites, Recents, Contacts, Keypad, and Voicemail.







Additional Information

Revision History						
Revision Number	Released Date	Reason For Update				
2042034/5	11/30/18	Change on where to obtain a SWAP key activation document.				
2042034/4	6/28/17	Update to latest standard.				
2042034/2	10/9/15	Update to information.				
2042034/1	10/2/15	Original publication.				

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