Customer Satisfaction Campaign – USA Only
Code: 91Q1

REVISION

Subject	**Modular Infotainment System Software Update**
Release Date	February 24, 2017
Revision Summary	**Software download instructions in the appendix updated.**
Affected Vehicles	***U.S.A. :*** Certain 2017 MY Golf, GTI, Golf SportWagen and Golf Alltrack
	Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.
	✓ *Campaign status must show "open."*
	✓ *If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.*
Corrective Action	Install software to bring the infotainment system up to current production standards.
Parts Information	Software update only; no parts needed.
Code Visibility	On or about February 17, 2017, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwhub.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles.
	On or about February 17, 2017, this campaign code showed open on affected vehicles in Elsa.
	On or about February 17, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.vw.com.
Owner Notification	Owner notification took place in February 2017. An owner letter example is included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on ***December 31, <u>2019</u>***. Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
Additional Information	**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**
	Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.
	Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.*

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

Service Number	91Q1
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	Check infotainment software level; no update required Labor operation: 0183 00 99 10 T.U. -OR- Check infotainment software level; update required Labor operation: 9132 25 99 50 T.U.

This notice applies to your vehicle: <VIN>

Subject: Customer Satisfaction Campaign 91Q1
Modular Infotainment System Software Update
Certain 2017 Model Year Volkswagen Golf, GTI, Golf SportWagen and Golf Alltrack

Dear Volkswagen Owner,

The Golf family of vehicles has been designed to provide you with value, performance, and a wealth of new technology. *Car and Driver* agrees, naming the 2017 model year Volkswagen Golf, GTI, Golf SportWagen and Golf Alltrack to its prestigious *10Best* list.

While your vehicle features an advanced infotainment system with App-Connect access to Apple Car-Play and Android Auto functionality, you have told us that the system functionality could be improved. We've listened!

What will we do?	Volkswagen is offering a software update that will improve the stability of your infotainment system. This will bring your infotainment system up to current production standards. This software update will take about an hour to complete and will be performed for you free of charge.
What should you do?	In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
	This customer satisfaction campaign will be available to you free of charge, but **only until December 31, 2019.** If you wish to have any infotainment system updates performed after that date, your dealer's normal labor cost associated with this repair will apply.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the *Look Up Recalls* link at www.vw.com and enter your Vehicle Identification Number (VIN) into the *Recall/Service Campaign Lookup* tool.

At Volkswagen, it is important for our technology to remain ahead of the curve; that is why we are making this update available to you as our valued customer. We are taking this action to ensure your vehicle continues to meet and exceed your expectations allowing for the best infotainment experience possible.

Sincerely,

Volkswagen Customer Protection

ⓘ NOTE
• Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.   • This procedure must be read in its entirety prior to performing the repair.   • Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.   • SD card software files are available for download from ServiceNet. See Appendix A for instructions on downloading Infotainment Software Updates.   • An SD card with at least 4 GB of storage will be required. Once the files are downloaded onto the SD card, the SD card can be used for all future vehicles affected by this action. The cost of the SD card and time to download the software is not covered under this action.

Required Tools

- VAS6150D - Diagnostic Tester (or equivalent)

- VAS6154 - Vehicle Communication Interface (or equivalent)

- GRX3000VAS – Battery Tester/Charger (or equivalent)

Repair Instruction

Section A - Check for Previous Repair

ⓘ **TIP**

If Campaign Completion label is present, no further work is required.

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

ⓘ **TIP**

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.

- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure
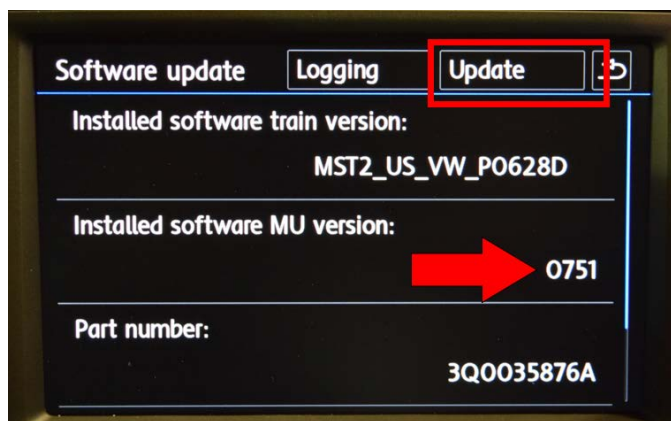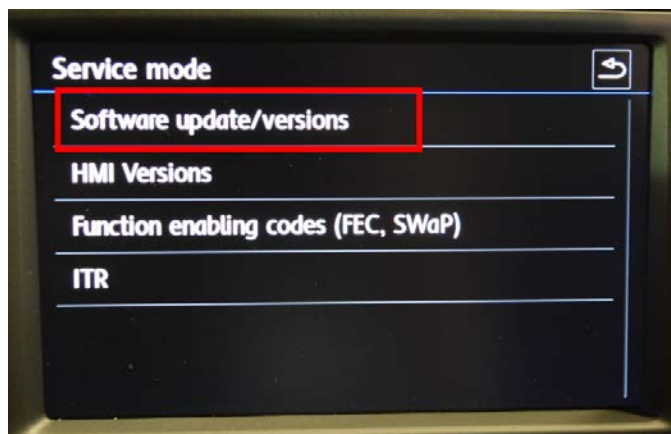
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

- Switch the ignition ON.

- Switch the radio ON.

- Insert the SD card with software **Delphi_753** into the 5F module SD card reader located in the glove box.

ⓘ TIP

SD card software files are available for download from ServiceNet. See Appendix A for instructions on downloading Infotainment Software Updates.

- Enter "Service Mode" by pressing and holding the "Menu" hard key button on the Infotainment unit for 10 seconds.

- Select "Software update/versions" <as shown> on the touch screen menu.

- If the software level is **0753**, no further work is required, **proceed to Section C**.

- If the software level is 0751 or 0752 <arrow>, select "Update" <as shown> on the touch screen menu.

- Select "SD card" <as shown> on the touch screen menu.
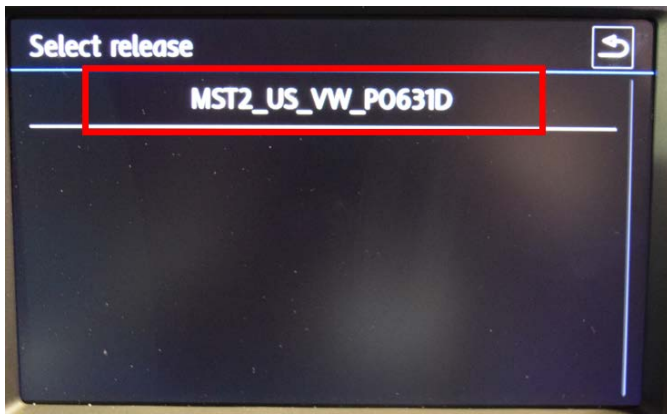
- Select "MST2_US_VW_P0631D"
  <as shown> on the touch screen menu.

- Select "Start" <as shown> on the touch screen menu.
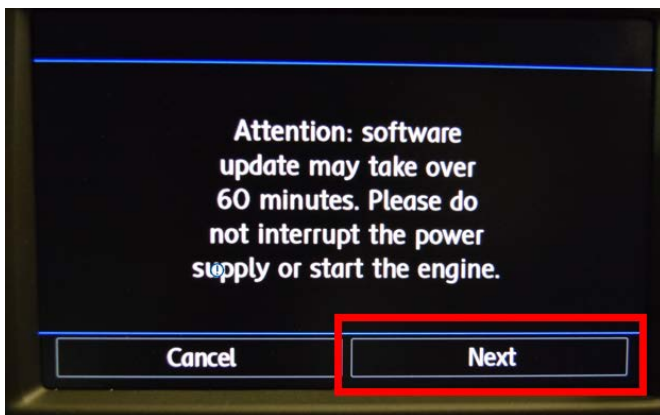
- Select "Next" on the touch screen menu to begin the software update.
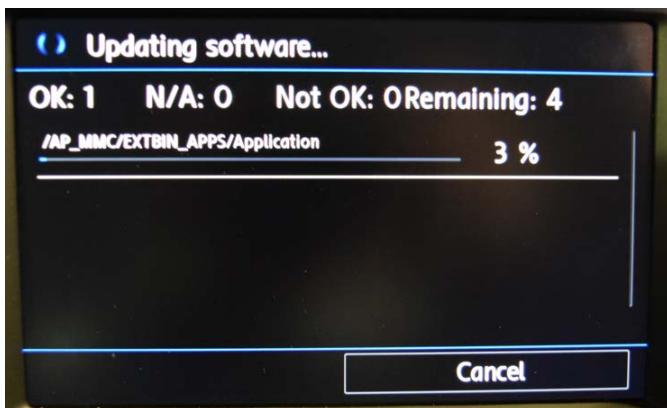
- This screen will be displayed during the software update.

ⓘ NOTE

The infotainment system may reboot several times during the update.
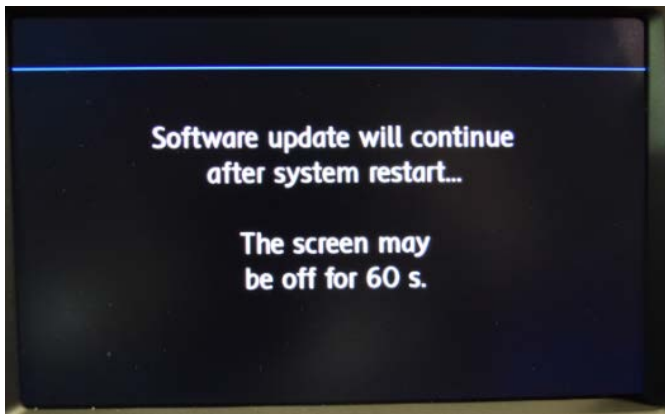
- This screen will be displayed during the software update.
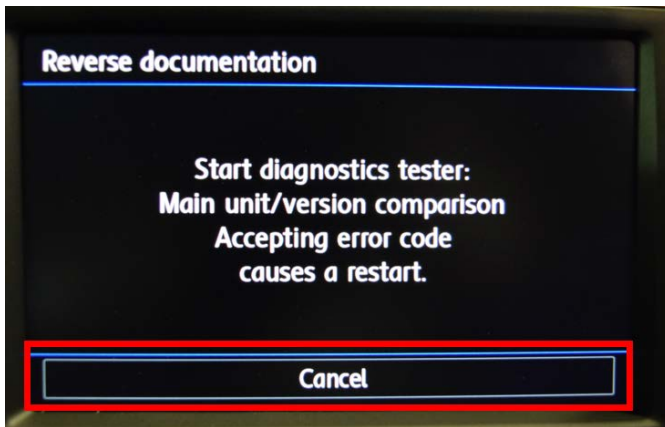
- When the "Reverse documentation" screen is displayed, select "Cancel" <as shown> on the touch screen menu.

- The SD card update portion of the work procedure is now complete.

- Press the "back" arrow in the upper right corner <as shown>.

- Remove the SD card from the 5F module in the glove box.

- Cycle the ignition off and then back on.

- Connect the VAS6150D Diagnostic Tester (or equivalent) to the vehicle.

- Start the ODIS program.

- Upon ODIS startup, verify the "Diagnosis" operating mode is selected and perform a GFF scan of the vehicle.

- If fault **"B201A: Checking software version management"** is stored in the infotainment control module – address word 005F, perform the following test plan:

⚠ NOTE

Multiple faults, including databus faults, will store in several control modules during the software update due to a brief communication loss with the J794. These faults will be intermittent and should clear. The B201A fault will remain static, but does not affect functionality. Examples of faults that could store:

Address	Fault
0017	U1110 - Function restriction due to communication interruption
0019	U0065 - Vehicle Communication Bus E Performance
005F	U106A - Digital sound system control module No Communication
0075	U1121 - Databus missing message
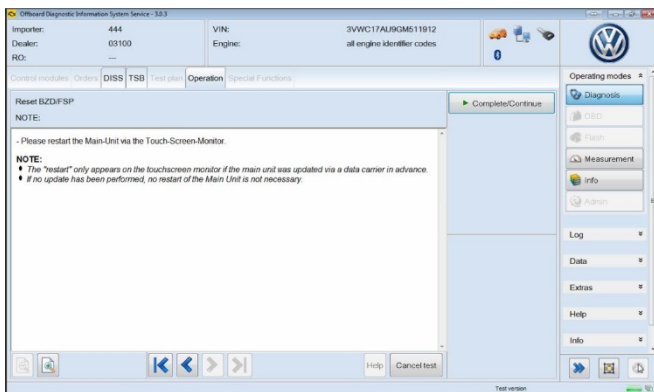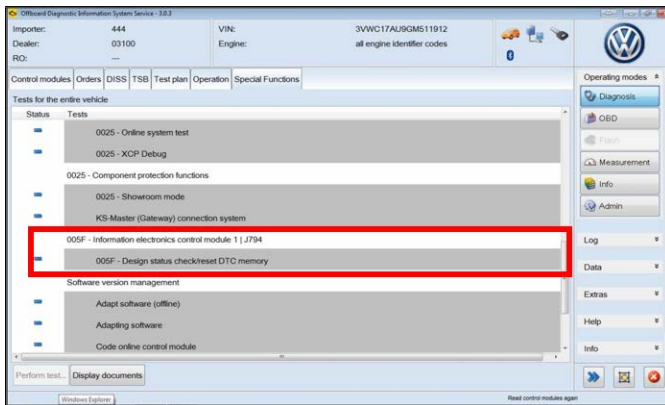
- Under the Special Functions tab, run the "005F-Design status check/reset DTC memory" test plan.

- When the test plan reaches the step to "restart the Main-Unit via the Touch-Screen-Monitor", hold the radio's power button down for 10 seconds to reboot the J794. Once the radio turns back on, select Complete/Continue.

- Once the test plan ends, the B201A fault should clear.

- Exit the scan tool.

- Send the Diagnostic log online to GFF Paperless.

- Remove the battery charger.

- Close the battery cover.

Continue to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

ⓘ TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Appendix A – Software Download Instructions

> ⓘ **NOTE**
>
> - The download process must be performed on an ODIS machine with a valid certificate.
>
> - When formatting the SD card, all files that are currently on the card will be deleted.
>
> - To view the video listed in the Instructions and Tools, the video must be saved to the ODIS desktop in order to view.
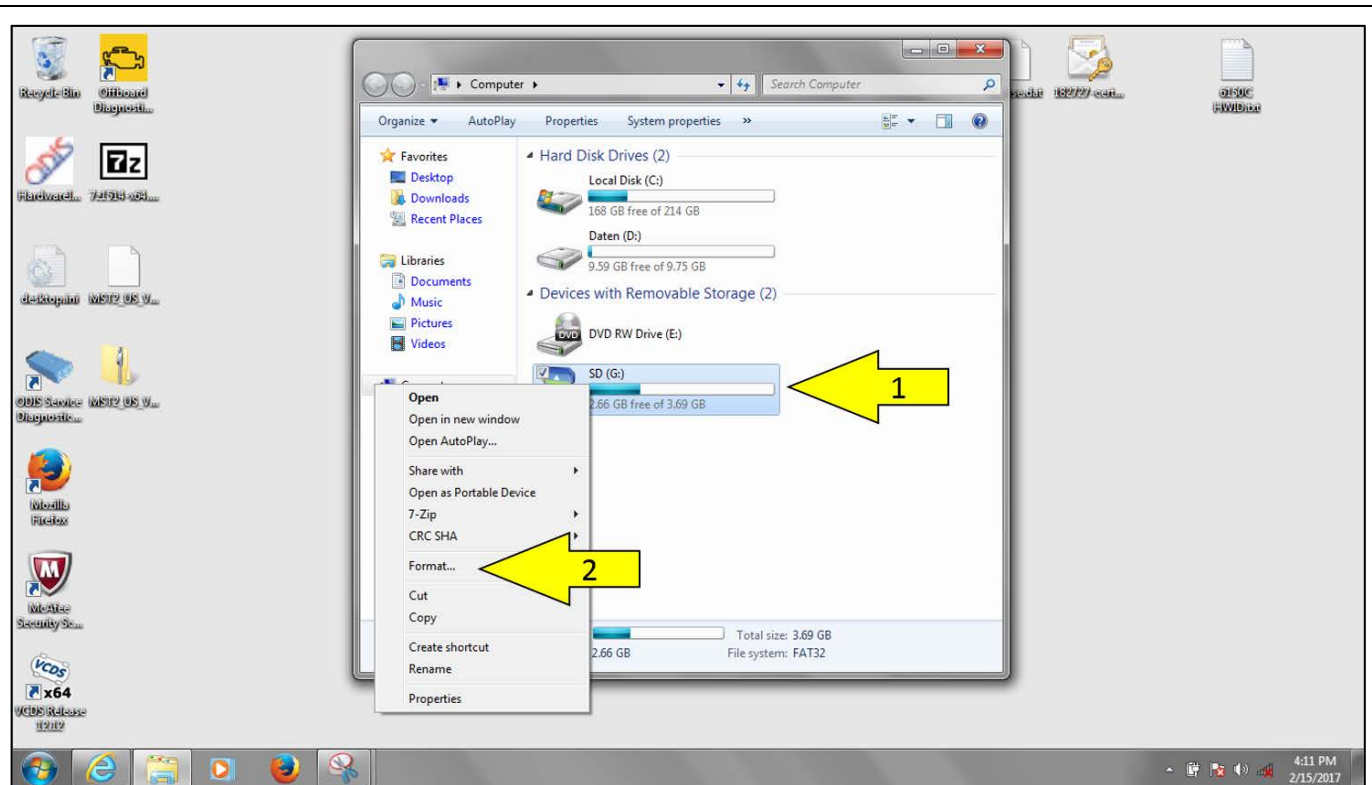
- Insert an SD card into the scan tool that has at least 4 GB of storage.

- From the Windows Start menu, select Computer.

- Right click on the SD card <arrow 1> and select Format <arrow 2>.
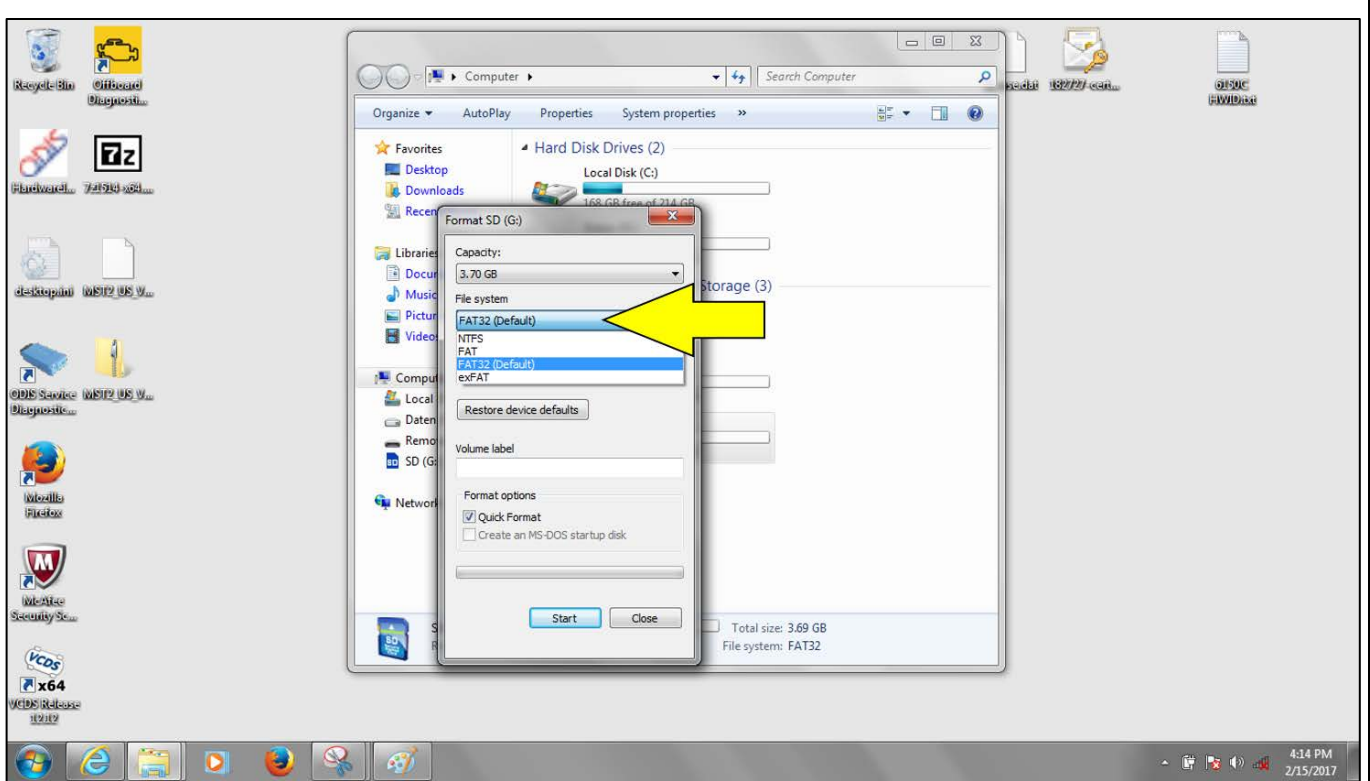
- Select the FAT32 format <arrow>.

> ### ⓘ NOTE
>
> If the wrong file format is selected, the SD card cannot be read by the Infotainment Control Module and the software update will not be able to be performed.
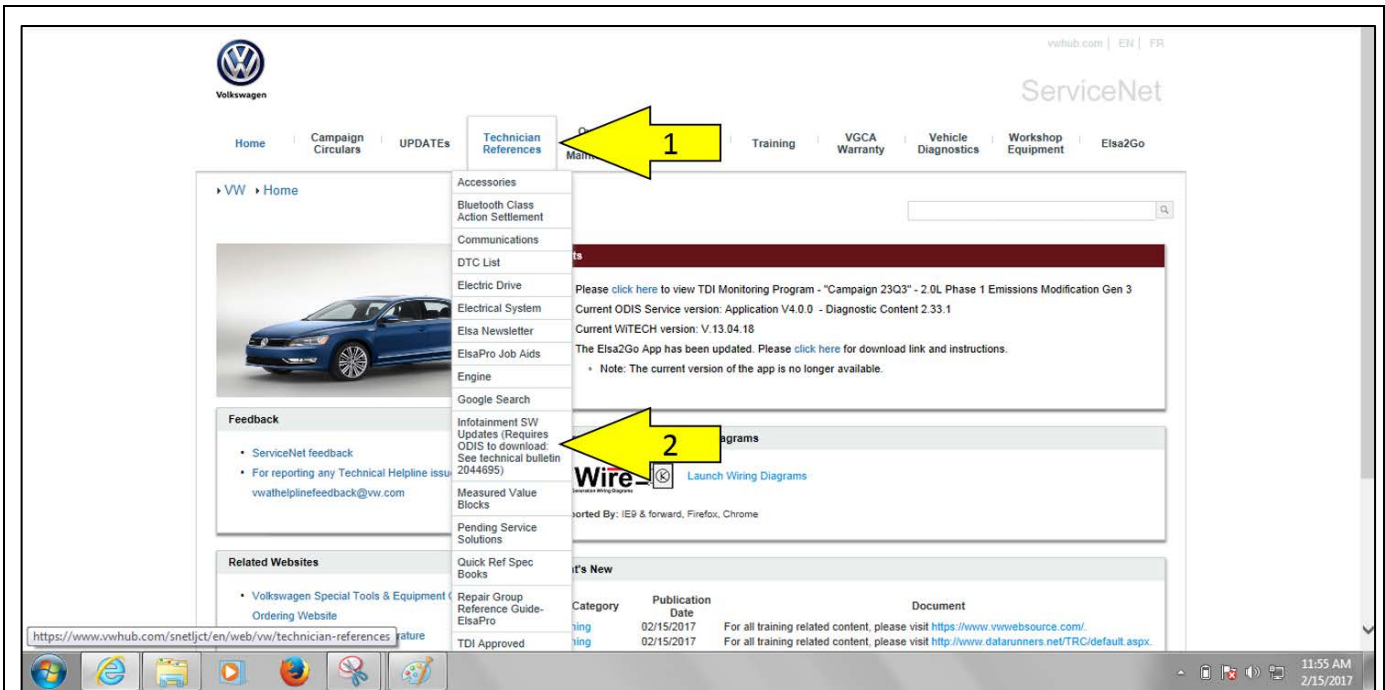
- Using a scan tool with a valid certificate:

  o Open ServiceNet, select Technician Reference <arrow 1>. Then select Infotainment SW Update <arrow 2>.
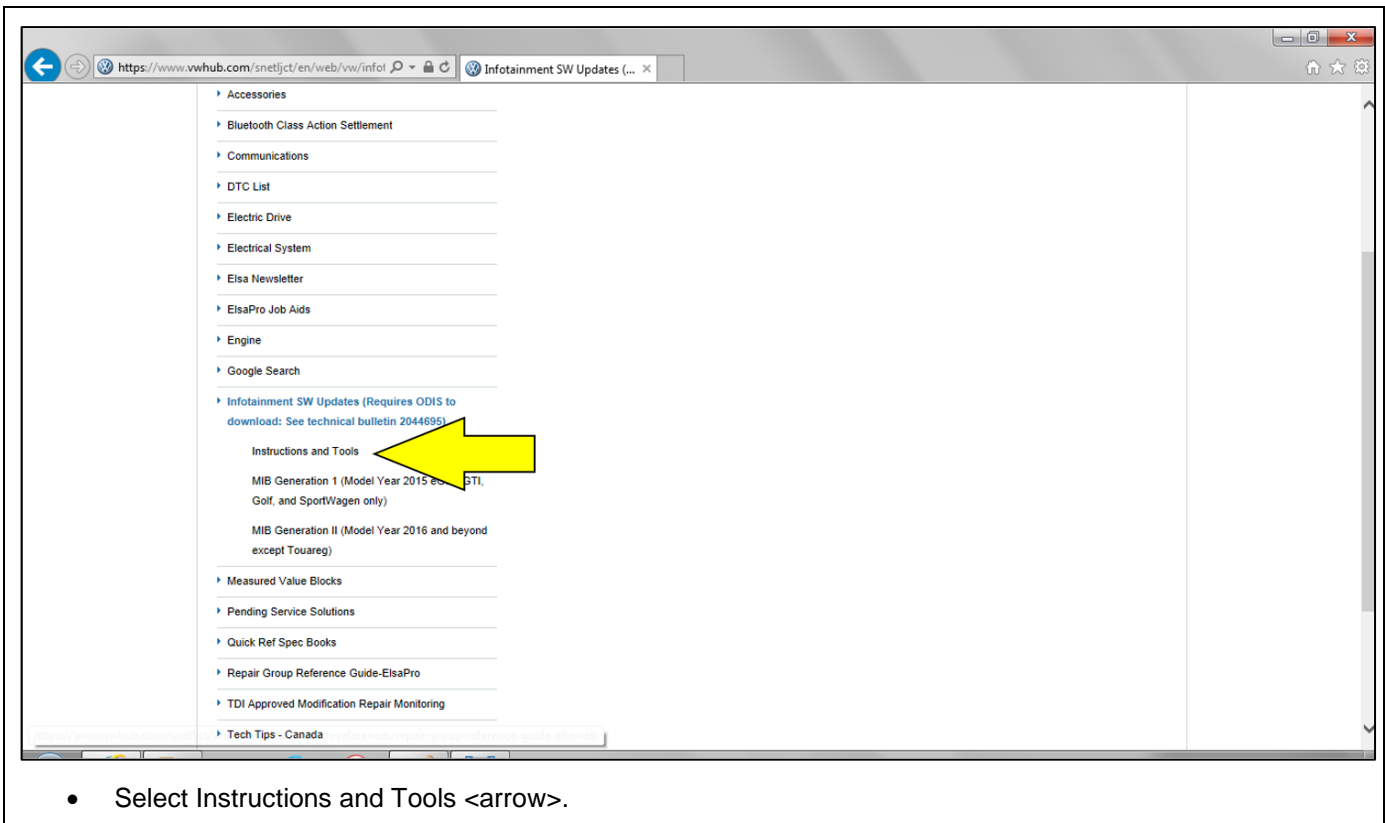
- Select Instructions and Tools <arrow>.
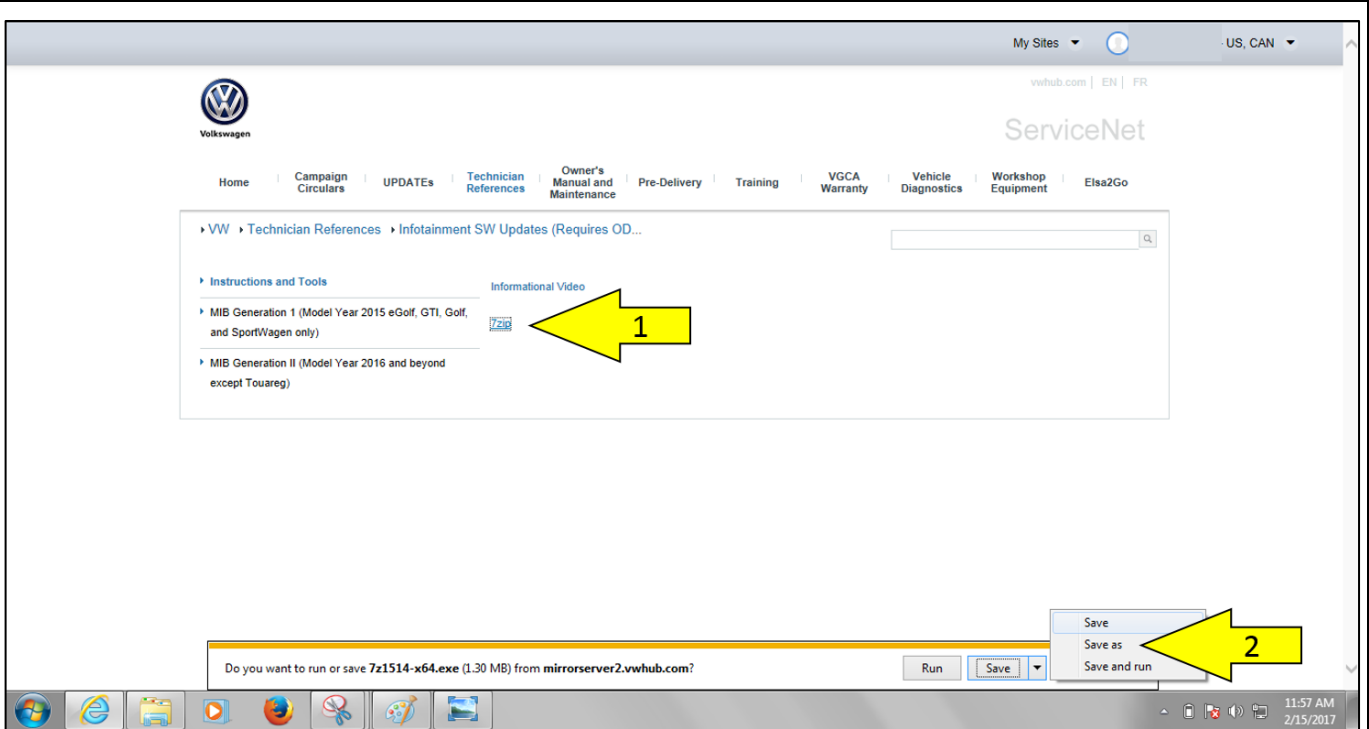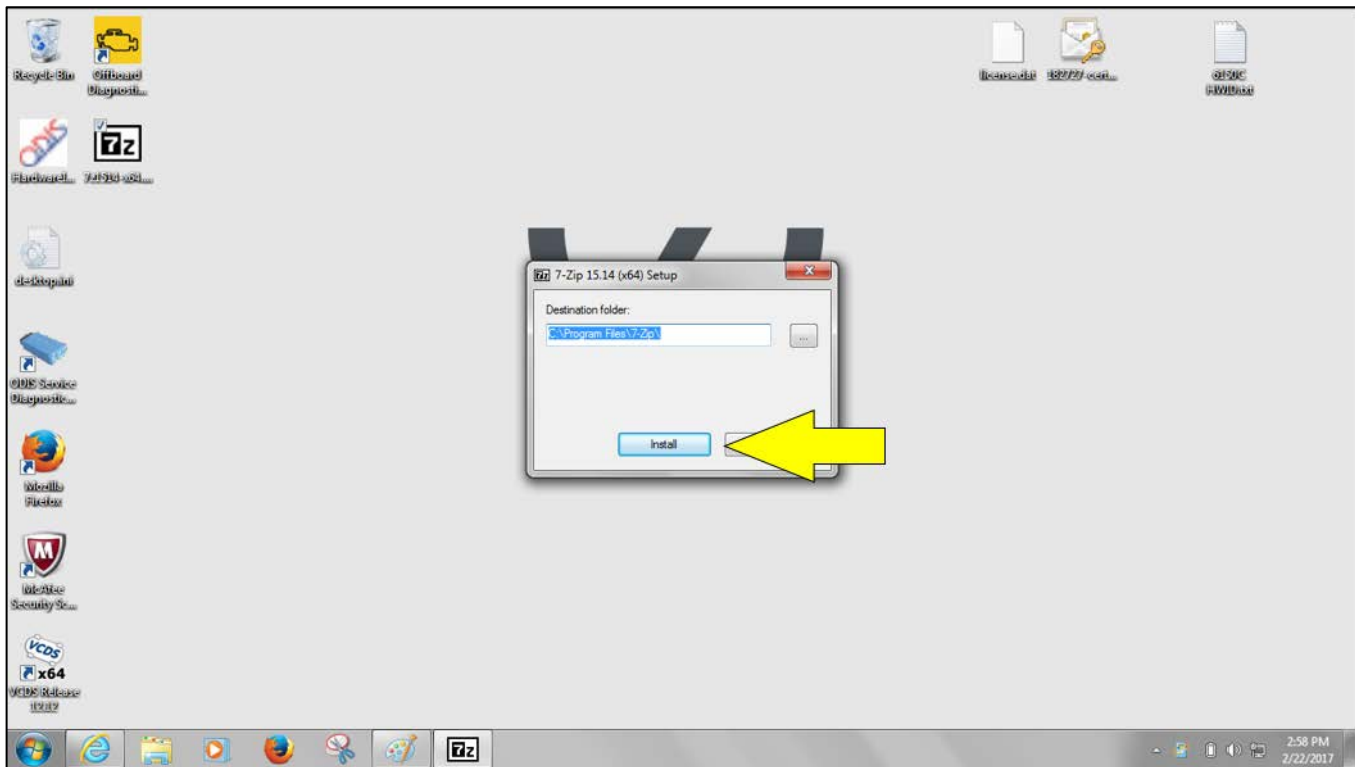
- Select 7zip <arrow 1>.

- Select Save as <arrow 2>.

> **ⓘ NOTE**
>
> If the 7-Zip program is already installed on the scan tool being used, this step can be ignored.
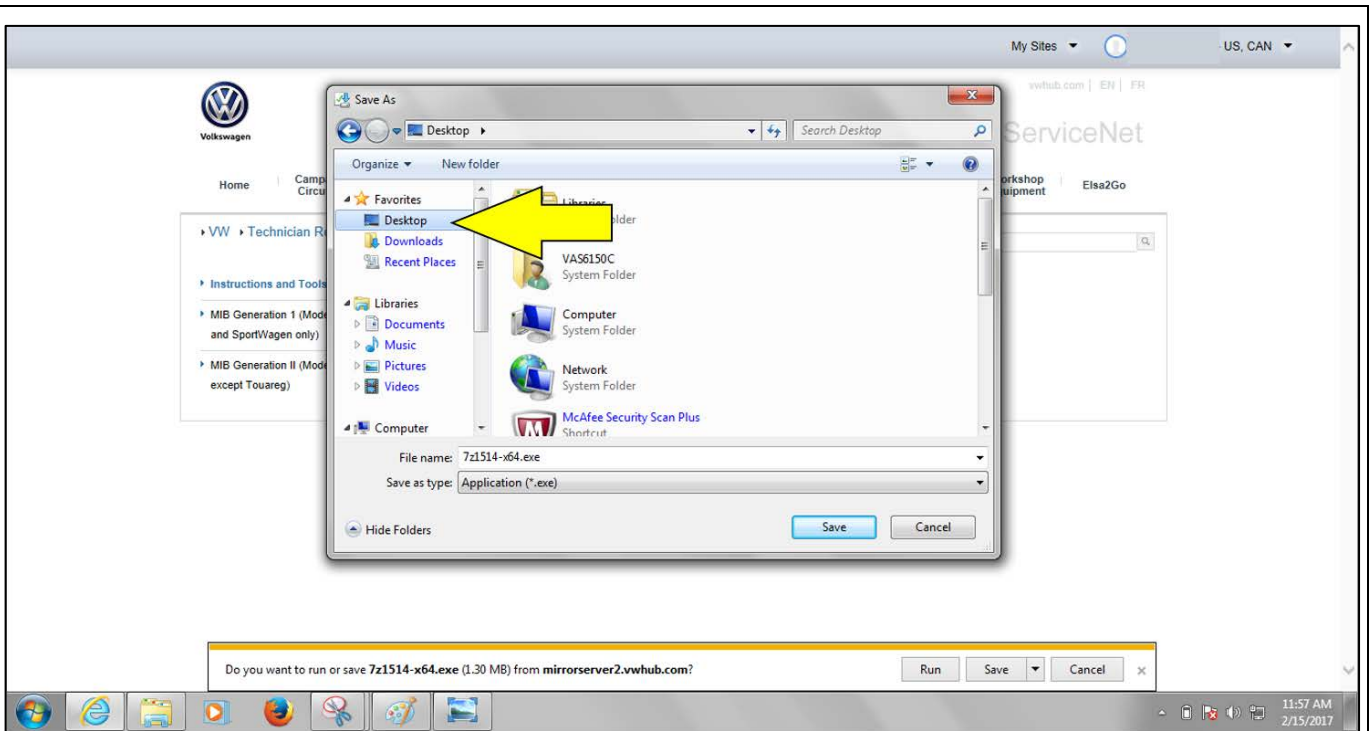
- Select Desktop <arrow> and save the 7zip program to the desktop.
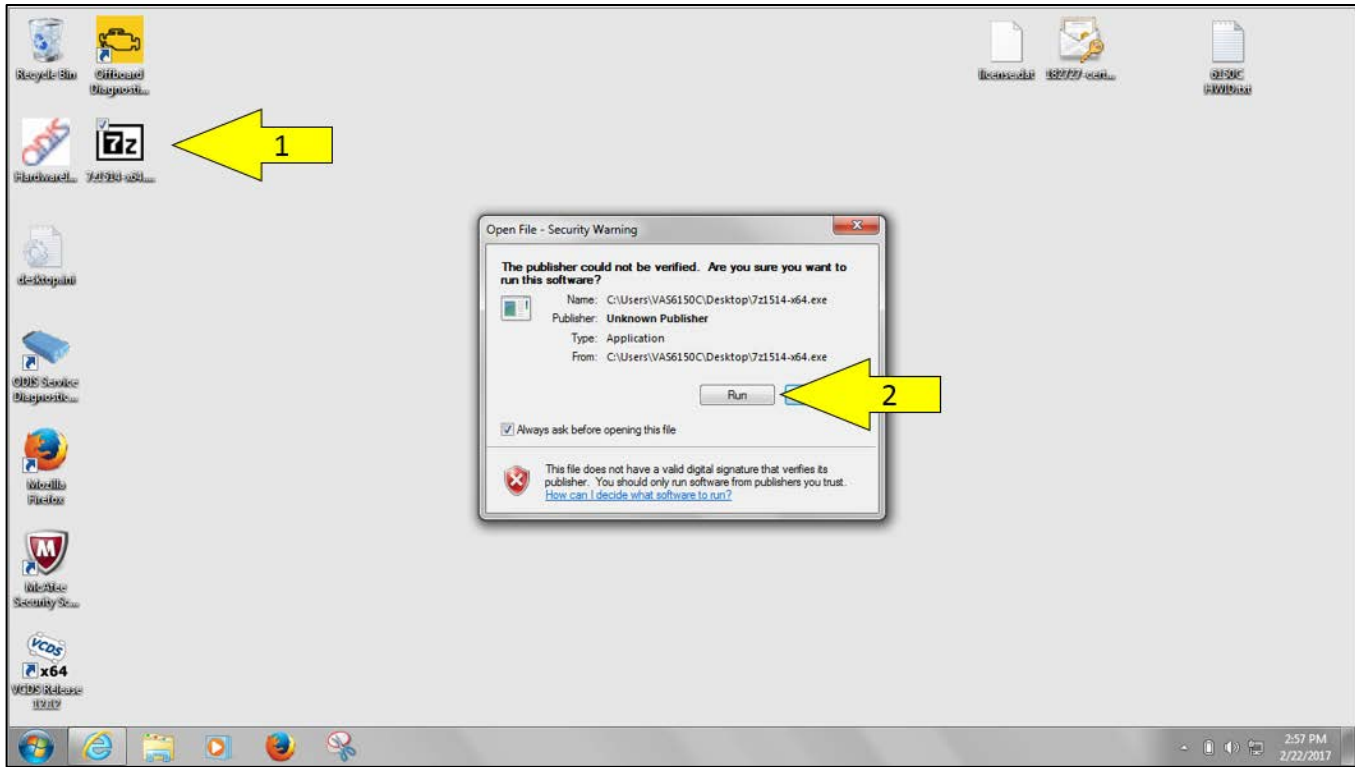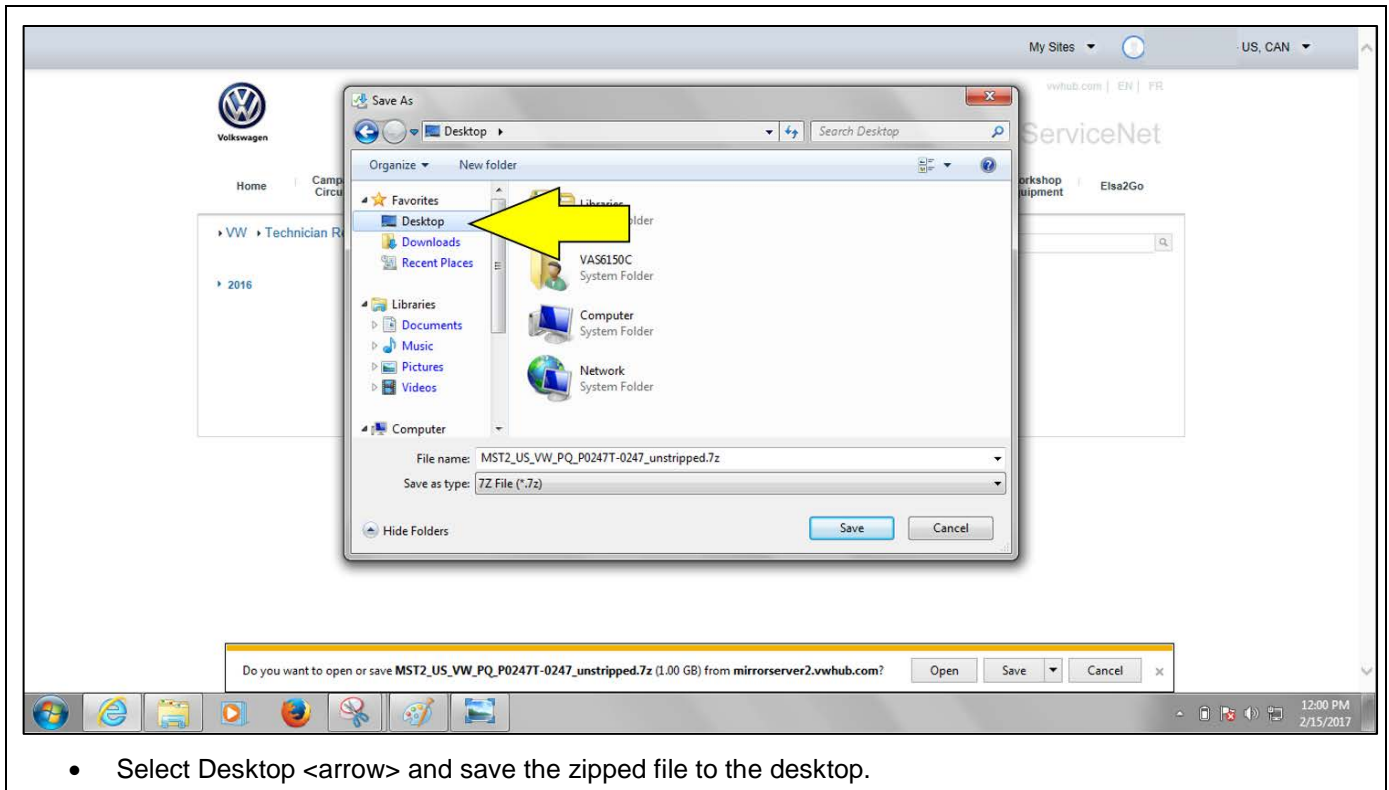
- Double click on the 7zip program <arrow 1>.
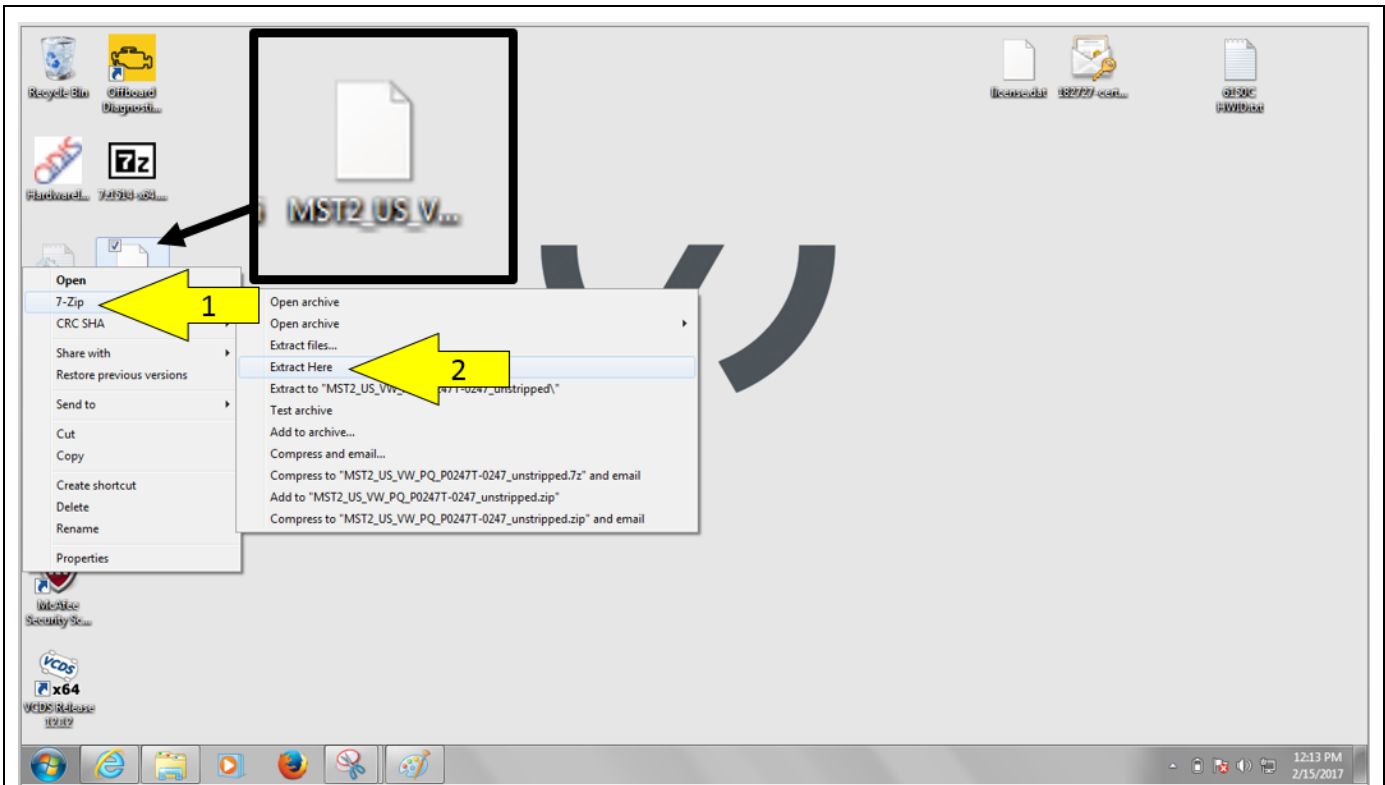- Select Run <arrow 2>.

- Select Install <arrow>.
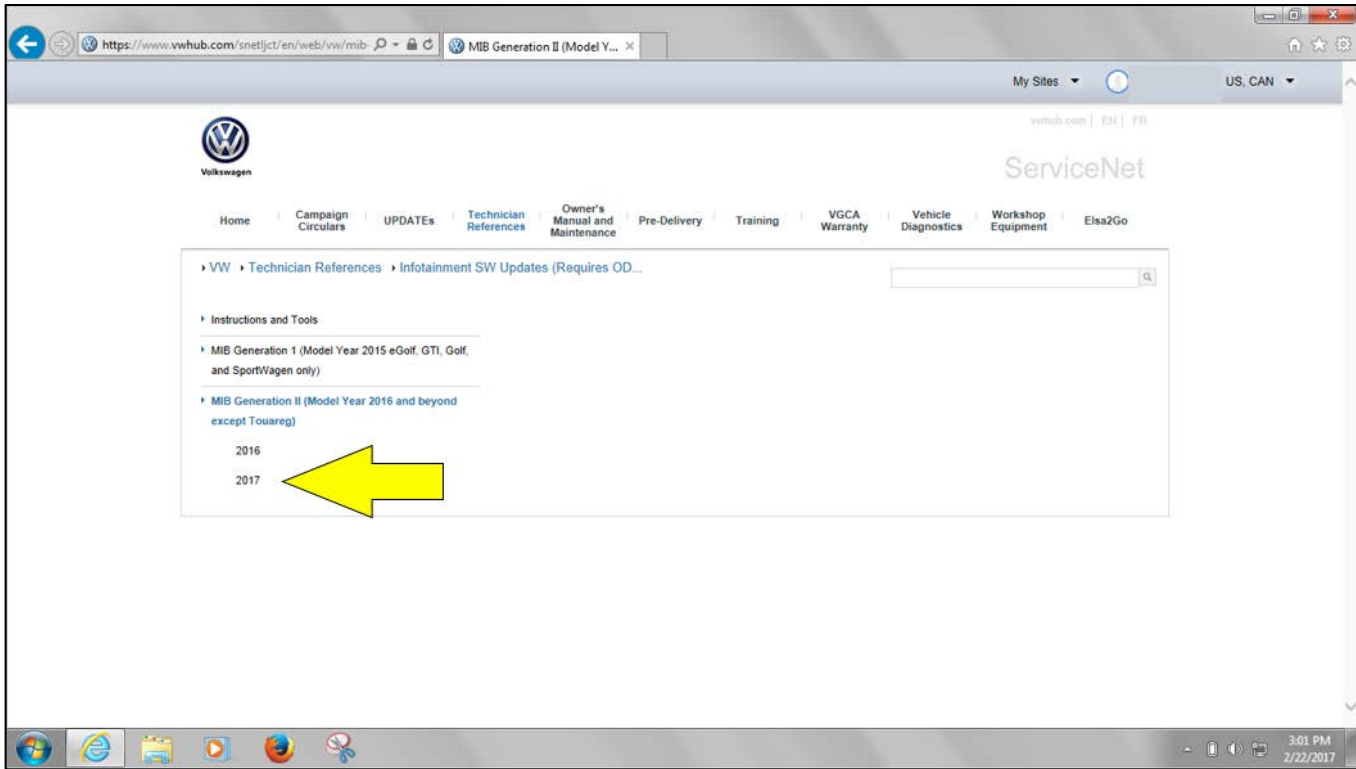
- Select model year 2017.
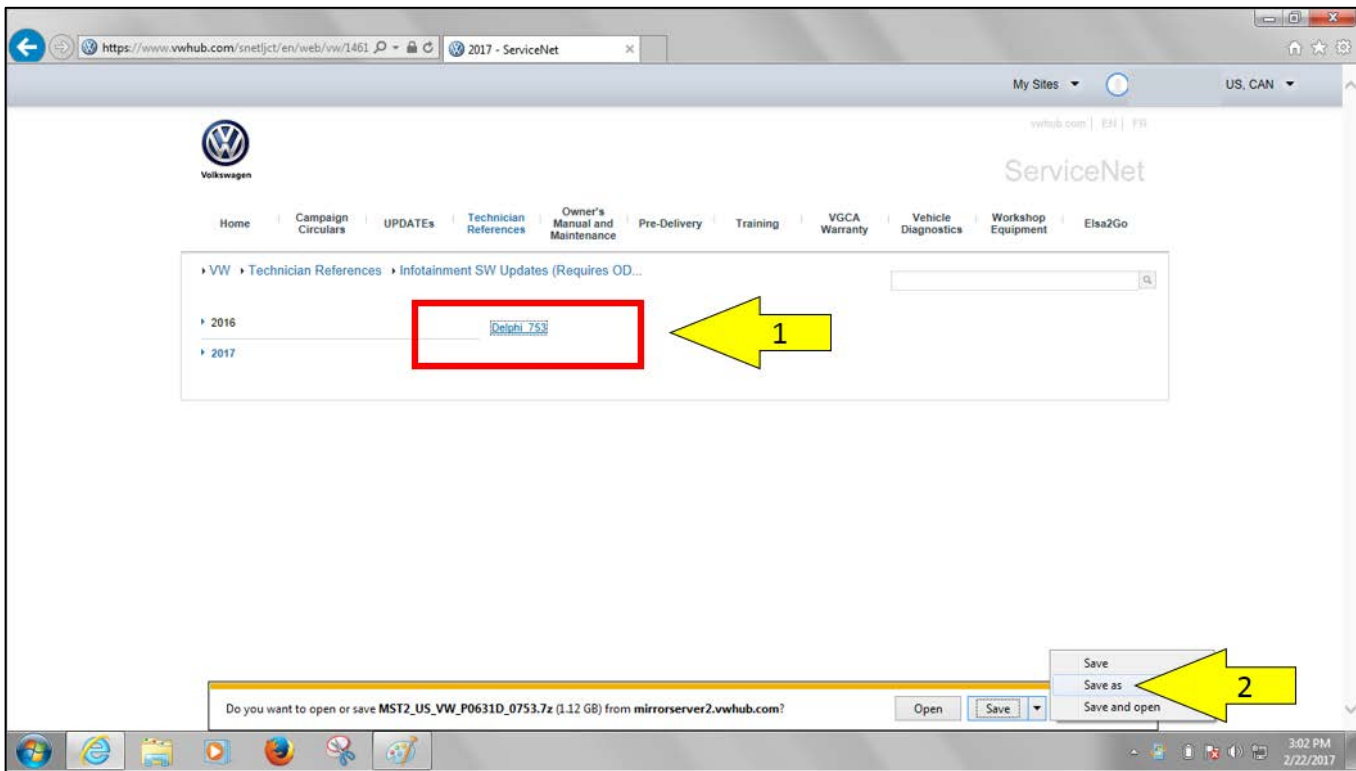
- Select software file **Delphi_753**.
- Select Save as <arrow 2>.

- Select Desktop <arrow> and save the zipped file to the desktop.
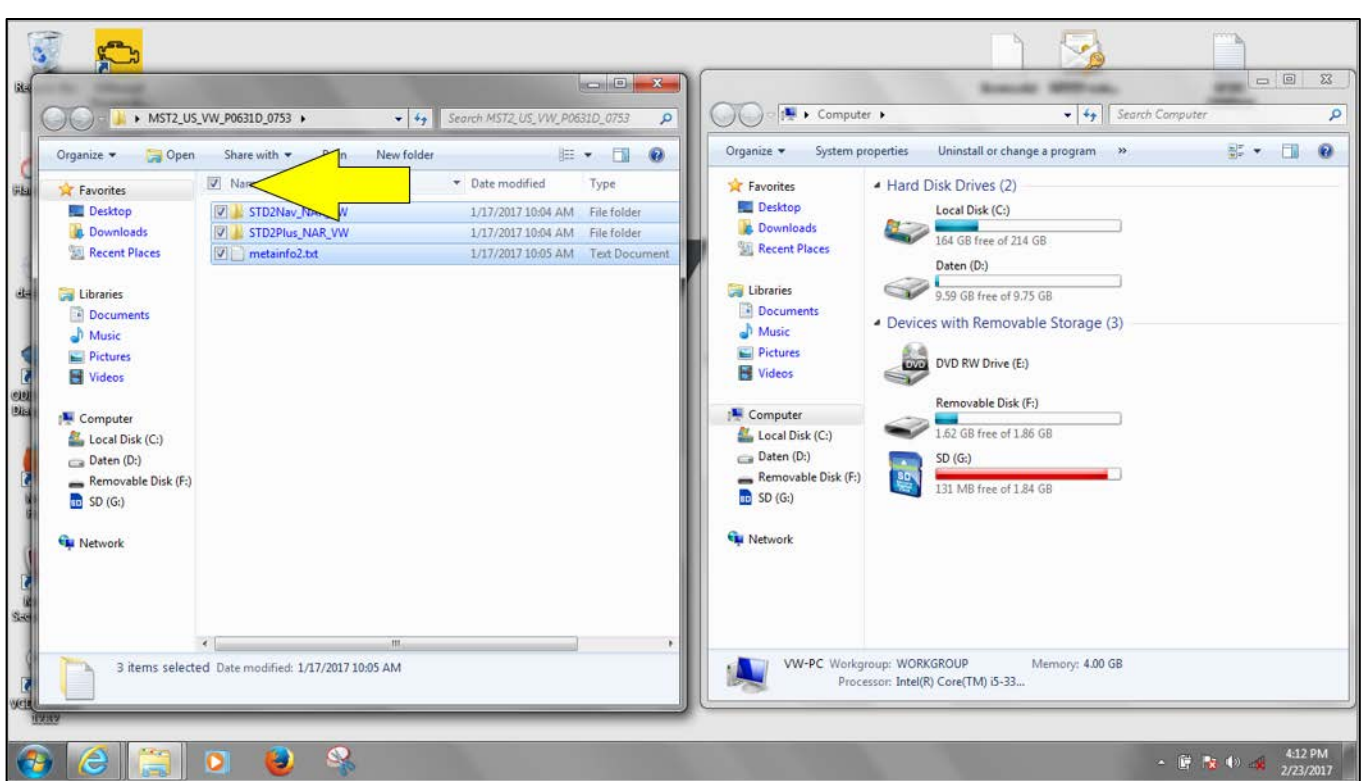
- Once the download is complete:
    - Minimize all windows.
    - Right click on the zipped/downloaded file <inset>.
    - Select 7-Zip <arrow 1>.
    - Select Extract Here <arrow 2>.
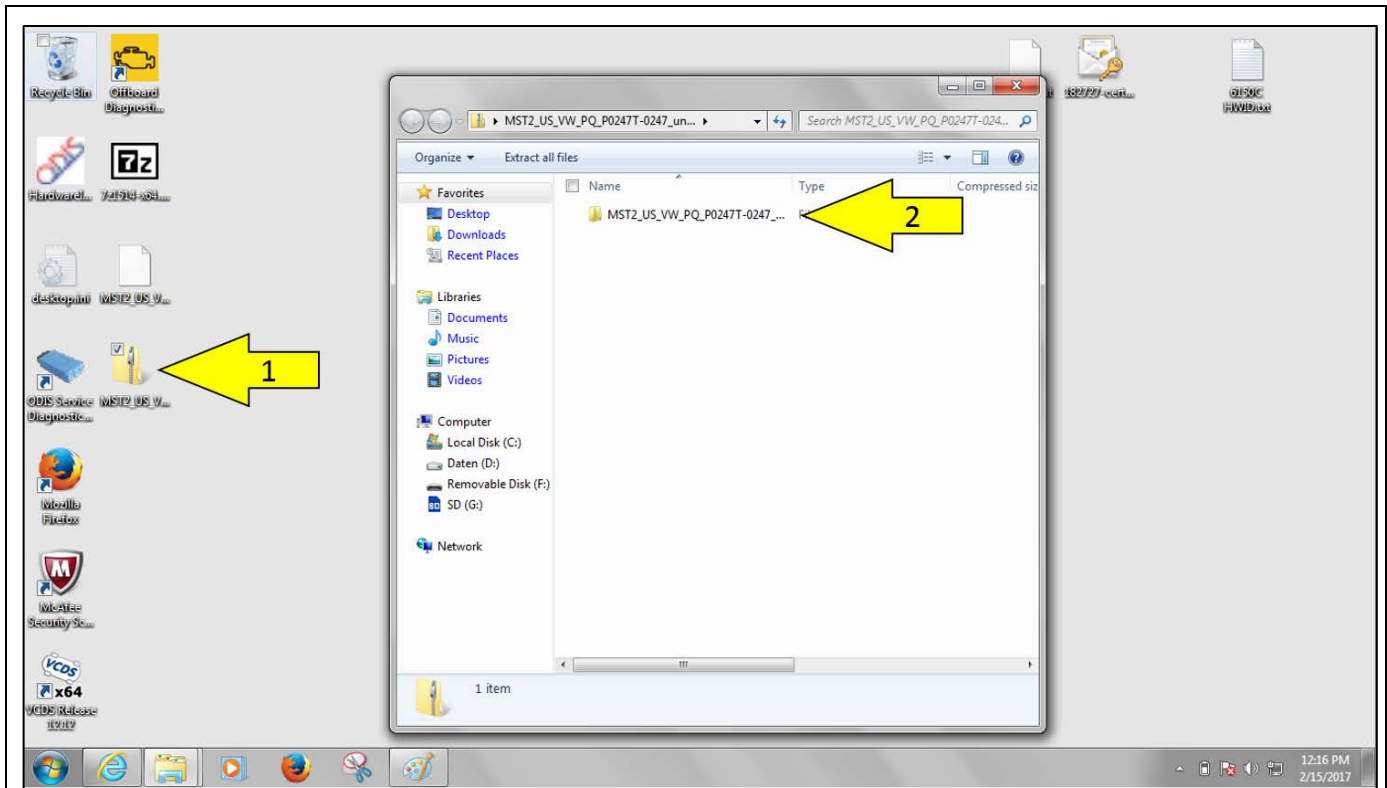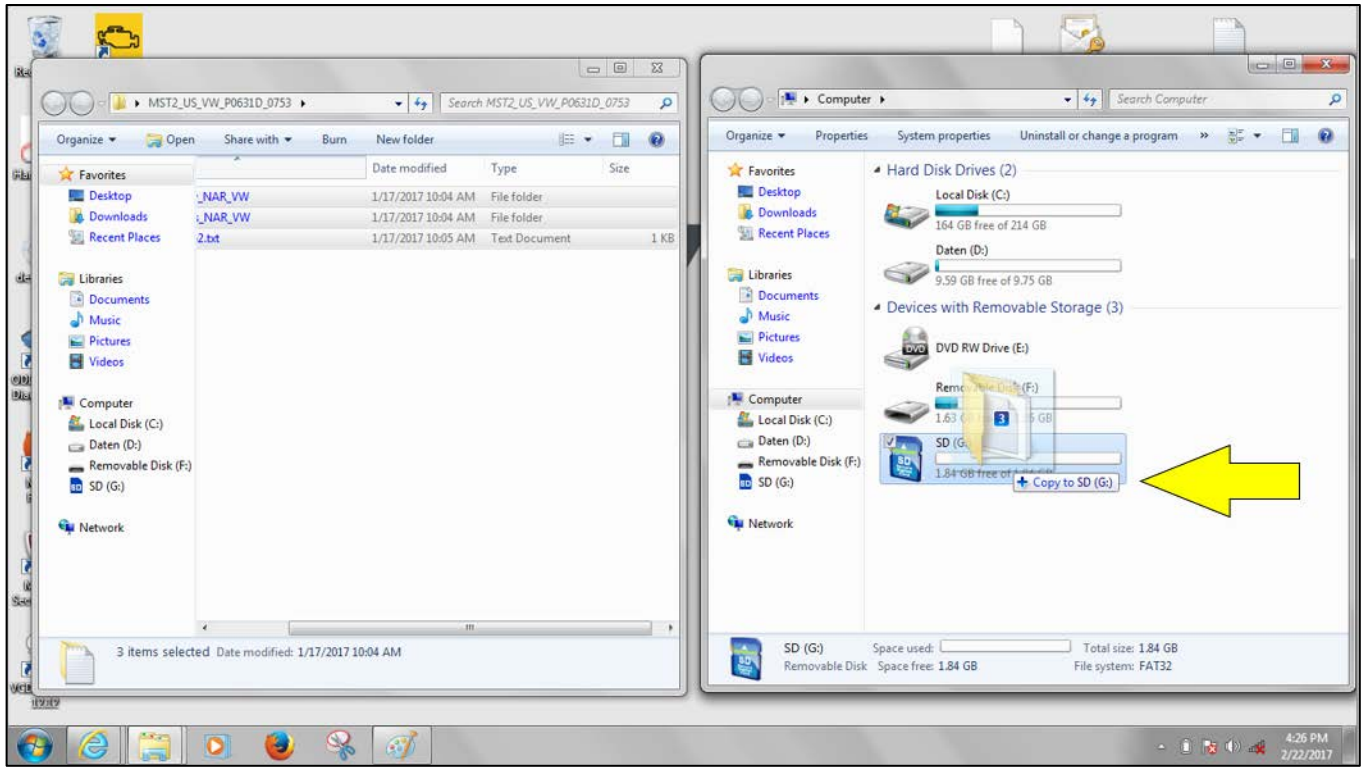
- Once the file is extracted:
  - Double click on the zipped folder <arrow 1>.
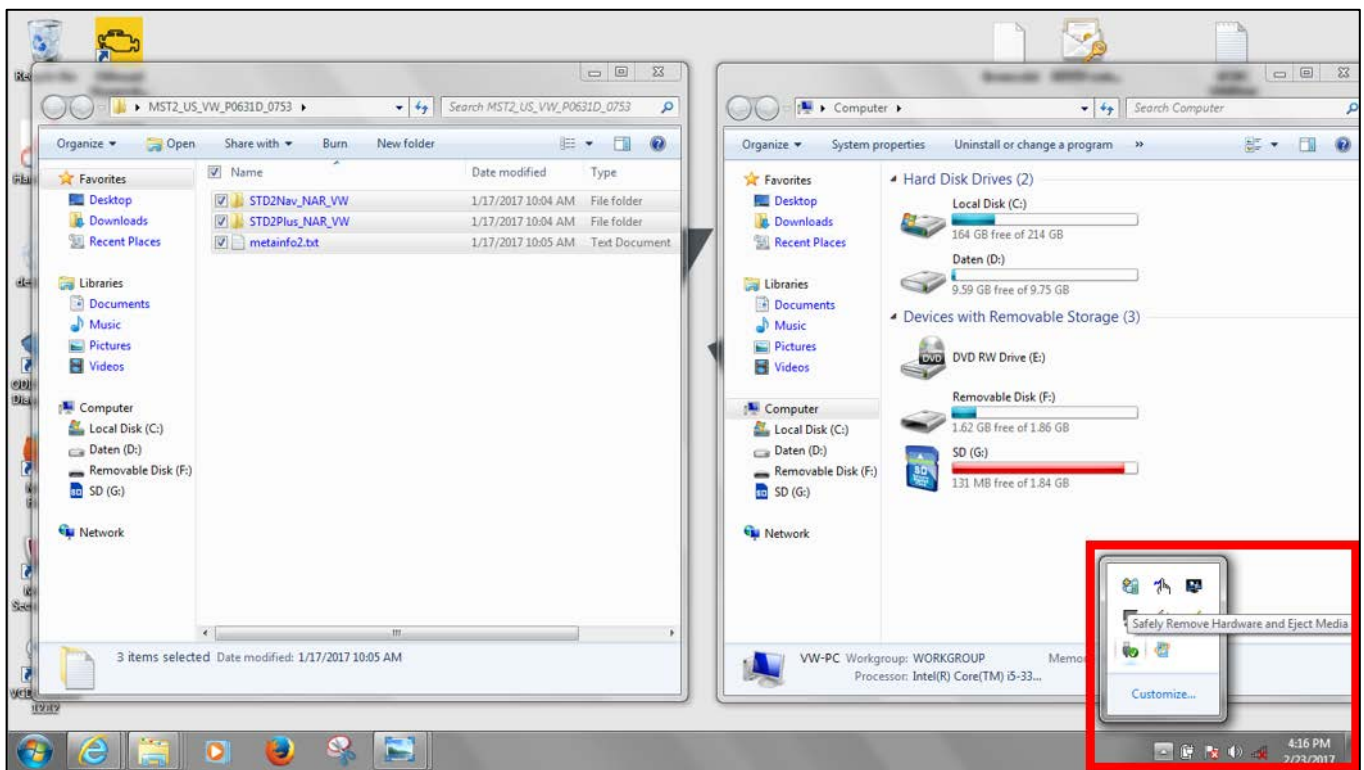 - Double click on the the unzipped folder <arrow 2>.

- Check the box <arrow> to select all files.

> **ⓘ NOTE**
>
> It is important that ALL files in the unzipped folder are selected.

- Drag all of the selected files from the unzipped folder to the SD card <arrow>.

- Once the files are copied to the SD card, safely remove the SD card.
- The SD card is now ready for use.