91-19-03 - MIB2 MQB Composition & Discover Media Infotainment System Malfunctions

Release date: 10/13/20

Condition

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Atlas, Golf, Golf R, GTI, Golf Sportwagen, Tiguan LWB	2018-2019	All	All	All	All	I8F
Arteon, Jetta	2019	All	All	All	All	I8F

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2056716/2	10/13/20	91-19-03	Update to procedure.
2056716/1	10/23/19	91-19-03	Original publication.

⚠️ **Note:**

This bulletin applies only to vehicles equipped with PR code I8F.

In addition to the symptoms listed below, this programming update proactively improves other infotainment system characteristics.

The customer may report one or more of the following symptoms:

- Infotainment system freezes or reboots.

- Infotainment display is blank or black.

- Loss of audio output

- Volume control malfunctions

- Navigation system malfunctions

- Poor call clarity during hands free call

- Frequency of the radio automatically switches to 87.7 MHz

- Abnormal noise(s) from audio system

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Technical Background

This procedure resolves the concern(s) specified above by updating the MIB2 Infotainment System software to the latest level **0879**.

⚠️ **Note:**

Vehicles with SW level 0890 will accept this update.

Production Solution

NA.

Service

⚠️ **Note:**

This technical bulletin must be read in its entirety before attempting the software update.

Software Update Procedure

1. Connect Midtronics InCharge 940 (INC 940) or GRX3000VAS Tester/Charger to the vehicle's 12 volt battery.

2. Switch the ignition to the ON position.

3. Switch ON the Infotainment System.

4. Check the Software Version by pressing the "Menu" button.

5. Page over in the Infotainment menu and select "Settings" from the touchscreen menu.

6. In "System Settings", scroll down to select "System Information" from the touchscreen menu.

- If the current software level displayed is any of the following versions, proceed with this Technical Bulletin: **0842**, **0867**, **0870**, **0876**, **0890**.

- If the current software level is at **0879**, this work procedure does not apply.

Create the SD card with the SD Creator:

Refer to Technical Bulletin 00-19-04 Set Up SD Creator to Obtain Software Updates (2054866).

Use SD card part number **3G0.919.360.KN**

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Update Programming:

1. Connect the ODIS tester to the vehicle's Data Link Connector (DLC).

2. Initiate Guided Fault Finding (GFF) and allow the tester to complete interrogation of all modules.

3. Once interrogation is complete, click on the "Special Functions" tab.

4. Under "005F – Information electronics module 1 -*J794*-", select "Adapting software".

5. From the SVM menu screen, select option 2 "Software update via measure code".

6. When prompted, enter measure code **P18T.**

7. When prompted, select option 2 for "SD 1" or option 3 for "SD 2".

8. Insert SD card **3G0.919.360.KN** into the applicable SD card reader.

9. Confirm all additional prompts on the ODIS tester whenever necessary.

10. Once the update is complete, exit GFF and remove the SD card.

Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual [1)]

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Atlas, Golf, Golf R, GTI, Golf Sportwagen, Tiguan LWB	2018-2019	All	All	All	All
Arteon, Jetta	2019	All	All	All	All

SAGA Coding			
Claim Type:	**Use applicable Claim Type [1)]**		
Service Number:	**Damage Code**	**HST**	**Damage Location (Depends on Service No.)**
9193	0039	--	--
Parts Manufacturer			GRO [2)]
Labor Operation [3)] : Update Programming	91931999 = See GFF Time expenditure.		

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Labor Operation [3] : Charge Battery	27068950 = See Elsa for latest time units.
Causal Part: Select Labor Operation	91931999

Diagnostic Time [4]		
GFF Time expenditure	70 TU max.	YES
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2056716" in comment section of Warranty Claim.		

[1] Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.

[2] Code per warranty vendor code policy.

[3] Labor Time Units (TUs) are subject to change with ELSA updates.

[4] Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
SD Card:	3G0.919.360.KN

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.