91-19-02 - MIB2 MQB Composition & Discover Media Infotainment System Malfunctions

Release date: 6/1/2021

Condition

Applicable Vehicles						
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**	**PR Code**
Atlas, Golf, GTI, Golf R, Golf Sportwagen, Tiguan LWB	2017-2018	All	All	All	All	I8F

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2056014/4	6/1/21	91-19-02	SD card part number change.
2056014/2	10/16/19	91-19-02	Vehicle model metadata adjustment.
2056014/1	8/30/19	91-19-02	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 and/or reboots

- Infotainment system fails to boot up

- Display is blank or goes blank/black

- Loss of sound output

- Settings in the "Sound" menu may be unavailable

- Navigation system malfunctions

- Display image flickers

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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 **0757**
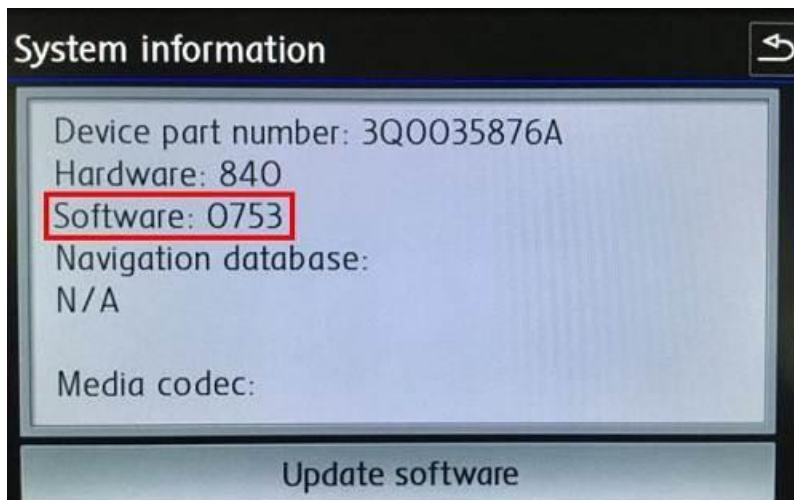
Production Solution

Not applicable.

Service

⚠️**Note:**

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

Software Update Procedure

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

- Switch the ignition to the ON position.

- Switch ON the Infotainment System.

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

- Page over in the Infotainment menu and select "Setup" from the touchscreen menu.

- In "System Settings", scroll down to select "System information" from the touchscreen menu.

- If the current software level is lower than **0757**, proceed with this Technical Bulletin.

- If the current software level is greater than or equal to **0757**, 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).
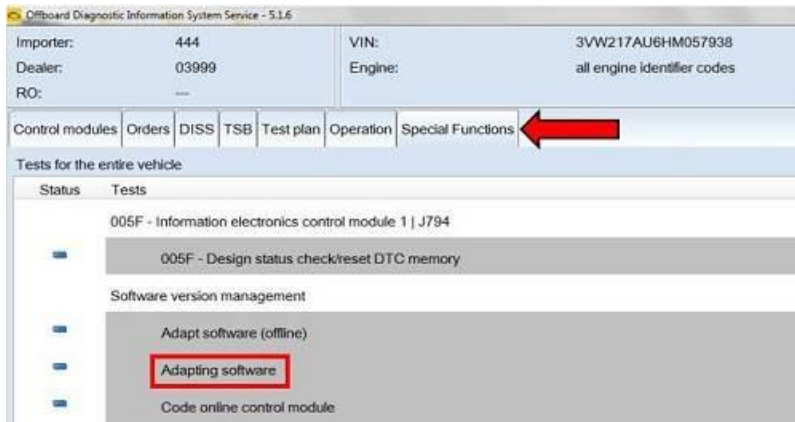
- Use SD card part number 3G0.919.360.KH.

Update Programming:

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

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

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

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

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

- When prompted, enter measure code **P631**.

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

- Insert SD card 3G0.919.360.KH into the applicable SD card reader.

- Confirm all additional prompts on the ODIS tester whenever prompted.
Once the update is complete, exit GFF and remove the SD card.

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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, GTI, Golf R, Golf Sportwagen, Tiguan	2017-2018	All	All	All	All

SAGA Coding			
Claim Type:	Use applicable Claim Type [1]		
Service Number:	**Damage Code**	**HST**	**Damage Location (Depends on Service No.)**
9196	0039	--	--
Parts Manufacturer			GRO [2]
Labor Operation [3]: Update Programming	91961999 = see GFF Time expenditure		
Labor Operation [3]: Charge Battery	27068950 = See Elsa for latest time units.		
Causal Part: Select Labor Operation	91961999		

Diagnostic Time [4]		
GFF Time expenditure	01500000 = 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 2056014" 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.

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4) Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

No special parts required.

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.KH

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.