



91-22-03 - Multiple Infotainment Issues

Release date: 9/28/2022

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf R, GTI	2022	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2067936/1	9/28/2022	91-22-03	Original publication



Note:

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

This procedure only applies to vehicles with PR code **8AR**.

If software updates or flash campaign/actions are performed on a vehicle, a charger with at least 70A charging current MUST be used in order to avoid problems during software updates and flash campaign/actions.

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

- Infotainment system delays or slowness
- Navigation system malfunctions.
- Voice recognition malfunctions.

Technical Background

This procedure resolves the concern(s) specified above by updating the MIB3 Infotainment System software to the latest level **1896**.



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Production Solution

Not applicable.

Service

Software Update Procedure

1. Connect a MTRMSP0702 battery maintainer/charger to the vehicle's 12 volt battery.
2. Switch the ignition to the ON position.
3. Switch ON the Infotainment System.

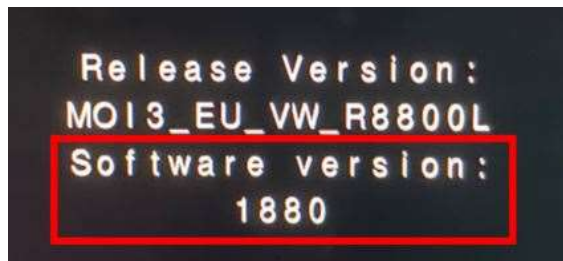
4. Check the software version by pressing and holding the square home key on the touchscreen menu to enter Service Mode.



5. Once in Service mode, press "Software update/versions" from the touchscreen menu.
6. Press "Start update" from the touchscreen menu.
7. Press "Version information" from the touchscreen menu.

If the current software level is lower than **1896**, proceed with this Technical Bulletin.

If the current software level is greater than or equal to **1896**, this work procedure does not apply.



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.QK**.



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Update Programming:**Section 1: USB**

1. Insert the USB Drive **3G0.919.360.QK** into port 1 of the USB-C connection in the front center console.
2. Press and hold the square home key on the touch screen menu to enter Service Mode.
3. Press “Software update/versions” from the touchscreen menu.
4. Press “Start update” from the touchscreen menu.
5. Press “Update” from the touchscreen menu.
6. Press “USB 1” from the touchscreen menu.
7. Press “Next List Button” from the touchscreen menu.
8. Press “Start update” from the touchscreen menu.
9. The software update will now begin.

**Tip:**

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

10. When the “Installation complete” window appears, press “OK” on the touchscreen menu.

Section 2: Software Version Management (SVM)

1. Connect the ODIS tester to the vehicle’s Data Link Connector (DLC).
2. Initiate Guided Fault Findings (GFF) and allow the tester to complete interrogation of all modules.
3. Once GFF module interrogation is complete, click on the “Special Functions” tab.
4. Under “5F – Information electronics 1 – J794”, select “Adapting Software”.
5. Select option 1 “Software update via measure code”.
6. Enter SVM code **3700**.
7. Continue through the test plan, confirming steps as needed.

**Tip:**

When the test is complete, the test result will read “Data version in the vehicle is current”.

8. 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
Golf R, GTI	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	Golf R, GTI				WG8 ²⁾
Labor Operation ³⁾: Charge Battery			27068950 = See Elsa for latest time units.		
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 max.				NO
Road Test	01210002 = 00 TU 01210004 = 00 TU				NO
Technical Diagnosis	01320000 = 00 TU max.				NO
Claim Comment: Input "As per Technical Bulletin 2067936 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.					



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4) Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	MTRMSP0702 battery maintainer/charger
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with: ODIS Service 2.0.0 or higher with current online updates
USB	3G0.919.360.QK

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.