



91-22-04 - No Audio from Infotainment System

Release date: 10/3/2022

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
2068129/1	10/3/2022	91-22-04	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 **9VG**.

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

The customer may complain that there is no audio/sound from the infotainment system.

Technical Background

This procedure resolves the concern stated above by updating the Digital Sound System Control Module **-J525-** (amplifier) software to the latest level **4319**.

Production Solution

Not applicable.



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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. Connect the ODIS tester and initiate Guided Fault Finding (GFF). Allow GFF to perform module interrogation of the vehicle.
5. Once module interrogation is complete, locate Address 47 – Sound System.
6. Check the software version of the Sound System Control Module - **J525**- (figure 1).

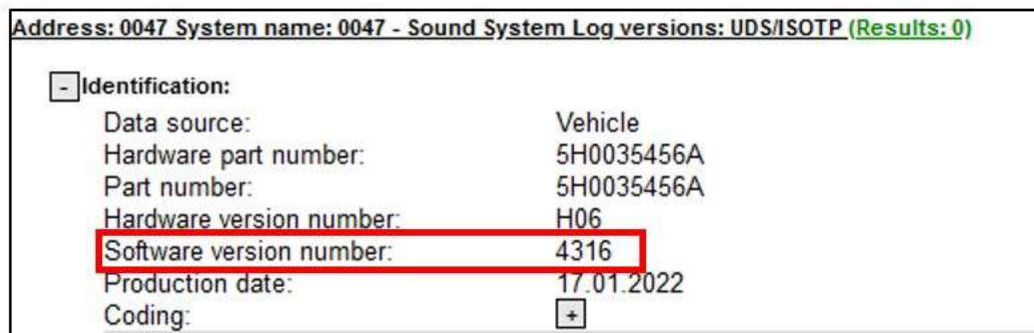


Figure 1.

If the current Sound System Control Module software is lower than **4319**, proceed with this Technical Bulletin.

If the current Sound System Control Module software is greater than or equal to **4319**, this work procedure does not apply.

**Tip:**

The different options to perform the SVM operation may vary based on model.

- To proceed with the update, in GFF, select “Special Functions”.
- Select “Adapting software”.
- Select “Update software via action code”.
- Select “Software update via measure code”.
- Enter SVM code **49F4**.
- Select “Complete” or “Continue” through the test plan as prompted.
- Follow all remaining ODIS prompts including leaving the ignition OFF as prompted to complete the test and exit GFF.



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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.)	
9131	0039	--		--	
Parts Manufacturer	Golf R, GTI		WG8 ²⁾		
Labor Operation ³⁾: Charge Battery			27068950 = 10 TU		
Labor Operation ³⁾: Perform software change documentation via SVM (section 2).			91312699 = See GFF Time expenditure		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = Time stated on GFF printout (40 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 2068129 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.					



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Required Parts and Tools

No Special Parts required.

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

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.