



## Technical Tip

<b>Topic</b>	91-16-02TT – MIB2 Blue Emergency Screen after 91N9 Update
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Volkswagen
<b>Date</b>	July 14, 2017

## Condition

**ATTENTION:**

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.**

**TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

### MIB2 Blue Emergency Screen after 91N9 Update

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf, GTI, SportWagen, eGolf	2016-2017	All	All	All	All

## Technical Background

If the Blue “emergency” screen has appeared after the 91N9 update, the unit may be able to be recovered. There are 2 portions of the 91N9 update. The first update fixes any corrupt files that may already be in the radio. It’s possible that when the blue screen appears, a portion of the download did not fully complete.

## Service

Perform the following: Re-insert the SD card from the 91N9 Update, perform a hard reset of the radio by holding the power button down on the radio for 15 seconds and see if more files are written to the radio. It may take up to 10 minutes for the files to start loading again. After the update completes, reboot the radio again and perform the replacement test plan as outlined in the update.





## Additional Information

<b>Revision History</b>		
<b>Revision Number</b>	<b>Released Date</b>	<b>Reason For Update</b>
2043106/5	7/14/17	To include model year 2017 applicability.
2043106/1	1/21/16	Original publication.

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