

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Atlas, Atlas Cross Sport	2021	All	All	All	All
Arteon, Atlas, Atlas Cross Sport, Golf R, GTI, Jetta, Taos, Tiguan	2022 - 2025	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2071790/2	5/13/2025	91-23-04	Update to model and model year applicability.
2071790/1	10-18-2023	91-23-04	Original publication.

NOTICE

This technical bulletin must be read in its entirety before attempting the work procedure. 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 the update/flash. This technical bulletin only applies to the following vehicle groups listed above with PR code 8AR.

The MIB infotainment system may be experiencing an unresponsive condition such as failure to power on, display stuck in “emergency mode”, and/or a freezing or rebooting condition. In this state, attempts to operate the unit and/or perform necessary updates may not be possible. Installation of a corrective file via USB may restore normal operation and permit further use and/or perform necessary updates.

Technical Background

The following procedure attempts to recover the MIB infotainment system as specified above by installing a correction file via USB.

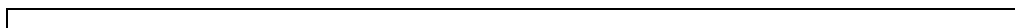
Production Solution

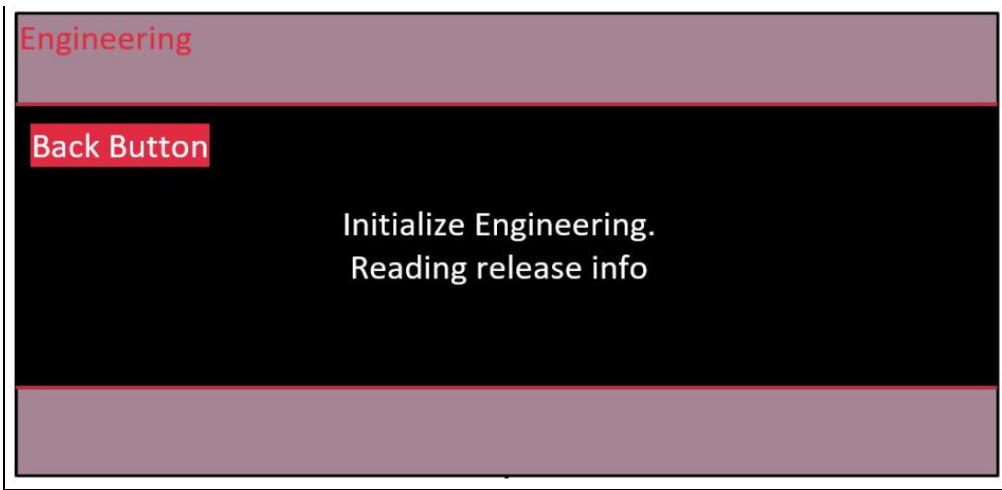
Not applicable.

Service

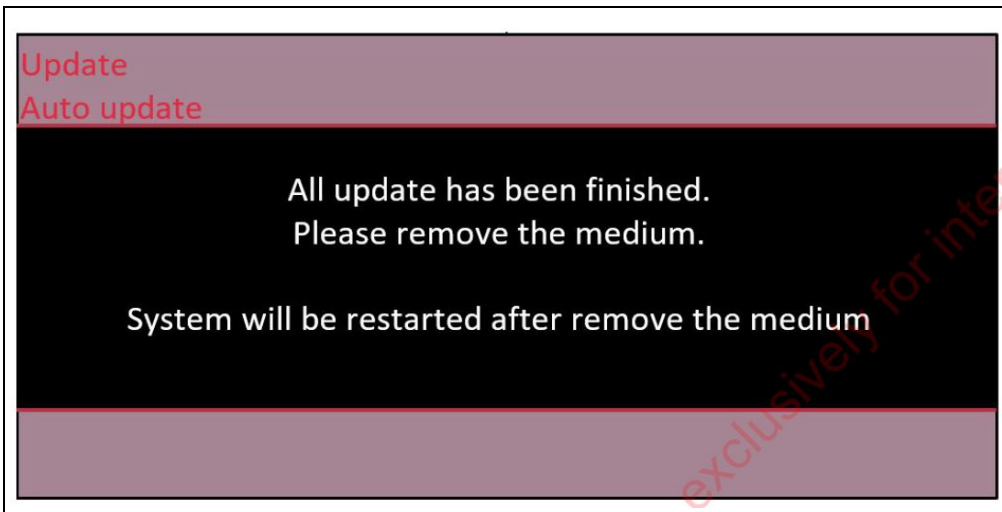
Procedure

- Refer to Technical Bulletin 00-19-04 (2054866) Set up SD/USB Creator to Obtain Software Updates.
- Use USB part number **3G0.919.360.SE**.
- Switch the ignition to the OFF position.
- Connect the MTRMSP0702 battery maintainer/charger to the vehicle’s battery.
- Insert the USB **3G0.919.360.SE** into the front USB-C connection.
- Switch the ignition to the ON position.
- Hold the “On/Off” button on the MIB display for a minimum of 10 seconds, then release.
- At this point, it may take up to 5 minutes to the system to start and initialize.
- If after 5 minutes, there is no response from the system, the above process may be repeated.
- If the recovery attempt is successful, the following screen may appear on the MIB display and additional files may install at this time.





- Lastly, the following screen will appear on the MIB display indicating the process is complete.



- Remove the USB drive.
- The infotainment system should now boot up automatically.
- Once normal operation is restored, refer to any applicable technical bulletins regarding specific software level updates as applicable.

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
Atlas, Atlas Cross Sport	2021	All	All	All	All
Arteon, Atlas, Atlas Cross Sport, Golf R, GTI, Jetta, Taos, Tiguan	2022 - 2025	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 R, GTI, Jetta, Taos, Tiguan			WG8 ²⁾	

Labor Operation ³⁾ : GFF/Guided Functions (including battery charge)		01500010 = See Elsa for latest time units
Labor Operation ³⁾ : Install USB file		91931999 = 10 TU
Causal Part:		91931999
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 00 TU	NO
	01210004 = 00 TU	
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2071790" in comment section of Warranty Claim.		
<p>1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>2) Code per warranty vendor code policy.</p> <p>3) Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>4) Documentation required per Warranty Policies and Procedures Manual.</p>		

Required Parts and Tools

Tool Description	Tool No:
Midtronics Battery Tester/Charger	MTRMSP0702 battery maintainer/charger
USB	3G0.919.360.SE

Additional Information

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