Connection offline

Technical Service Bulletin Transaction No.: **2082628/1**

91-26-04 – 91UB Over-the-Air Software Update Dealer Recovery Process

Condition

Applicable Models

Model	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To	PR Code
Arteon	2021-2023	All	All	AN_ME001494	AN_PE018349	8AR + ER3
Atlas	2021-2023	All	All	CA_MC532586	CA_PC558390	8AR + ER3
Atlas PA2	2024-2026	All	All	CA_RC500285	CA_TC555962	8AR + ER3
Atlas Cross Sport	2021-2023	All	All	CA_MC200031	CA_PC229399	8AR + ER3
Atlas Cross Sport PA	2024-2026	All	All	CA_SC200114	CA_TC222970	8AR + ER3
GTI	2021-2024	All	All	AU_MM000050	CD_RW234779	8AR + ER3
Golf R	2022-2024	All	All	CD_NW123067	CD_RW234619	8AR + ER3
Jetta	2021	All	All	BU_MM000082	BU_MM104433	8AR + ER3
Jetta PA	2022-2024	All	All	BU_NM000266	BU_RM103817	8AR + ER3
Jetta GLI	2021	All	All	BU_MM000111	BU_MM104323	8AR + ER3
Taos	2022-2024	All	All	B2_NM000265	B2_RM132570	8AR + ER3
Tiguan	2021	All	All	AX_MM000164	AX_MM160114	8AR + ER3
Tiguan PA	2022-2024	All	All	AX_NM000275	AX_RM235157	8AR + ER3

Revision Table

Instance Number	Published Date	Version Number	Reason for Update
2082628/1	7/6/2026	91-26-04	Original Publication

NOTICE

This technical bulletin must be read in its entirety before attempting the recovery steps listed.

- **If software updates or flash campaigns/actions are performed on a vehicle, a battery charger with at least 70A charging current MUST be used in order to avoid problems during the updates and flash campaigns.**
- **This technical bulletin only applies to the vehicle groups specified above with PR codes 8AR & ER3.**

The customer may report one or more of the following symptoms after a recent Over-the-Air software update:

- No radio sound at all
- Car-Play & Android auto not connecting
- GPS / Compass not working
- No volume for calls, music, or system sounds
- Audio crackling or audio is intermittent
- System continuously restarting

Technical Background

This procedure should be used to resolve the infotainment concerns listed above, if present, after a recent OTA software update.

Production Solution

Not applicable.

Service

NOTICE

THIS BULLETIN ONLY APPLIES TO VEHICLES THAT HAVE INFOTAINMENT MALFUNCTIONS AFTER A RECENT OTA SOFTWARE UPDATE.

- **DO NOT PERFORM THE WORK OUTLINED IN THIS BULLETIN IF THE CUSTOMER STATEMENTS LISTED ABOVE AND WORKSHOP FINDINGS DO NOT MATCH.**

Verify customer concern:

Compare the customer concerns to the list above and confirm that the issue(s) began after a recent OTA software update.

- **This bulletin does not apply** if the customer concerns do not match the list above, the concerns are not in relation to a recent OTA software update, or the concerns cannot be verified on the vehicle.
- **Continue with the recovery procedure listed in this** TSB ONLY if the customer concerns match the list above, there was a recent OTA software update, and the concerns can be verified on the vehicle

Step 1 - Evaluate Operating State of Infotainment System:

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Check if the infotainment system is continually restarting/rebooting.
- If the infotainment system is continually restarting/rebooting:
  - Proceed to Step 2.
- If the infotainment system is not continually restarting/rebooting:
  - Proceed to Step 3.

Step 2 – Perform MIB3 Recovery Solution TSB:

- Perform the steps listed in TSB 91-23-04 (2071790/2).
- If the recovery TSB is successful, continue to step 3.
- If the recovery TSB is not successful, stop and create a TAC case for further assistance/

Step – Perform Applicable MIB3 Software Update TB:

- Check which of the following TSBs apply to the vehicle in the ELSA Technical Service Handbook:
  - 91-23-03 - MIB3 Various Infotainment Concerns (2070941/3) – Updates to SW version 0890
  - 91-24-02 - MIB3 Multiple Infotainment Issues (2072871/4) – Updates to SW version 1990
- Perform the applicable software update.
- If the software update TSB is successful and the infotainment functionality is restored, work is complete.
- If the software update TSB is not successful, stop and create a TAC case for further assistance.

Warranty

SAGA Coding			
Claim Type: Sold Vehicle: 7 10		Use applicable Claim Type [1)]	
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)

91UB	0099	--	--

Parts Manufacture	Arteon, Taos, Atlas, Atlas Cross Sport, Golf R, GTI, Jetta, Tiguan	WWO [2]

Labor Operation [2] **:** GFF functions (inc. battery charge)	01500010 = See Elsa for latest time units
Labor Operation [2] **:** Infotainment recovery USB (TSB 91-23-04)	97102599 = 10 TUs
Labor Operation [2] **:** Update Programming USB (TSBs 91-23-03 or 91-24-02)	91962599 = 30 TUs
Labor Operation [2] **:** Update Programming SVM	Se GFF time expenditure.
Causal Part:	Labor

Note:

If additional parts and/or labor are required in relation to the 91UB that fall outside of the claiming provided, a WISE request must be submitted for review.

Diagnostic Time [3]

GFF Time expenditure	01500060 = Actual GFF print out. 70 TU max.	YES (only to be used when TSBs 91-23-03 or 91-24-02 are applied)
Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO

Claim Comment: Input “As per Technical Bulletin **2082628** in comment section of Warranty Claim.

[1] Code per warranty vendor code policy.

[2] Labor Time Units (TUs) are subject to change with ELSA updates.

[3] Documentation required per Warranty Policies and Procedures Manual.

Required Parts and Tools

Tool Description	Tool No.
VAS Battery Tester/Charger	

	VAS 5908 (or equivalent charger with a current rating of at least 70A)
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates
USB	Refer to applicable TSB

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.

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