



Technical Tip

Topic	91-17-08TT – MIB2 Radio May Intermittently Lock Up or Self-Reboot
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	November 24, 2017

Condition

ATTENTION:

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.

TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

MIB2 Radio May Intermittently Lock Up or Self-Reboot

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Passat, CC, Beetle, Beetle Convertible, Golf, eGolf, Golf R, GTI, Sportwagen, Alltrack, Atlas, Tiguan, Tiguan LWB	2016-2018	All	All	All	All

Technical Background

The customer states that the “radio” may intermittently “lock up” or “reboot”. This can be caused by software compatibility between devices connected to the infotainment system via USB or Bluetooth. This can also be caused by the use of aftermarket equipment such as, but not limited to, aftermarket cables and/or charging devices.

Service

Before creating a VTA, find out from the customer if the concern only happens when a device is connected to the infotainment system via USB or Bluetooth. Note that even if the device functions are not being used and the phone is connected, the device may still have influence on the operation of the infotainment system. E.g. the customer is listening to AM/FM but is charging their device via the USB port.

Inspect the customer’s vehicle for signs of aftermarket devices such as brightly colored, braided, or labeled USB cables, and if they are connected. If they are and the concern is happening, disconnect the cable and retest.

If the customer’s concern is over Bluetooth, please ensure that the customer’s device is an approved device by referring to the website: www.Knowyourvw.com/bluetooth. If the customer’s device is not on the approved list, please inform the customer that functionality will be limited and may induce concerns in the infotainment system.

If the customer’s device is approved, and if while using Bluetooth or a manufacturer cable (i.e. Apple) is being used there are concerns, check the customer’s device for the amount of free space left on the device, and also note if there are numerous Apps running in the background. If there is little hard drive space left on the device (approx. 10%) and/or numerous apps are running in the background, this may induce functionality concerns. Have the customer free the hard drive space and shut down any non-essential apps and retest.



Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2049566/1	11/24/17	Original publication.

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