



Technical Tip

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



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	I7B	17B	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.
2. 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.

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Apple CarPlay Instructions

Connect/Disconnect an iPhone.

1. 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.



4. Acknowledge data transfer message on MIB screen and on iPhone screen; unlock phone if necessary to complete connection.



5. Tap the Volkswagen logo from the CarPlay home screen, then tap "Device List" from App-Connect menu to manually-select a previously-connected iPhone if CarPlay doesn't detect the phone right away.



Place a call using CarPlay.

1. 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?"



3. Respond when prompted with the name of a contact as stored in your iPhone.



4. Or, you can tap "Show Contacts" to view Favorites, Recents, Contacts, Keypad, and Voicemail.



Set up Android Auto

If you're setting up Android Auto for the first time, here are the basic steps to get started:

- #### 1. Prepare your phone

Download the Android Auto app to your phone on [Google Play](#) or simply plug your phone into a compatible car and you'll be prompted to download the app.

Note: Before using Android Auto, make sure that your Android phone has a data plan. Most features of Android Auto require data usage so it's important that you're familiar with your plan and its data limits to avoid unexpected charges from your mobile provider.
- #### 2. Connect your phone

Note: Before connecting your phone for the first time, make sure your car is parked. You'll need a USB cable to connect your phone to the car. Your phone may also prompt you to update apps like Google Maps the first time you connect.

 - Unlock your phone's screen.
 - Connect one end of the USB cable to your phone and the other to your compatible car's USB port.
 - Review the Terms & Conditions on your phone (only required the first time you use the app).
- #### 3. Allow access to Bluetooth and Notifications

Android Auto uses Bluetooth to send and receive phone calls. It uses notifications to show you things like turn-by-turn navigation, calendar events, incoming calls and messages, and your music on your car's screen.
- #### 4. Start Android Auto

To activate Android Auto, touch the Android Auto icon on the vehicle's screen.

Drive safely – stay fully aware of driving conditions and always obey applicable laws. Do not handle your mobile device or use apps not intended for Android Auto while driving.

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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