

## Technical Tip

<b>Topic</b>	91-18-08 TT– Infotainment Freezes, Reboots or other Functionality Concerns
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Volkswagen
<b>Date</b>	September 14, 2018

### ATTENTION:

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

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

### Infotainment Freezes, Reboots or other Functionality Concerns

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf/GTI, Golf Sportwagon, eGolf, Golf R, Jetta, Passat, CC, Tiguan, Beetle, Beetle Convertible	2016-2019	All	All	All	All
Atlas, Tiguan LWB	2018-2019	All	All	All	All

## Technical Background

On vehicles with the MIB2 platform **-5F-** Infotainment units:

If you encounter a concern where the unit freezes, reboots or other various functionality concerns that are related to a media device such as:

- Phone not pairing.
- Radio screen going blank.
- Back up camera not coming on.
- Navigation freezeing or other issues.

Try the procedure below to reset the **-5F-** module.

## Service

Start with a battery maintainer in place and the latest online version of ODIS Service software installed. Under the special functions tab:

- Run the test plan for “KS master-gateway connection systems” or “KS master-instrument panel combined systems”.

Either one of these plans can be listed.

Once completed:

- Go back under special function and perform the test plan for "Ctrl. module software configuration" chose by diagnostic address word and put 5F module.

Once the test plan finishes:

- Back out to special functions.
- Select the FES “Function clearing system (FES)”.
- Select #2 “Re-create function” or "Restore Function".
- Run this on the 5F module also.
- Once complete recheck for any issues.

## Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2052449/1	9/14/18	Original publication.

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