



Condition

ATTENTION:

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN AS TITLED.

TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Atlas, Atlas Cross Sport	2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2074672/2	9/26/2024	91-24-02TT	Content revision.
2074672/1	7/25/2024	91-24-02TT	Original publication

Technical Background

Some of the vehicles referenced above may experience a condition (often intermittent) where the MIB Display -**J685**- appears distorted (see fig. 1).



Figure1.



91-24-02TT - MIB Display Distorted Image

Release date: 9/26/2024

Service

A software based long-term resolution for this issue is currently being worked on by Volkswagen. However, at this time, the following direction is being provided.

Regardless of previous repair history, the recommended repair is to perform a hard reset of the MIB Display **-J685-** by pressing and holding power button hard key on the lower left side of the MIB display for 10 seconds. Once complete, check for the presence of the complaint. If the complaint is not present, release the vehicle to the customer. No component replacements should be made at this time.

If the vehicle is in for a **subsequent repair for this condition**, please initiate a WEB ticket with the Volkswagen Technical Assistance Center (TAC).

Additional Information

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