Technical Service Bulletin

91-21-02 MIB3 Composition & Discover Media Infotainment System Malfunctions   **Release date:**   8/23/2021

Condition

Applicable Vehicles					
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**
Arteon, Atlas, Cross Sport, Golf/GTI, Jetta, Tiguan	2021	All	All	All	All
Taos	2022	All	All	All	All

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2064286/3	8/23/2021	91-21-02	Update Warranty information.
2064286/2	8/16/2021	91-21-02	Clarify GFF Time expenditure.
2064286/1	8/10/2021	91-21-02	Original publication.

🛈 **Note:**

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

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

- Infotainment system freezes and/or reboots.

- Infotainment system will not turn on/boot up.

- Infotainment system loses sound and/or volume control malfunctions.

- Voice control malfunctions.

- Navigation system malfunctions.

- GPS is inaccurate.

- Abnormal noise(s) from Infotainment system.

- App-Connect malfunctions sporadically.

- User profile entry and/or setup malfunctions.

- Streaming audio malfunctions.

- Sirius radio malfunctions.

Technical Background

This procedure resolves the concern(s) specified above by updating the MIB3 Infotainment System software to the latest level **0805**.

Production Solution

Not applicable.

Service

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 "Settings" from the touchscreen menu.

- In "System Settings", scroll down to select "System Information" from the touchscreen menu (Figure 1).
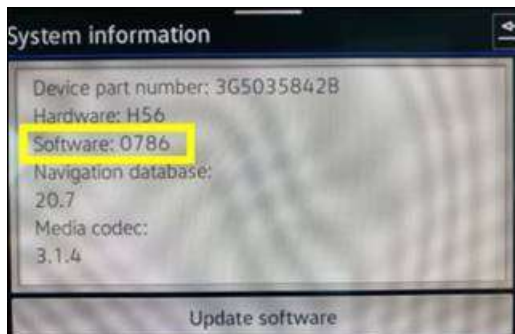

If the current software level is lower than **0805**, proceed with this Technical Bulletin.

If the current software level is greater than or equal to **0805**, this work procedure does not apply.

Figure 1.

Create the USB Driver with SD/USB Creator:

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

  - Use SD/USB part number **3G0.919.360.NN**.

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Update Programming:

Section 1: USB

- Insert the USB drive **3G0.919.360.NN** into port 1 of the USB connection in the front center console.

- Press and hold the "Menu" button located on the radio for 5 seconds until "Service Mode" is made available.

  - Select "Software Update/Versions".

  - Select "Start Update".

  - Select "Update".

  - Select the option "USB 1".

  - Select "Next List Button".

  - Select "Start Update".

  - Select "Start Update" again on the following screen.

The software update will now begin. Please note that various screens may be displayed during the update process and the Infotainment display may switch off/on. This is normal behavior.

- When the "Update Summary" screen appears, select "Resume".

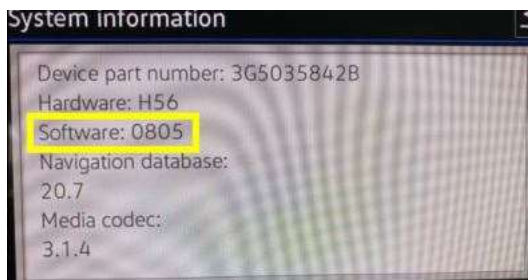- When the completed update screen appears, select "OK".

Figure 2.

Confirm that the software is updated to version **0805**. (Menu > Settings > System Information) (Figure 2).

Proceed to Section 2.

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Section 2: Software Version Management (SVM)

- Connect the ODIS tester to the vehicle's Data Link Connector (DLC).
- Initiate Guided Fault Findings (GFF) and allow the tester to complete interrogation of all modules.
- Once GFF module interrogation is complete, click on the "Special Functions" tab.
- Under "5F – Information electronics 1 – J794", select "Adapting Software".
- Select option 1 "Software update via measure code".
- Enter SVM code **3700**.
- Continue through the test plan, confirming steps as needed.
- When the test is complete, the test result will read "Data version in the vehicle is current".
- Once the update is complete, exit GFF and remove the USB from the USB drive.

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**
Arteon, Atlas, Cross Sport, Golf/GTI, Jetta, Tiguan	2021	All	All	All	All
Taos	2022	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	Arteon, Atlas, Cross Sport, Golf/GTI, Jetta, Tiguan, Taos			WG8 [2]	
Labor Operation [3] : Charge Battery	27068950 = 10 TU				
Labor Operation [3] : Update infotainment system software via USB drive **(section 1).**	91932599 = 50 TU				

Labor Operation [3] : Perform software change documentation via SVM **(section 2).**	91932699 = Time stated on GFF printout (max. 40 TU)	
Diagnostic Time [4]		
GFF Time expenditure	01500000 = 00 TU	NO
Road Test	01210002 = 00 TU	NO
	01210004 = 00 TU	
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2064286" 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
USB	3G0.919.360.NN

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.