



91-24-01 - MIB2 MQB Composition & Discover Media Infotainment System Malfunctions

Release date: 01/17/2024

Condition

Applicable Vehicles						
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Arteon, Atlas, Atlas Cross Sport, Golf, Jetta, Tiguan	2020	All	All	All	All	I8F

Instance Number	Published Date	Version Number	Reason For Update
2072698/1	01/17/2024	91-24-01	Original publication.

NOTICE

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

- 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 software updates and flash campaigns/actions.
- This technical bulletin **ONLY** applies to the vehicle groups listed above with PR code I8F.

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

- Navigation malfunctions
- App-Connection malfunctions or loss connections
- Abnormal noise(s)from audio system
- FM radio switches to frequency 87.7 without input
- MIB display image(s) distorted

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Technical Background

This procedure resolves the concern(s) specified above by updating the Information Electronics Module - *J794* - to the latest software level **0524**.

Production Solution

N.A.

Service

Software Update Procedure

- Connect the MTRMSP0702 battery maintainer/charger to the vehicle's 12 volt battery.
- Switch the ignition to the ON position.
- Switch ON the Infotainment System.
- Check the Software Version by pressing the "Menu" button.
- Page over in the Infotainment menu and select "Settings" from the touchscreen menu.
- In "System Settings", scroll down to select "System Information" from the touchscreen menu.
- If the current software level displayed is lower than **0524**, proceed with this Technical Bulletin.
- If the current software level displayed is greater than or equal to **0524**, this work procedure does not apply.

Create the USB with SD/USB Creator

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

Use USB part number **3G0.919.360.TC**

Update Programming

- Insert the USB **3G0.919.360.TC**
- Press and hold the "Menu" button on the MIB display for 10 seconds until "Service Mode" is entered.
- Follow all on-screen prompts through completion of the USB update.
- Once the USB update portion has completed, connect the ODIS tester and initiate Guided Fault Finding (GFF). Allow GFF to perform interrogation of all modules.
- Once interrogation is complete, click on the "Special Functions" tab.
- Under "005F – Information electronics module 1 -*J794*–", select "Adapting software".
- From the SVM menu screen, select option 2, "Software update via measure code."
- When prompted, enter measure code **3700**.



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- Follow all prompts through completion of the test plan.
 - Once the update is complete, exit GFF and remove the USB.



The infotainment display may reboot and/or go blank one or more times during the update. This is normal.



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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
Arteon, Atlas, , Atlas Cross Sport, Golf, Jetta, Tiguan	2020	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	Arteon, Atlas, Atlas Cross Sport, Golf, Jetta, Tiguan			WG8 ²⁾	
Labor Operation ³⁾: Charge Battery			27068950 = See Elsa for latest time units.		
Labor Operation ³⁾: Update programming USB			91932599 = 30 TU		
Labor Operation ³⁾: Update programming SVM			See GFF Time expenditure		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500060 = 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 2072698" 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.					



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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

No special parts required.

Tool Description	Tool Number
Midtronics Battery Maintainer	MYRMSP0702
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
USB	3G0.919.360.TC

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.