



91-21-02TT - Hands Free Call or Voice Commands Unresponsive (J949- Control Module for Emergency Call Module and Communication Unit (CarNet®, OCU)

Release date: 8/27/2021

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
2062825/2	8/27/2021	91-21-02TT	Update title to be more search friendly.
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

 **Tip:**

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.



91-21-02TT - Hands Free Call or Voice Commands Unresponsive (**J949-
Control Module for Emergency Call Module and Communication Unit
(CarNet®, OCU)**)

Release date: 8/27/2021



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.

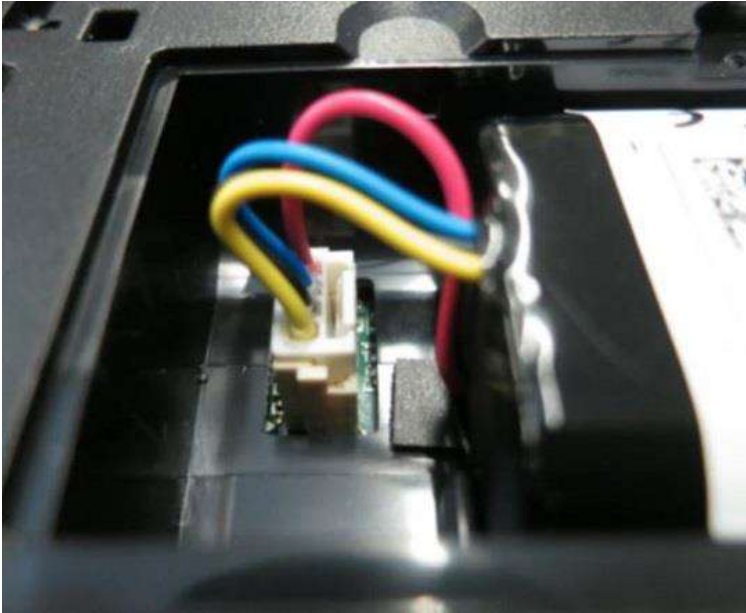


Figure 2

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

**91-21-02TT - Hands Free Call or Voice Commands Unresponsive (J949-
Control Module for Emergency Call Module and Communication Unit
(CarNet®, OCU)**

Release date: 8/27/2021



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

© 2021 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.