

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
2082628/2	7/14/2026	91-26-04	Update procedure step and add claiming comment to warranty table.
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 3 – 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.
 - Even if the software is up to date per the applicable TSB, the software update should still be performed.
- 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:	Use applicable Claim Type ¹⁾

Sold Vehicle: 7 10			
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
91UB	0099	--	--
Choosing the correct criteria for your claim:		Vehicles are assigned either Criteria 02 or Criteria 03 for the 91UB OTA. Since the 91UB is not visible in Elsa or Elsa2Go, the correct criteria for claiming is also not visible. When submitting a claim, use Criteria 02 or 03. • If Criteria 02 returns an error, use Criteria 03 • If Criteria 03 returns an error, use Criteria 02	
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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