



91-23-02 - Various Infotainment Concerns

Release date: 6/3/2024

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf R, GTI	2022 - 2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2067353/2	6/3/2024	91-23-02	Updated software.
2067353/1	2/12/2023	91-23-02	Original publication.

**NOTICE**

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

- If software updates or flash campaigns/actions are to be performed on a vehicle, a battery charger/maintainer with at least 70A charging current **MUST** be used in order to avoid problems during software updates and flash campaigns.
- This technical bulletin only applies to the vehicle groups specified above with PR code I8Q.

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

Radio freezes/reboots

Radio turns off

Radio settings unable to be saved

Radio displays "system update" pop-up message

Radio display image color is faded or appears gray

Bluetooth connection poor or cannot initiate

Audio source switches without input

App-Connect malfunctions

"Park Assist and Rear Traffic Alert is currently not available" is displayed in the Instrument Cluster when at a stop with no objects around.

"Component protection" message appears on MIB display



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## Technical Background

This procedure resolves the concern(s) listed above by updating the MIB Infotainment System to the latest level **1805**.

## Production Solution

Not applicable.

## Service

### Software Update Procedure

1. Connect the MTRMSP0702 battery maintainer/charger to the vehicle's 12-volt battery.
2. Switch the ignition to the ON position.
3. Connect the ODIS tester to the vehicle's Data Link Connector (DLC).
4. Initiate Guided Fault Finding (GFF) and allow the tester to complete interrogation of all modules.
5. Once GFF interrogation is complete, check for the following DTCs in Address 5F:

**B18B0F0** – VKMS missing adaptation

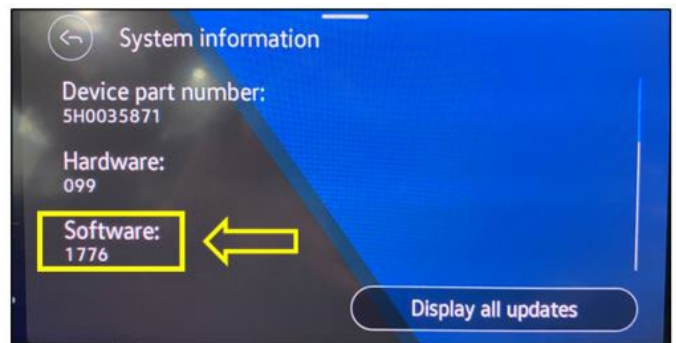
**B18B0F1** – VKMS no basic data processing available

6. If either of these DTCs are present **and** static/active, the information electronics module must be replaced.
7. If neither of these DTCs are not present or **not** active, proceed with this work procedure.
8. Check the software version by pressing the square home key icon on the touchscreen menu to enter Settings.

Once in Settings select "System Information" to check the current software level.

If the current software level is lower than **1805**, proceed with this Technical Bulletin.

If the current software level is equal to or greater than **1805**, this work procedure does not apply.





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**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 USB Part Number **3G8.919.360L**

1. Insert USB Drive **3G8.919.360.L** into port 1 of the USB-C connection in the front center console.
2. Proceed with all on-screen prompts as stated throughout the update.



**Various screens may appear on the MIB display throughout the update process. Also, the infotainment system may switch off/on. This is normal behavior during the update.**

3. Once the USB portion of the update is complete, enter GFF and check for any DTCs.

If the DTC **B201A00** – Check software version management – is present in Address 5F, perform and complete the associated test plan.

If the DTC **B201A00** – Check software version management – is **not** present, perform documentation of the update via GFF.

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.
8. When the test is complete, the test result will read “Data version in the vehicle is current”.
9. Lastly, perform the Software Configuration test plan for Address 5F via Guided Functions.
10. Once 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 <sup>1)</sup>

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Golf R, GTI	2022 – 2024	All	All	All	All

#### SAGA Coding

<b>Claim Type:</b>	Use applicable Claim Type <sup>1)</sup>		
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location (Depends on Service No.)</b>
9193	0039	--	--

<b>Parts Manufacturer</b>	Golf R, GTI	WG8 <sup>2)</sup>
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<b>Labor Operation <sup>3)</sup> : Charge Battery</b>	27068950 = See Elsa for latest time units.
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<b>Labor Operation <sup>3)</sup> : Update Programming USB</b>	91931999 = 30 TU
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<b>Labor Operation <sup>3)</sup> : Update Programming SVM</b>	See GFF Time expenditure.
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#### Diagnostic Time <sup>4)</sup>

<b>GFF Time expenditure</b>	01500000 = Actual GFF print out. 70 TU max.	YES
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<b>Road Test</b>	01210002 = 00 TU 01210004 = 00 TU	NO
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<b>Technical Diagnosis</b>	01320000 = 00 TU max.	NO
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**Claim Comment:** Input "As per Technical Bulletin 2067353" in comment section of Warranty Claim.

<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only.

<sup>2)</sup> Code per warranty vendor code policy.

<sup>3)</sup> 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 No:
Midtronics Battery Maintainer/Charger	MTRMSP0702
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
USB	3G8.919.360.L

### 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.