



91-21-02TT - Hands Free Call or Voice Commands Unresponsive -J949-
Control Module for Emergency Call and Communication

Release date: 11/5/2021

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 ID.4) | 2020 – 2021 | All | All | All | All |

| Revision Table | | | |
|-----------------|----------------|----------------|----------------------------|
| Instance Number | Published Date | Version Number | Reason For Update |
| 2062825/3 | 11/5/2021 | 91-21-02TT | Updated to include Passat. |
| 2062825/1 | 3/27/2021 | 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.



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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.



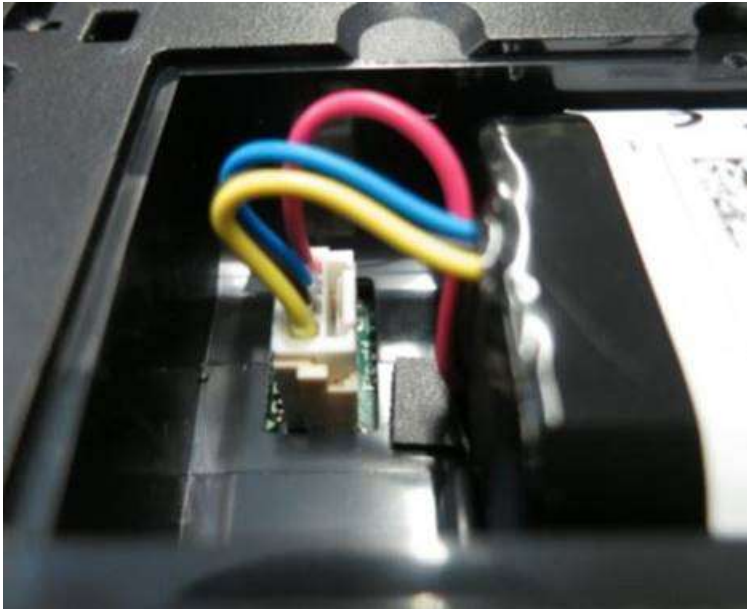
Figure 2

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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