Service Action
Code: 91DC
91CZ

Over-the-Air (OTA) Software Update Available	
USA	YES
CANADA	NO

Subject	**Infotainment System Software Update**
Release Date	February 3, 2022

Affected Vehicles

	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
91DC	USA	2021	2022	JETTA	7,041
	USA	2021	2021	JETTA GLI	2,562
	USA	2022	2022	TAOS	20,224
	USA	2021	2022	TIGUAN	95,620
	CAN	2021	2021	JETTA	8,016
	CAN	2021	2021	JETTA GLI	1,110
	CAN	2022	2022	TAOS	2,441
	CAN	2021	2022	TIGUAN	16,623

-OR-

	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
91CZ	USA	2021	2021	ARTEON	5,112
	USA	2021	2022	ATLAS	76,599
	USA	2021	2022	ATLAS CROSS SPORT	42,418
	CAN	2021	2021	ARTEON	225
	CAN	2021	2022	ATLAS	8,723
	CAN	2021	2022	ATLAS CROSS SPORT	4,964

IMPORTANT: Affected vehicles will have only one (1) of the above service action codes.

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ *Campaign status must show "open."*
- ✓ *If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.*

About this Service Action

Volkswagen has made updated software available to help improve the functionality of the infotainment system in selected vehicles.

U.S.A.:

- Dealers should update vehicles via USB.

- Customer owned vehicles will be eligible to receive this software update free of charge via Over-the-Air (OTA) without the need for a special dealership visit. Vehicles eligible for an OTA update will receive notification in the vehicle's infotainment system when the OTA version of this update becomes available. Owners can then follow the on-screen prompts to proceed with software download and installation. This should be the primary method for repairing vehicles.

Canada:

- Update vehicles via USB.

- Over-the-Air (OTA) flashing in Canada is not yet available.

Code Visibility	On or about February 3, 2022, the campaign code will be applied to affected vehicles.
Owner Notification	Owner notification will take place in February 2022. Owner letter examples are included in this bulletin for your reference. Owner's eligible for an OTA may also be notified electronically.
Campaign Expiration Date	This campaign expires on ***February 3, 2027.*** Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
Additional Information	**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**
	Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.
	Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at <u>www.vwhub.com</u>.*

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	91DC -OR- 91CZ
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action **U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. **Canada:** Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.
Criteria I.D.	91DC: 01 or 02 91CZ: 01 or 02

	Check infotainment software version, software update is <u>not</u> required

LABOR		
Labor Op	**Time Units**	**Description**
0183 00 99	10	Check software version, no update necessary

OR	Check infotainment software version, software update is required

LABOR		
Labor Op	**Time Units**	**Description**
2706 89 50	10	Connect battery charger
9193 25 99	50	Update infotainment system software via USB drive
0150 00 00	Time stated on diagnostic protocol (up to 40 TU)	Perform software change documentation via SVM

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action <CODE> - Infotainment System Software Update

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:	Volkswagen has made updated software available to help improve the functionality of the infotainment system in selected vehicles.
What should you do?	If you would like this software update performed right away, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer. This work will take about an hour to complete. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
	This service action will be available <u>free of charge</u> **only until February 3, 2027.** If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
Over-the-Air (OTA) Software Update	An Over-the-Air (OTA) software update is available for certain vehicles included in this service action. If your vehicle can be updated via OTA, you will receive notification in the vehicle's infotainment system.
	• Simply follow the on-screen prompts to proceed with the OTA software download and installation.
	• Should you have any questions or require assistance with the OTA update, please contact your authorized Volkswagen dealer for more information on OTA updates.
	• Please note that you can only decline an OTA software update a few times before you will stop seeing notifications about it in your vehicle. If this happens and you decide you still want to have the infotainment system software updated, you will need to contact your authorized Volkswagen dealer to schedule an appointment to have the software installed.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action <CODE> - Infotainment System Software Update

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:	Volkswagen has made updated software available to help improve the functionality of the infotainment system in selected vehicles. Your authorized Volkswagen dealer can perform this software update for you now. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
What should you do?	In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
	This service action will be available for you <u>free of charge</u> **only until February 3, 2022.** If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

Required Tools

	Battery Tester/Charger - GRX3000VAS- (or equivalent)
	Diagnostic Tester -VAS6150X/VAS6160- (or equivalent)

Required USB Drive
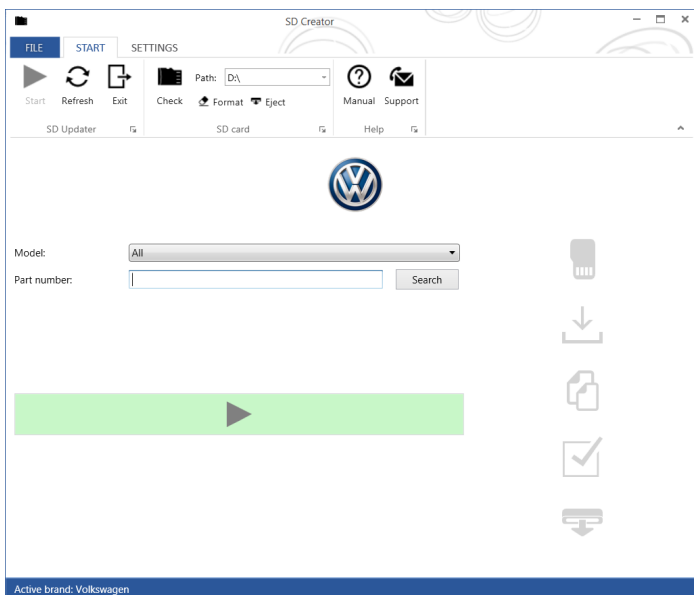
- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program

- **Reference the latest version of TSB 2054866 for additional information on the use of the SD Creator program.**

ⓘ NOTE

- The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
- The required USB drive is a servicing material. Therefore the cost of the USB drive will not be reimbursed.
- The USB drive can be used for future software updates.

Software Part Number
3G0.919.360.QB

ⓘ TIP

- The MIB3 system uses a USB-C input.
- If the software is downloaded onto a USB drive, a USB to USB-C adapter will be required.
- If the software is downloaded onto a USB-C drive, a USB-C to USB adapter will be required since the VAS tester does not have a USB-C drive.
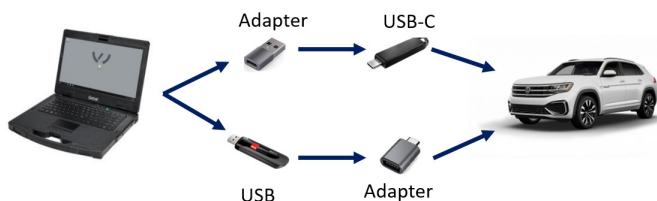
Section A - Check for Previous Repair

ⓘ **TIP**
If Campaign Completion label is present, no further work is required.

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

ⓘ **TIP**
On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.

- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

⚠ **CRITICAL REPAIR STEP**
🛑 **STOP!** 🛑
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

- **Proceed to Section B.**

ⓘ **NOTE**
• These repair instructions may differ from the labor operations and labor times listed in ELSA.
• Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
• This procedure must be read in its entirety prior to performing the repair.
• Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
• Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
• When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Section B – Updating MIB3 (005F) Software

System information

Device part number: 3G5035842B
Hardware: H56
Software: 0813
Navigation database:
21.11
Media codec:
3.1.4
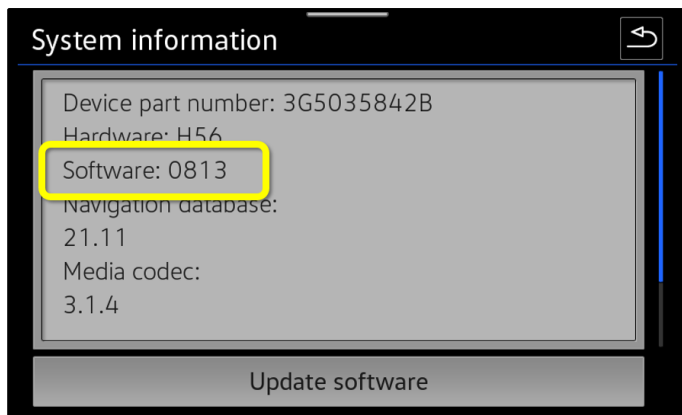
Update software

- Check the current software version.
  - Click Menu
  - Settings
  - System Information
- If software version is 0813 or higher:
  - No further work is required.
  - Proceed to Section D.
- If software version is lower than 0813:
  - MIB3 system requires updating.
  - Proceed to the next step.
- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery.

ⓘ NOTE

Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.
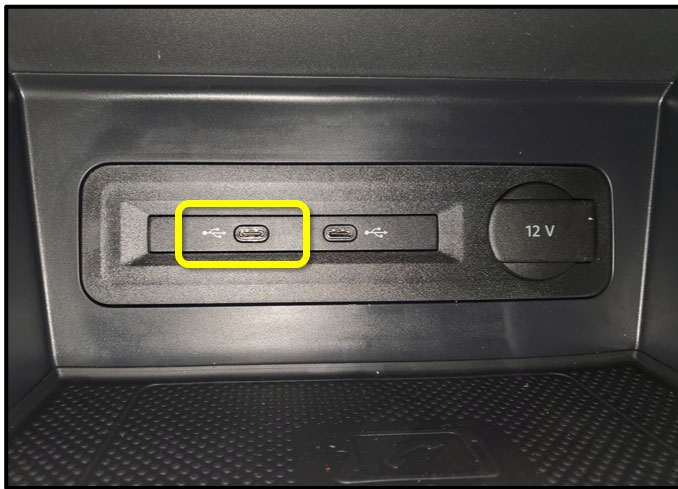
- Insert the USB drive in port 1 of the USB connection in front center console storage compartment.
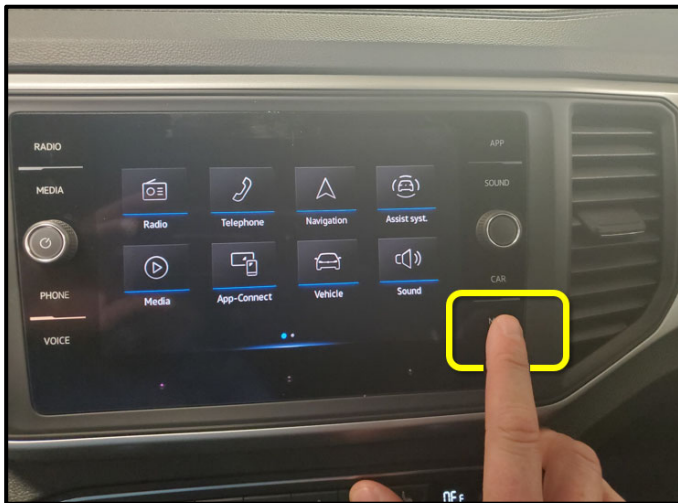
- Press and hold the "MENU" button located on the Radio for 5 seconds, wait until service mode is available.
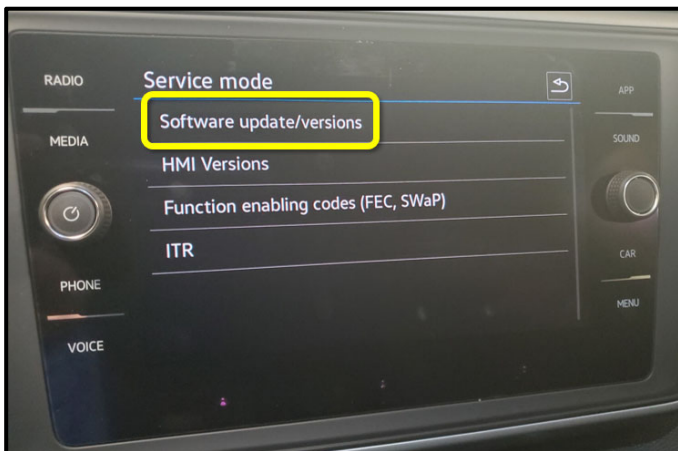
- Select the option "Software Update/Versions."
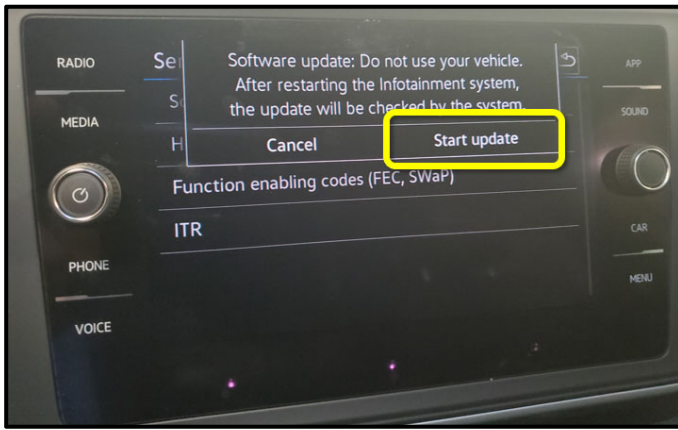
- Select "Start update."
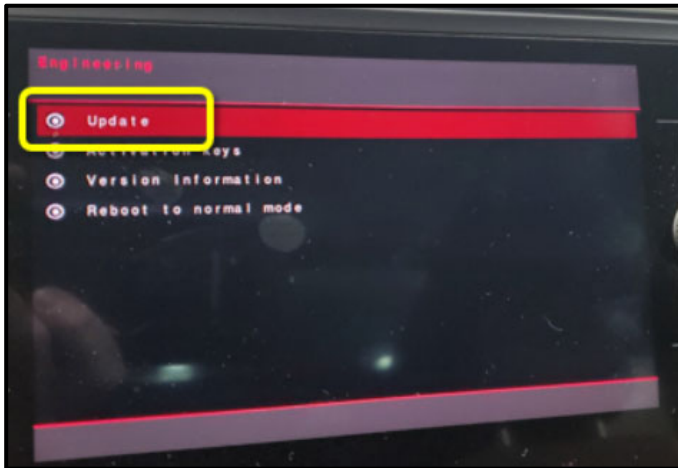
- Select Update.
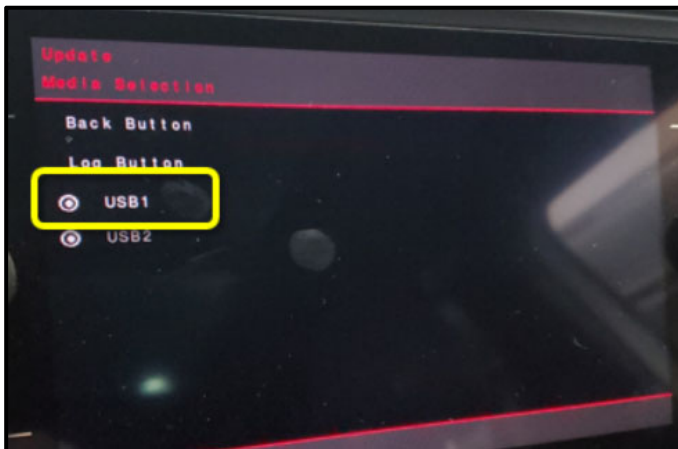
- Select the option USB 1.
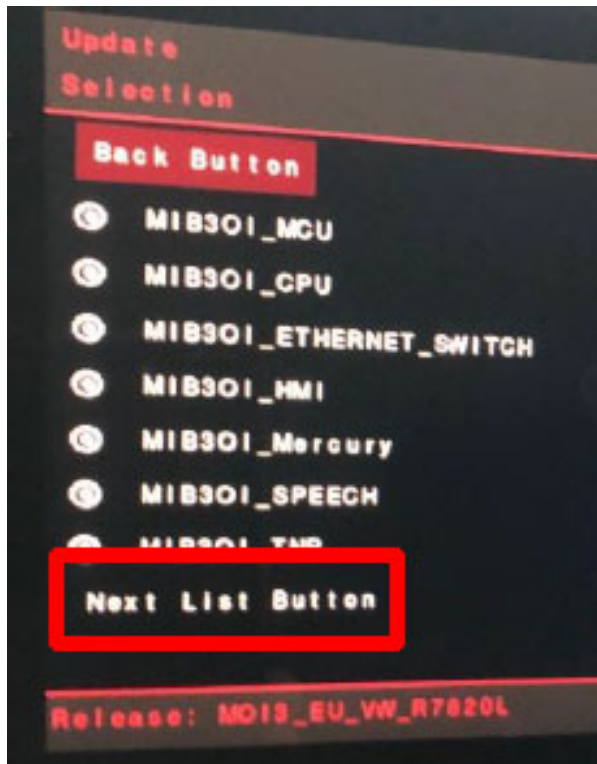
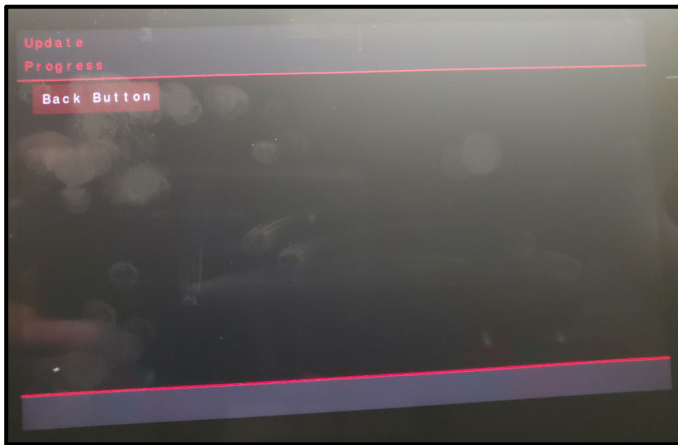- Select "Next List Button" option (if present).

> ⓘ **NOTE**
>
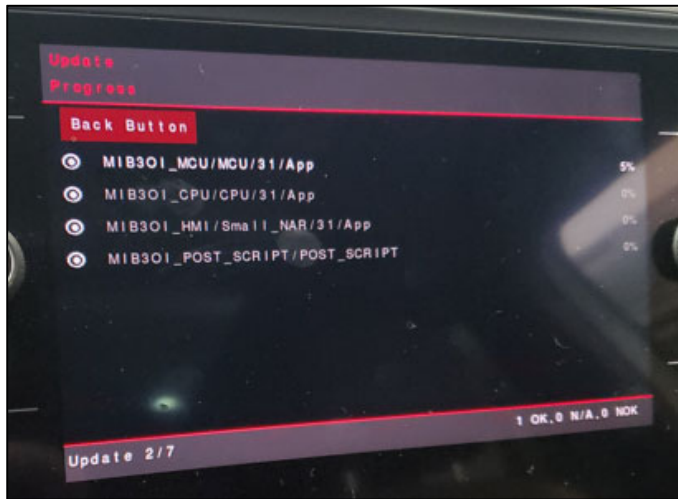> If the "Next List Button" is not present, proceed to the next step.
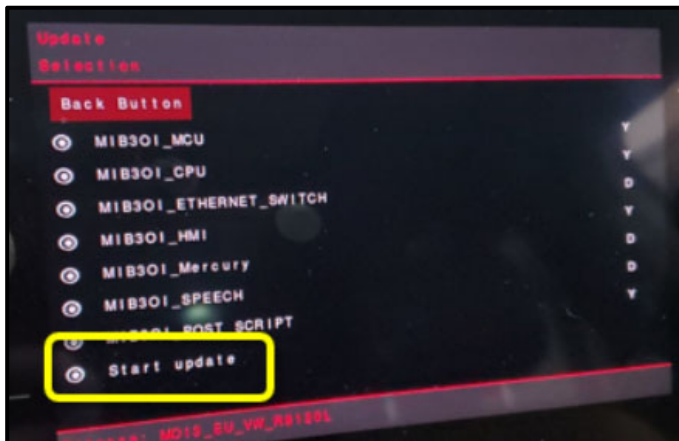
- Select "Start Update."
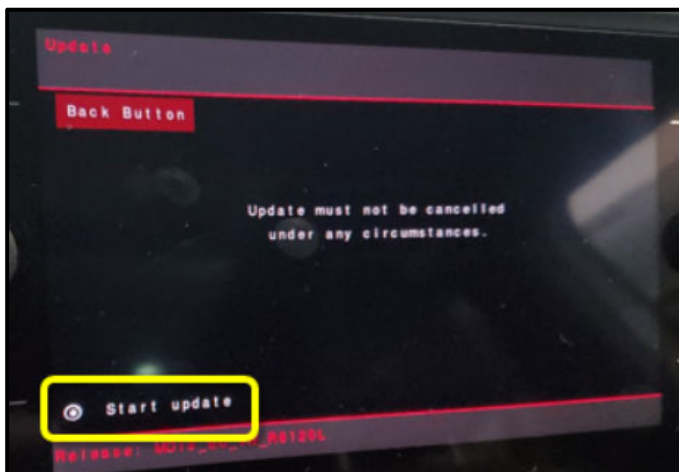
- Select "Start Update."

> **⊙ NOTE**
>
> After starting the update, this screen may appear and remain for up to 5 minutes.

- Example Software Update progress screens shown here.

> **⊙ NOTE**
>
> The screen may go blank a few times during the update.
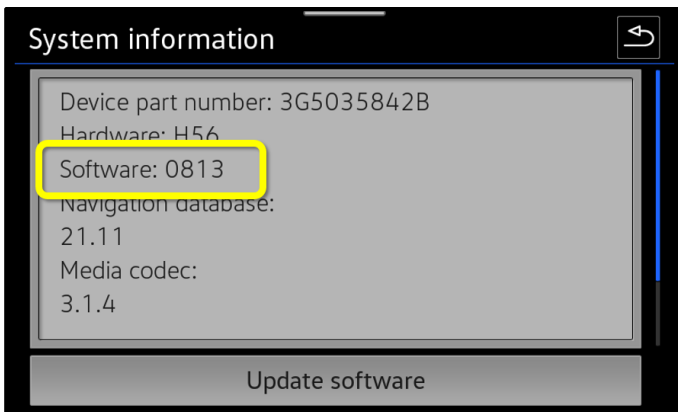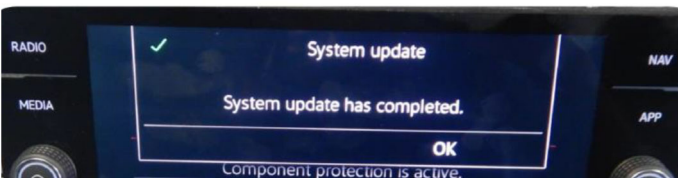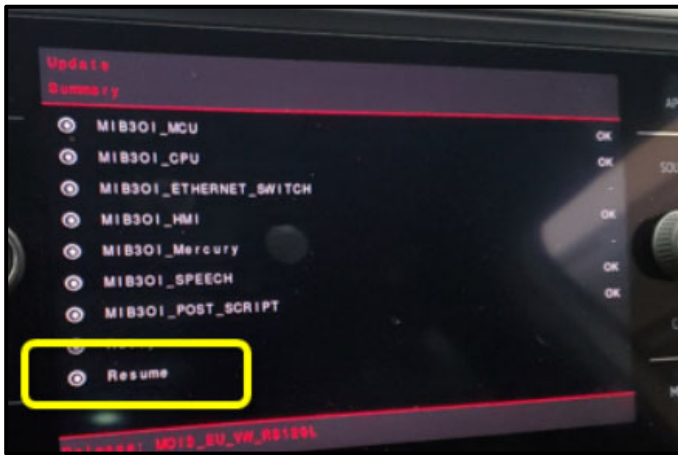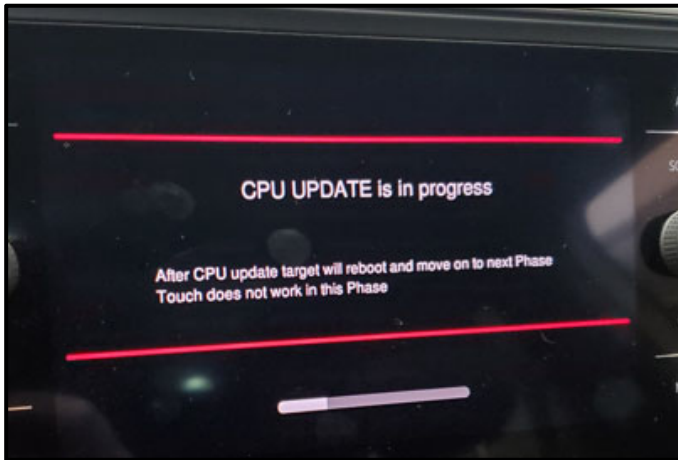
- When the Update Summary screen appears, select "Resume."

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

- Confirm the software is updated to version 0813.
    - o Click Menu
    - o Settings
    - o System Information
- Switch off ignition
- Remove USB drive.

Proceed to Section C

Section C – Documenting Software Change via SVM

ℹ️ NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**

  - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.

- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**

  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.

- ✓ **The screen saver and power saving settings are off.**

  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.

- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**

  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.

- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**

  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module.
    It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

⚠️ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

ℹ️ TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions.*

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

> **ⓘ NOTE**
> - All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
> - If there are any ODIS "Hot-Fix" patches installed, they must be removed from the scan tool before beginning this operation. ODIS "Hot-Fix" patches may affect the update process.

- Open the hood.

- Open the battery cover.

- Switch the ignition on.

- Apply the parking brake.

- Switch off all consumers (headlights, heated seats, climate control, etc.).

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.

- Start the ODIS program.

- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery.

> **ⓘ NOTE**
>
> **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**
>
> When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Turn the hazards on.

> **⚠ CAUTION**
>
> The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.

  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.
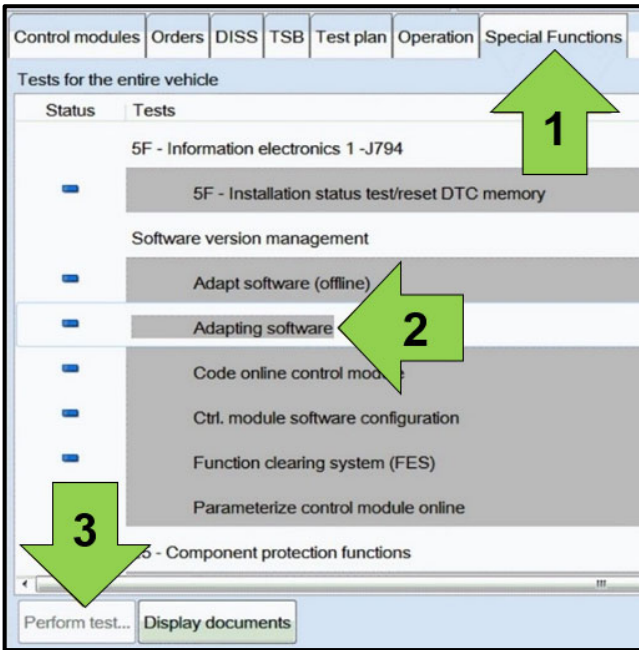
- Once the GFF scan is complete, select "Special functions" <arrow 1>, then "Adapting software" <arrow 2>, then select "Perform test" <arrow 3>.

2: Update software via action code
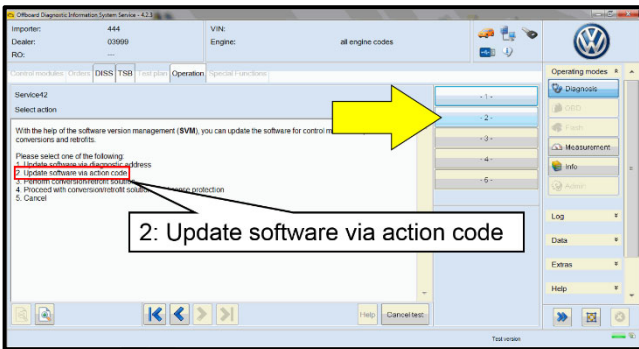
- Select the correct option to "Update software via action code" OR "Software update via measured code".

> ⓘ **NOTE**
>
> The different options to perform the SVM operation may vary based on model.
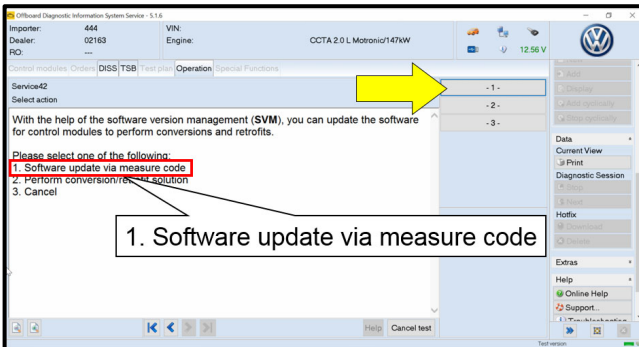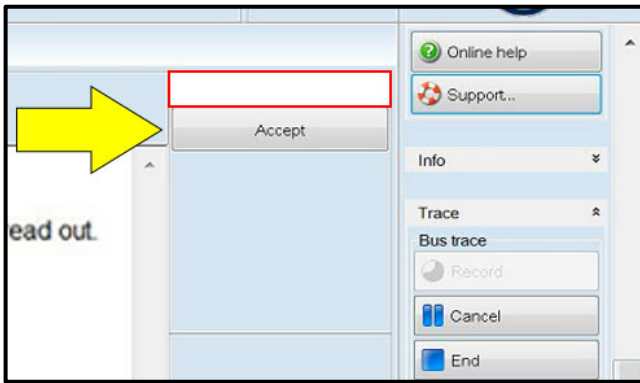
1. Software update via measure code


Using <u>Bluetooth or WiFI</u> for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code
3700

- Select "Accept" <arrow> and follow the on screen prompts.

- Select Complete/Continue <arrow> after each operation is completed.

Data version in the vehicle is current.
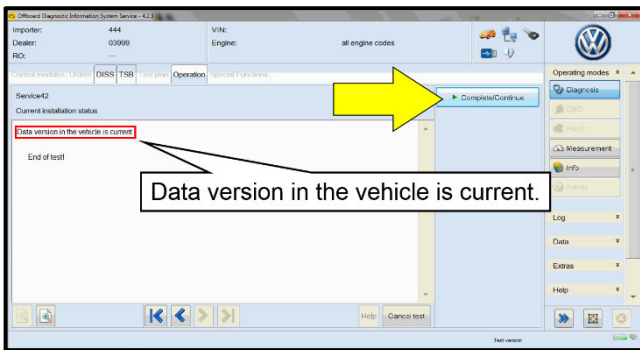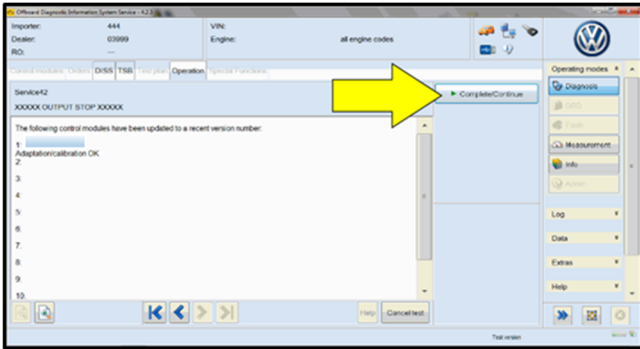
- When the SVM update is complete a confirmation message is displayed <as shown>.

- Select "Complete/Continue" <arrow>.

ℹ️ **TIP**

If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.
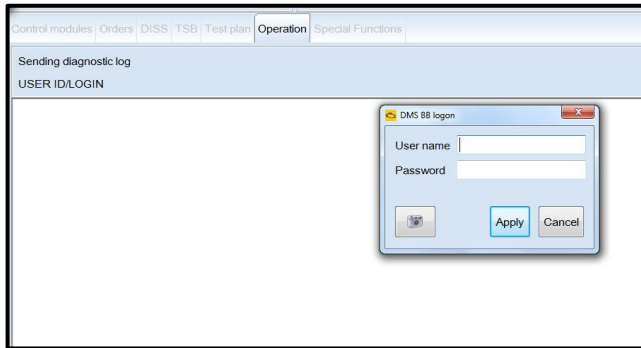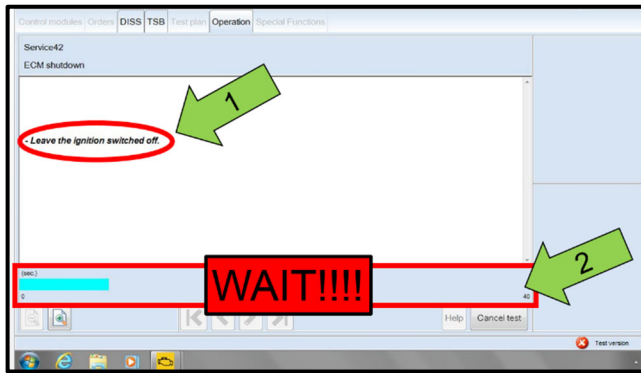
- Exit GFF and send diagnostic protocol online when prompted.

- Release the parking brake.

- Disconnect the VAS tester.

- Switch off and disconnect the battery charger.

- Reinstall the battery cover.

> ⓘ **NOTE**
>
> Static communication faults may store in various control modules during the SVM procedure. These faults can only be cleared by following one of these steps:
>
> - Drive the vehicle a short distance (around the parking lot, for example).
> - After selecting "Yes", turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
> - Clear faults using OBD (an additional key cycle may also be required).

Proceed to Section D.

Section D – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

> ℹ️ **TIP**
>
> Ensure Campaign Completion Label does not cover any existing label(s).