91-22-01 - WiFi Malfunction - Car-Net™ Module

Release date: 5/24/2022

Condition

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

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2067083/1	05/24/2022	91-22-01	Original publication.

⚠️ **Note:**

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

The customer may complain that the vehicle's in-car WiFi is inoperative or malfunctioning.

Technical Background

This procedure resolves the concern(s) specified above by updating the Car-net Operating Control Unit (OCU) to the latest level **0318**.

This update also permits future functionality of Over the Air (OTA) updating of various control modules.

⚠️ **Note:**

Vehicles at software level **0316** can **ONLY** be updated to **0318** via USB update. Over the Air (OTA) is not possible with modules at level **0316.**

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

91-22-01 - WiFi Malfunction - Car-Net™ Module

Release date: 5/24/2022

Production Solution

NA.

Service

- 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 the Infotainment system ON.

- Connect the diagnostic tester and perform a full GFF scan.

- Check the part number of the Telematics Control Module -*J949*- (Figure 1).

- Check the software version of the Telematics Control Module -*J949*- (Figure 1).

⚠️ **Note:**

This work procedure is only applicable to vehicles equipped with OCU3 High with part number **5WA035285** at Software version number **0316**.

If the part number is NOT **5WA035285** and/or software level is NOT **0316**, this work procedure does not apply.

Figure 1.

91-22-01 - WiFi Malfunction - Car-Net™ Module

Release date: 5/24/2022

USB Update Procedure

- Create USB with part number **3G0.919.360.QA** via SD/USB Creator as per Bulletin 00-19-04 (2054866).

🛈 **Note:**

The vehicle's MIB3 system uses a USB-C input.

- Insert the USB drive in port 1 of the USB connection in the front center console storage compartment.

- On the MIB3 Infotainment display, press and hold the "Menu" button for 5 seconds until the "Service mode" screen is displayed.

- Select "Software Update/Versions".

- Select "Start update".

- Select "Update".

- Select "USB 1".

- Select "Start update".

- Select "Start update" again.

🛈 **Tip:**

At this point, several screens may appear indicating the update is in progress. The screen may go blank at one or more times during the update. This is normal.

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

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

- Restore the GFF session.

- Check the software version of Telematics Control Module -*J949*- to confirm it is now at level **0318**.

- Switch the ignition "OFF".

- Remove USB drive.

SVM Procedure

- Connect the ODIS diagnostic tester and initiate GFF.

- Allow the tester to complete module interrogation.

- Once module interrogation is complete, click on the Special Functions tab and navigate to "5F – Information electronics 1 – -*J794*-".

- Under "Software version management", select "Adapting software".

- Depending on the model, select "Update software via action code" or "Software update via measured code". This verbiage can vary by model in ODIS.

91-22-01 - WiFi Malfunction - Car-Net™ Module

Release date: 5/24/2022

- When prompted, enter SVM code **3700**.

- Select "Complete" or "Continue" through the test plan as prompted.

- When the SVM update is complete, the tester will display "Data version in the vehicle is current".

- Ensure to follow all remaining ODIS prompts including leaving the ignition OFF as prompted to complete the test and exit GFF.

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, Atlas Cross Sport, Golf/GTI, Jetta, Taos, Tiguan	2021	All	All	All	All
Arteon, Atlas, Atlas Cross Sport, Jetta, Taos, Tiguan	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.)**	
9170	0039		-	--	
Parts Manufacturer				LG5 [2]	
Labor Operation [3]: Charge Battery			27068950 = See Elsa for latest time units.		
Labor Operation [3]: Update Programming USB			50 TU		
Labor Operation [3]: Update Programming SVM			See GFF Time expenditure.		
Diagnostic Time [4]					

GFF Time expenditure	01500000 = Actual GFF print out. 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 2067083" 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.QA

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.