



91-21-02TT - Hands Free Call or Voice Commands Unresponsive

Release date: 3/26/2021

### Condition

**ATTENTION:**

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.**

**TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Passat, ID.4)	2020 – 2021	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2062825/1	3/26/2021	91-21-02TT	Original Publication

### Technical Background

On some model year 2020-2021 Volkswagen vehicles, the customer may complain that during a hands-free call (whether using App-Connect or Bluetooth®), the caller on the receiving end (outside of the car) cannot hear the driver speaking. The customer may also complain that voice commands are unresponsive.

### Service



To correct this issue, replacement of the Car-net® Control Module for Emergency Call Module and Communication Unit -**J949**- is not necessary. Instead, perform the following Communication Unit -**J949**- backup battery reset procedure.



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Figure 1

Remove the Communication Unit -**J949**- from the vehicle. See Repair Group 91 in Elsa.

Remove the Communication Unit -**J949**- backing plate to access the Communication Unit -**J949**- backup battery.



**Note:**

**DO NOT** remove the communication unit-**J949**- battery.



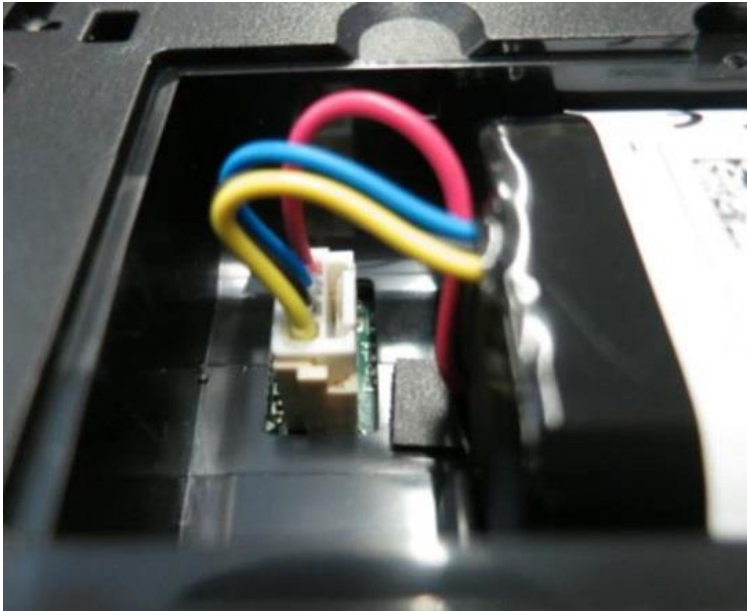
Figure 2

Unplug the Communication Unit -**J949**- backup battery connector and leave disconnected for 5 minutes.



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Carefully reconnect the Communication Unit -**J949**- backup battery connector, re-install the backing plate, and re-install the Communication Unit -**J949**- into the vehicle. See Repair Group 91 in Elsa.

Once complete, clear any system DTC(s) via ODIS then check for proper operation of voice output via hands free call.

Figure 3

If normal operation of the hands free system is restored, no further action is required and the vehicle can be released to the customer.

### Additional Information

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